

**BSBWHS211**

**CONTRIBUTE  
TO THE  
HEALTH AND  
SAFETY OF  
SELF AND  
OTHERS**

# **BSBWHS211**

## **Contribute to the health and safety of self and others**

Release 1

## **Learner Guide**

Aspire Version 1.1



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BSBWHS211 Contribute to the health and safety of self and others

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Level 1, 464 St Kilda Road  
MELBOURNE VIC 3004 AUSTRALIA  
Phone: (03) 9820 1300

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## Contact details

Participant
Name:
Start date:
Phone number:
Email:
Work location
Name:
Address:
Postal address:
Workplace supervisor name:
Phone number:
Fax:
Email:
Registered Training Organisation (RTO)
Name:
Address:
Postal address (if different):
Phone number:
Fax:
RTO contact name:
Mobile:
Email:

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## Before you begin

This Learner Guide is based on the unit of competency *BSBWHS211 Contribute to the health and safety of self and others*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: [www.training.gov.au](http://www.training.gov.au).

### How to work through this Learner Guide

This Learner Guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the Learner Guide you need to read, and which Practice Tasks and Learning Checkpoints you need to complete. The features of this Learner Guide are detailed in the following table.

Feature of the Learner Guide	How you can use each feature
Learning content	<ul style="list-style-type: none"> <li>Read each topic in this Learner Guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance.</li> <li>It is very important that you take on some of the responsibility for the learning you will undertake.</li> </ul>
Examples	<ul style="list-style-type: none"> <li>These highlight key learning points and provide realistic examples of workplace situations.</li> </ul>
Practice Tasks	<ul style="list-style-type: none"> <li>Practice Tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which Practice Tasks to complete.</li> </ul>
Summaries	<ul style="list-style-type: none"> <li>Key learning points are provided at the end of each topic.</li> </ul>
Learning Checkpoints	<ul style="list-style-type: none"> <li>There is a Learning Checkpoint at the end of each topic. Your trainer will tell you which Learning Checkpoints to complete.</li> <li>These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.</li> </ul>

## Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table provides definitions for each foundation skill.

Foundation skill area	Foundation skill description
Reading	<ul style="list-style-type: none"> <li>Identifies and interprets short and simple information in relation to WHS and incidents</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Uses structure and language appropriate to audience and context when giving factual information</li> </ul>
Oral Communication	<ul style="list-style-type: none"> <li>Uses language and non-verbal communication appropriate to audience and context in descriptions, opinions and explanations</li> <li>Extracts meaning and main ideas from verbal descriptions, opinions and explanations</li> </ul>
Navigate the world of work	<ul style="list-style-type: none"> <li>Follows WHS legislative requirements under supervision and with assistance</li> <li>Follows protocols and procedures relating to own role</li> <li>Seeks assistance from others when WHS issues are beyond scope of immediate responsibilities</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>Plans, organises and implements routine tasks in order to optimise health and safety</li> <li>Selects and implements actions from predetermined procedures</li> </ul>

## What do you already know?

Use the following table to identify what you may already know. This may assist you to work out what to focus on in your learning.

Topic	Key outcome	Rate your confidence in each section
Topic 1: Work safely where you work	1A Follow safety procedures and instructions	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Check systems and equipment	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Follow procedures for responding to incidents	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 2: Operate safely in your own job	2A Identify workplace safety contacts	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Identify, report WHS hazards and contribute to and follow procedures	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Report incidents and injuries	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 3: Take part in WHS consultative processes	3A Contribute to meetings, inspections and other WHS activities	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Support the hazard management process	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident



## Topic 1 | Work safely where you work

- 1A Follow safety procedures and instructions
- 1B Check systems and equipment
- 1C Follow procedures for responding to incidents

# 1A Follow safety procedures and instructions

Workplaces stipulate certain safety procedures to ensure your wellbeing at work.

Your managers and supervisors are obliged to keep your workplace safe; this is expected under the WHS laws which govern your state. However, you also have a responsibility to contribute to safe workplaces. How do you do that? By following instructions, checking systems are working and reporting issues.

Safety procedures and instructions are important guides that explain how to conduct your work practices and the report problems. Depending on where you work, there will be several pieces of information that outline what is expected of you in the workplace:

- Policies
- Procedures (they may have other names, e.g. Safe Work Method Statement)
- Instructions (e.g. how to safely operate equipment)
- Signage (e.g. that provides instructions, warnings or provisions)
- Verbal instructions (provided they are reasonable – see below)

WHS policies are the driver for reducing incidents in the workplace. A policy is an official statement from the employer or senior management team outlining measures committed to protecting the health and safety of workers.

Under WHS laws, every workplace needs to have detailed and clear WHS policies that adhere to the current legislation in your state or territory.

## Workplace policies and procedures

Policies and procedures establish a framework for employers and workers to follow in order to establish a safe working environment. They also ensure all parties meet their legal obligations under WHS laws.

Policies describe the approach the organisation adopts towards operational aspects – in other words, how the organisation intends to approach something. For example, a WHS policy aims to achieve the best possible outcomes for an organisation and its workers by promoting and supporting workplace safety. This includes identifying hazards and taking reasonable steps to eliminate any risk to human health and safety.

A procedure is a set of instructions a worker must follow to complete a task safely and efficiently. They are especially important when you are unsure how to perform a task. It is essential you familiarise yourself with the procedures manual relevant to your role. After all, these skills are critical when it comes to meeting your responsibilities as a worker.

## WHS policies

The WHS policy will help you fulfil your duty of care as a worker for the organisation.

All workplaces in Australia are required to have a WHS policy dedicated to promoting the health and safety of all employees. This should stipulate the organisation's goals and objectives regarding WHS as well as provide a general set of guidelines outlining safe work practices.

## WHS procedures

WHS procedures are instructions developed to ensure everyone works safely and effectively. Depending on your workplace, they may be simple or more complex.

Your organisation's WHS procedures document may provide guidance regarding:

- selecting, using and storing personal protective equipment (PPE)
- personal presentation and workstation set-up
- standard safety precautions and housekeeping
- safe handling of chemicals, poisons and dangerous materials, including safety data sheets (SDSs)
- emergency drills
- implementing hazard identification and control systems
- manual handling
- staff development and training programs
- waste management
- emergency contact numbers, including local doctors and hospitals
- WHS personnel
- the location of first-aid equipment.

## Example

### Sample WHS Policy

#### Policy details

- BizOps is committed to providing a safe working environment for all workers in accordance with its legislative obligation.
- Prompt attention to hazards is a commitment to this objective.
- All workers have a responsibility for work health and safety (WHS) in the workplace.
- Training in and communication of health and safety practices and procedures will be provided to all workers.
- The WHS Officer at BizOps Enterprises is Dmitri Lavrov.

## Work health and safety representatives

Health and safety representatives will be appointed according to state/territory legislation.

BizOps is committed to regular consultation about WHS with staff and their representatives and, where necessary, with contractors and suppliers of equipment and services, to ensure that workplace health and safety management is of the highest standard.

BizOps has a comprehensive range of strategies and programs available to support the health, safety and wellbeing and the return to work of ill or injured staff; training is provided to staff commensurate with their roles and responsibilities.

### First-aid attendant

Workers shall be invited by the Managing director: Business Operations to undertake the role of first-aid attendants. Workers have the right to refuse. Selected workers are required to undertake the requisite training to be certified first-aid attendants. The company will arrange this.

First-aid kits shall be supplied and maintained. The kits shall be kept in a secure place that is accessible in times of need.

## Emergency evacuation procedure

Managing directors have consulted health and safety representatives to develop an evacuation procedure. Workers are legally obligated to abide by this emergency procedure. Failure to comply may result in your employment being terminated.

The emergency procedure will be tested randomly every six months to ensure its effectiveness.

## WHS audit

Regular WHS audits will be conducted annually to identify potential hazards. Additional audits may be scheduled in the instance of office/site restructures. The results will inform the organisation's WHS strategy.

Actions arising from the audit shall be recorded in the audit file and reported to the Managing Director: Business Operations.

## Reporting safety hazards

Safety hazards/defects are to be reported to the workers' immediate manager. The manager must then prepare a preliminary report and forward it to the Managing Director: Business Operations for appropriate action.

## Reporting incidents

Incidents are defined as any event that causes injury, potential injury or may be classified as a 'near miss'. All incidents must be recorded in the WHS issue register, which must be readily accessible at all times.

This procedure does not supersede any requirements under the workers compensation legislation in any state or territory for workers to complete an accident report.

## Smoke-free

In order to guarantee a safe and healthy environment for its workers and visitors, smoking is prohibited at BizOps. Smoking is not permitted in any of the offices, corridors, lifts, lobbies, stairwells or toilets. Smoking is permitted outdoors, provided employees are at least twenty metres away from the building.

## Verbal workplace instructions

In addition to written policies and procedures, all workers need to follow a range of verbal instructions.

Verbal instruction may be given by an employer, supervisor or line manager to ensure tasks are completed safely in the workplace. They may be provided at the start of your employment, at the commencement of a shift or during your work day.

Under WHS law, you must follow all reasonable instructions given to you by your employer, supervisor or line manager.

If you are unsure about how to follow a work instruction, take the time to ask the relevant personnel and clarify any uncertainties.

## Workplace signage

In addition to verbal instructions, all workers need to follow a range of written instructions.

Written instructions include the use of posters and signs that explain important safety information to employers, workers and visitors.

Safety signs and symbols are useful, as they provide quick and simple information about potential hazards on the work site.

A range of common WHS signs are provided below:

Smoking prohibited	
	<p>A red circle that crosses out an image means you must refrain from doing the action pictured.</p> <p>In this example, the sign means smoking is prohibited.</p>
First-aid equipment	
	<p>A coloured or shaded square with a white cross means first-aid safety equipment is stored nearby.</p>

Poisonous materials	
	<p>A triangle with skull and crossbones signifies a material is poisonous and potentially fatal. This symbol is often black or yellow.</p>
Danger	
	<p>Danger signs communicate that an area is potentially hazardous and should be avoided where possible.</p>
Slippery when wet	
	<p>A triangle with an exclamation mark suggests caution should be exercised. This sign informs individuals that a particular area may become slippery, and therefore hazardous, when wet.</p>
Flammable	
	<p>A red diamond with a flame symbol indicates a material is flammable and should be used with extreme caution. The number on a flammable sign indicated what class a flammable item is.</p>
Eye protection must be worn	
	<p>A circle indicates an order is in force. The white image of a person wearing goggles means eye protection must be worn at all times.</p>

## Model WHS laws

The model WHS laws began in January 2012 to unify Australia under one set of WHS laws.

Led by Safe Work Australia, the *Work Health and Safety Act 2011* (Cth), the *Work Health and Safety Regulations 2011* (Cth) and a set of model Codes of Practice were developed. Currently, (as at January 2020), all states and territories have adopted the model laws – except Western Australia and Victoria.

The following table demonstrates which WHS Act each state follows in Australia:

Commonwealth	<i>Work Health and Safety Act 2011</i> (Cth)
ACT	<i>Work Health and Safety Act 2011</i>
NSW	<i>Work Health and Safety Act 2011</i>
NT	<i>Work Health and Safety Act 2011</i>
QLD	<i>Work Health and Safety Act 2011</i>
SA	<i>Work Health and Safety Act 2012</i>
TAS	<i>Work Health and Safety Act 2012</i>
VIC	<i>Occupational Health and Safety Act 2004</i> (Vic.)
WA	<i>Occupational Safety and Health Act 1984</i> (WA)

## The primary duty holder

The Person Conducting the Business or Undertaking (PCBU) holds the primary duty for ensuring the health and safety of the workforce.

The PCBU (also known as the employer) may be an entity or a 'natural' person. It can include a body corporate (company), unincorporated body or association (volunteer organisation), sole trader or person in a partnership. Self-employed persons are also considered to be PCBUs.

The PCBU must reasonably ensure the health and safety of workers and other persons who may be affected by work carried out as part of the business or undertaking.

The PCBU's key responsibilities are summarised below:

- Manage risks to health and safety.
- Provide information, training, instruction and supervision to protect people from harm.
- Provide safe methods for completing work tasks.
- Provide suitable facilities for workers
- Provide safe tools, equipment, systems and other resources.
- Monitor the environment to ensure hazards and risks are controlled.
- Promote and maintain the health, safety and welfare of people at work.
- Protect people at work from injury and illness, including psychological injury.
- Protect the health and safety of the public in workplaces.
- Consult workers and encourage participation in maintaining WHS standards.

## Responsibilities of Officers

The model WHS laws set out the duties of the senior managers and key decision makers in the organisation.

The responsibilities of key decision makers are outlined to ensure top level management have a proactive role in keeping the workplace safe.

An officer can be any person who helps make decisions that affect the business. They can also be any person who has an impact on the organisation's financial position, including how budgets are set and spent.

Officers can be prosecuted for failing to meet their health and safety responsibilities. Some of these responsibilities are outlined below:

- Stay up to date with the business operations and associated risks.
- Ensure adequate resources to manage hazards.
- Ensure there are processes in place for receiving information about risks, hazards and incidents.
- Ensure incidents and hazard reports are responded to in a timely manner.
- Ensure the PCBU meets their legal duties under the model laws.
- Provide evidence that WHS matters are being managed and actioned in a responsible and timely manner.

The officer may also be required to perform additional duties:

- Report notifiable incidents.
- Consult with workers about WHS issues.
- Ensure compliance with notices issued under the act.
- Provide training and instruction to workers about work health and safety.
- Ensure health and safety representatives receive their entitlements to training.

## Responsibilities of workers

Workers also have a responsibility to ensure the safety of themselves and others.

As a worker in the business services industry, you are legally responsible for how your action or inaction may affect your own health and safety as well as the health and safety of others.

An action is something a person does. An inaction, or omission, is something a person neglects to do, such as failing to report a hazard or ignoring a safety hazard. Some common responsibilities are listed below:

- Take reasonable care for your own safety.
- Take reasonable care for the safety of others.
- Follow the instructions of your employer or supervisor.
- Follow all workplace policies and procedures.
- Correctly use the personal protective equipment (PPE) provided by your employer.
- Use all machinery, materials, tools and equipment safely.
- Report any hazards and incidents to your employer or supervisor.

## Responsibilities of others in the workplace

In the workplace, everyone has a role to play to ensure the environment is safe.

Under WHS laws, others – defined as people who are unknown workers or contractors of the employer – have a duty to refrain from harming people in the workplace.

For example, customers may arrive on site, or family and friends may visit during break times.

It is important to understand that ‘other’ people have a legal duty under the model WHS laws to:

- prioritise their own health and safety
- act in a manner that considers the health and safety of workers
- follow any instructions from the employer, supervisor or WHS person as well as any safety signage in the workplace.

Significant penalties apply to visitors who violate any WHS laws.

## Duty of care

Workers must act reasonably to reduce and eliminate the possibility of harming themselves and others in the workplace.

Duty of care is one of the most important principles you need to familiarise yourself with. Under the model WHS laws, you have a general duty of care to:

- recognise the hazards in your worksite
- take reasonable steps to minimise hazards and harm.

Put simply, you have a role in helping create a safe work environment for everyone. You need to be aware of the hazards around you and do whatever is in your power to remove or reduce the possibility of harming others.

Remember, under WHS law, you may be prosecuted if you ignore a hazard that leads to a serious injury, illness or fatality.

### Example

#### Duty of care in the workplace

Bronwyn is employed as an administration officer in a reception area. Her role is to engage with clients and refer their needs to staff members who can provide the required services. On her first day, her supervisor, Ron, explains that Bronwyn has a duty of care to:

- her colleagues, including other administration staff and those not employed in the administration section of the business
- clients
- non-client visitors to the reception.

## Practice Task 1

### Question 1

---

WHS instructions can come in many different forms. Draw a line to match the beginning of each sentence on the left to the correct ending on the right.

- |   |  |
|---|--|
| » Posters and signs placed around the workplace are used to           | » ensure workers complete a task effectively and safely.                       |
| » WHS procedures are instructions developed to                        | » follow a range of verbal instructions.                                       |
| » WHS policies are used to  | » warn people about certain hazards and explain important safety information.  |
| » In addition to written policies and procedures, all workers need to | » describe the organisation's approach toward a particular operational aspect. |

### Question 2

---

As a worker, you are responsible for operating safely in your work environment. What is your general duty of care under WHS laws? Tick all that apply.

- Identify hazards in your workplace.
- Ignore hazards; after all, cleaning and maintenance is not part of your job description.
- Take reasonable steps to eliminate or minimise the harm that hazards could cause to people.
- Be aware of the things around you that can cause harm.
- The people within your workplace, such as colleagues, clients and visitors.

### Question 3

---

Draw a line to match the beginning of each sentence on the left to the correct ending on the right.

- |   |   |
|---|---|
| » Within reason, the PCBU must                            | » stay up to date with the business operations and hazards associated with business practices.      |
| » Under the model WHS laws, officers must                 | » use all machinery, materials, tools and equipment safely.   |
| » Visitors to the workplace must                          | » ensure the health and safety of all persons affected by work carried out as part of the business. |
| » As a worker in the business services industry, you must | » follow any instructions from the PCBU, employer, supervisor or WHS person.                        |

### Question 4

---

Draw a line to match each hazard sign to its correct meaning.



» Eye protection must be worn.



» This contains flammable liquids.



» This is poisonous.



» Smoking is prohibited

# 1B Check systems and equipment

---

When working with equipment, it is important you carry out pre-start systems and equipment checks according to workplace procedures and instructions.

Working in the business services sector will expose you to a range of technology and equipment. Each piece of equipment poses a risk to health and safety if it is not maintained or used correctly. When you use the same equipment every day, it is easy to become complacent and avoid the necessary precautions to operate equipment properly.

This section provides details how to conduct and document equipment and systems safety checks as well as how to administer equipment operation procedures.

## Basic workstation checks

Determining if your workstation is safe to use before you start working may prevent injuries down the track.

In most cases, a workstation in the business services sector will consist of a chair, desk, storage system, computer and communications equipment.

All these items can potentially harm you if they are not regularly maintained. Any faults or problems must be picked up early, before they cause an injury, which is why it is important to conduct system checks before you start.

Some key faults to consider when checking your workstation include:

- lights not working correctly
- faulty electrical equipment
- the height and positions of furniture
- frayed electrical cords or cords not tagged and tested
- trip hazards (e.g. electrical cords along the floor)
- guards missing from guillotines/slicers.

Using office equipment that is in working order greatly minimises your risk of harm.

An important part of your daily work routine is to check the systems and equipment you use to make sure they are operating correctly. Your workplace policies and procedures should include the steps to follow to check all other types of equipment around your office.

Remember, you must undertake safe work practices at all times, so if you share a workspace, always leave your area safe and clean for the next person to use.

Some common types of office equipment and technology you may need to check include:

- printers/photocopiers
- computers

- office furniture
- shelving and other storage units
- guillotines
- paper shredder
- trolleys and other manual handling equipment
- safety steps and ladders
- kitchen appliances
- electrical equipment.

## Pre-start checklists

A pre-start checklist is a handy cheat sheet to help you begin a job safely.

When inspecting office and workstation equipment, your organisation may have a pre-start checklist for you to use. This is a formal checklist to guide the process of conducting a hazard and risk appraisal on office equipment.

The focus of your pre-start check depends on the industry you're in; it may concern a piece of equipment or machinery.

Checklists are typically pocket-sized and completed while you walk through designated areas.

If an issue is noticed, the potential risk needs to be documented in a hazard report and submitted to the Health and Safety Representative (HSR), Health and Safety Committee (HSC) member or your supervisor. This information will help improve future safety procedures in the workplace.

## Keeping records

Your organisation's policies and procedures will describe what you should do to maintain accurate records of equipment and systems safety checks.

When completing pre-start checklists, maintenance records or incident reports, you must create a clear written record of the task. This could be a log reporting the time the incident was reported, or it may be a checklist indicating which items have been tested for safe operation.

Maintenance records for workplace equipment usually document the:

- model and serial number of the equipment
- date of servicing
- reason for the service request
- maintenance performed and a description of the parts used
- hazards reported.

## Example

### Pre-start checklist

Your Name:	Date:				
Site Location:					
Equipment Type:	Model:				
Serial Number:					
<p>Equipment inspections are to be conducted daily before use. These records form the basis of equipment maintenance procedures and will be subject to random inspections.</p> <p>Completed forms are to be provided to the department manager weekly for record management. When a fault or damage is identified, complete a fault report and provide both forms to the maintenance department immediately.</p> <p><b>Please mark:</b> <input checked="" type="checkbox"/> Item OK <input checked="" type="checkbox"/> Fault Identified [NA] Not applicable</p>					
	Mon	Tue	Wed	Thur	Fri
Power leads/power supply in good condition					
Outer casing of equipment is safe					
No protruding objects or materials					
Dials, keys and control buttons are in good condition and working correctly					
Monitor shows information clearly					
Monitor is adjustable					
Volume control/audio levels are in good working condition					
Equipment is stable and properly grounded					
Tag and Test stickers in place					
Equipment does not overheat					
Other					
Completed by (initials) and time					

## Practice Task 2

### Question 1

---

What might a pre-start system check include? Tick all that apply.

- Checking all cords for signs of damage
- Checking all protective guards on guillotines/slicers are intact
- Checking lights to ensure they are working correctly
- Checking on your colleagues to enquire about their weekends
- Checking printers are in a well-ventilated area to prevent overheating

### Question 2

---

Draw a line to match the beginning of each sentence about pre-start checklists to the correct ending.

- |   |   |
|---|---|
| » Maintenance records for workplace equipment usually contain | » a formal checklist to guide the process of conducting a hazard and risk identification on office equipment.               |
| » Pre-start checklists contain                                | » a description of any serious risks identified.  |
| » Organisational policies and procedures contain              | » a list of information such as serial number, date of servicing, reason for service request and the maintenance performed. |
| » A hazard report will need to be completed to record         | » a description of what you should do to maintain accurate records of equipment and systems safety checks.                  |

# 1C Follow procedures for responding to incidents

Procedures exist to ensure incidents are responded to correctly and avoided in the future.

An incident is any event that occurs in the work environment that poses a risk to the health and safety of workers, occupants or visitors in a facility.

Incidents can range from a potential trip hazard, which can be fixed simply, all the way to a life-threatening emergency. Emergencies are rare, but it is critical that you know how to respond swiftly and correctly to them, for they pose the highest possible level of danger to those affected. Without proper management, lives and property may be lost. For these reasons, incidents always require an immediate response.

This section explains in detail how to respond to incidents that may occur in your workplace.

## Workplace incidents

It's important to be well-versed in the types of incidents you may encounter so you respond appropriately.

There are numerous types of incidents you may need to respond to in the business services industry.

Given the broad nature of the industry, a workplace may include a hospital, construction site, retail office or professional suite.

Some workplace incidents you may encounter are listed in the table below:

 <p>Fire</p>	 <p>Flooding from an inflow of water</p>
 <p>Explosion</p>	 <p>Collapse of a major structure</p>



## Emergency response manual

**Familiarising yourself with an emergency response manual and understanding your role in the unlikely event of an emergency may save lives.**

All organisations must have an emergency response manual. The emergency manual describes an organisation's emergency procedures and fire-safety precautions; it also outlines the protocols employees and key personnel must follow.

Under WHS laws, your supervisor must provide you with training so you can execute the correct incident response procedures. This is particularly important if you are employed in a job or industry that carries a high risk of emergency. Regular incident response drills need to be conducted to keep your skills sharp in the event you have to respond to an emergency.

If an incident occurs, take immediate action (provided it is safe to do) to prevent further injury from occurring. Remember, you should never put your own safety at risk when attempting to aid others.

The first step is to administer first aid – but only if you are qualified to do so. Always seek assistance from your colleagues, supervisor, security staff, or health and safety representative; also confirm that emergency services are contacted as soon as possible by dialling 000.

Secondly, help isolate the incident site and prevent people from entering the area by safely using whatever means are at your disposal. This will help guarantee that inspectors and other emergency services can safely respond to the incident and carry out all necessary investigatory action.

The following table provides detailed information about six common incident response procedures:

### Evacuation

One of the most challenging emergency responses you may be involved in is the evacuation of the premises. Your organisation should have an evacuation plan. The aim of the evacuation is to remove people from the dangerous situation to a safer location and prevent panicking. Always employ model behaviour and avoid running or shouting instructions at people. Instead, speak calmly, clearly and quietly within close proximity of your audience.

WHS procedures explain what actions to take in an emergency, and they are usually displayed in public areas. Make sure you know the evacuation plan for your work area.

A well-written evacuation plan should cover:

- fire procedures, including the responsibilities of fire wardens and floor wardens
- how to clear everyone from the building
- assembling everyone at evacuation meeting points
- checking off the names of all evacuated individuals.

### Bomb threat

You may receive a bomb threat by telephone, in writing or in the form of a suspicious object. The threat may contain specific information about the type of device and its location – or it may be non-specific. Your organisation will usually have a bomb-threat checklist kept in close to each telephone.

Your workplace bomb-threat checklist may require you note:

- the exact wording of the threat
- the suspected person's details, such as their age or gender
- details of speech, such as their accent or speech rate
- background noises
- the location of the device
- the time of detonation.

Regard all threats as genuine and behave accordingly. Your workplace procedures will explain how to proceed with the bomb threat, but usually you would immediately advise your supervisor. Most importantly, never hang up the phone; keeping the caller on the phone will help police trace the call.

### Safety alarms

You must be familiar with any safety or security alarms installed in your workplace. Never ignore an alarm and notify your supervisor as soon as possible to the instance of an alarm tone.

Most alarm systems provide an audible and visible warning that something is wrong. An audible alarm could be a siren, hooter or bell. The visible component may be a flashing or swirling light.

Individual systems are designed to meet the organisation's requirements and may detect:

- equipment malfunction
- fire or smoke
- gas leaks
- intruders
- trapped people (for example, in lifts or cool rooms)
- theft
- unauthorised entry or exit.

### Service failure

Sometimes the supply of communications, electricity or water to the organisation is interrupted. Your supervisor or workplace procedures manual may advise you what to do in the case of a malfunction.

Specific staff may be responsible for advising team members on the cause of the problem as well as when the service will be restored. Where service is interrupted for an extended time, staff need to contact the service provider and give progress reports to relevant personnel.

In some cases, it may be necessary to close areas of the workplace, particularly where lighting is poor and poses a risk to workers and members of the public. Your supervisor will advise you if it is necessary to do this.

### Toxic or noxious fumes

You may be employed in an organisation where there is risk of a chemical spill or misplacement of other hazardous materials. If this occurs, your induction training will outline your responsibilities and the correct procedures to follow.

In cases where the spill is giving off toxic or noxious fumes, follow your organisation's procedures:

- Call emergency services on 000 and ask for the fire service.
- Notify the fire warden.
- Provide as much information as possible about the hazardous material to emergency services personnel.
- If possible, open windows and doors to ventilate the area.
- Ask all people on the premises to evacuate if instructed to do so by your supervisor or emergency services contact.
- Assist with the evacuation to the assembly area if required.
- Remain at the assembly area until advised by emergency services.

### Spills

You may work in an organisation where you are required to help clean up spills. These spills could be chemicals, kitchen ingredients or bodily fluids.

Workers in the health industry may be exposed to spills of blood, saliva, urine or faeces.

Take special precautions when dealing with bodily fluids. Your organisation may have infection control procedures you need to follow to manage spills, clean the area, and dispose of biological waste or contaminated materials.

## Fire response

**Always follow the correct procedures in the case of a fire.**

All workplaces should have a fire plan that ensures all workers and visitors can get out of the building safely. Workers should avoid dealing with a fire unless they have been trained to do so.

The following table outlines how to act in the case of a fire emergency:

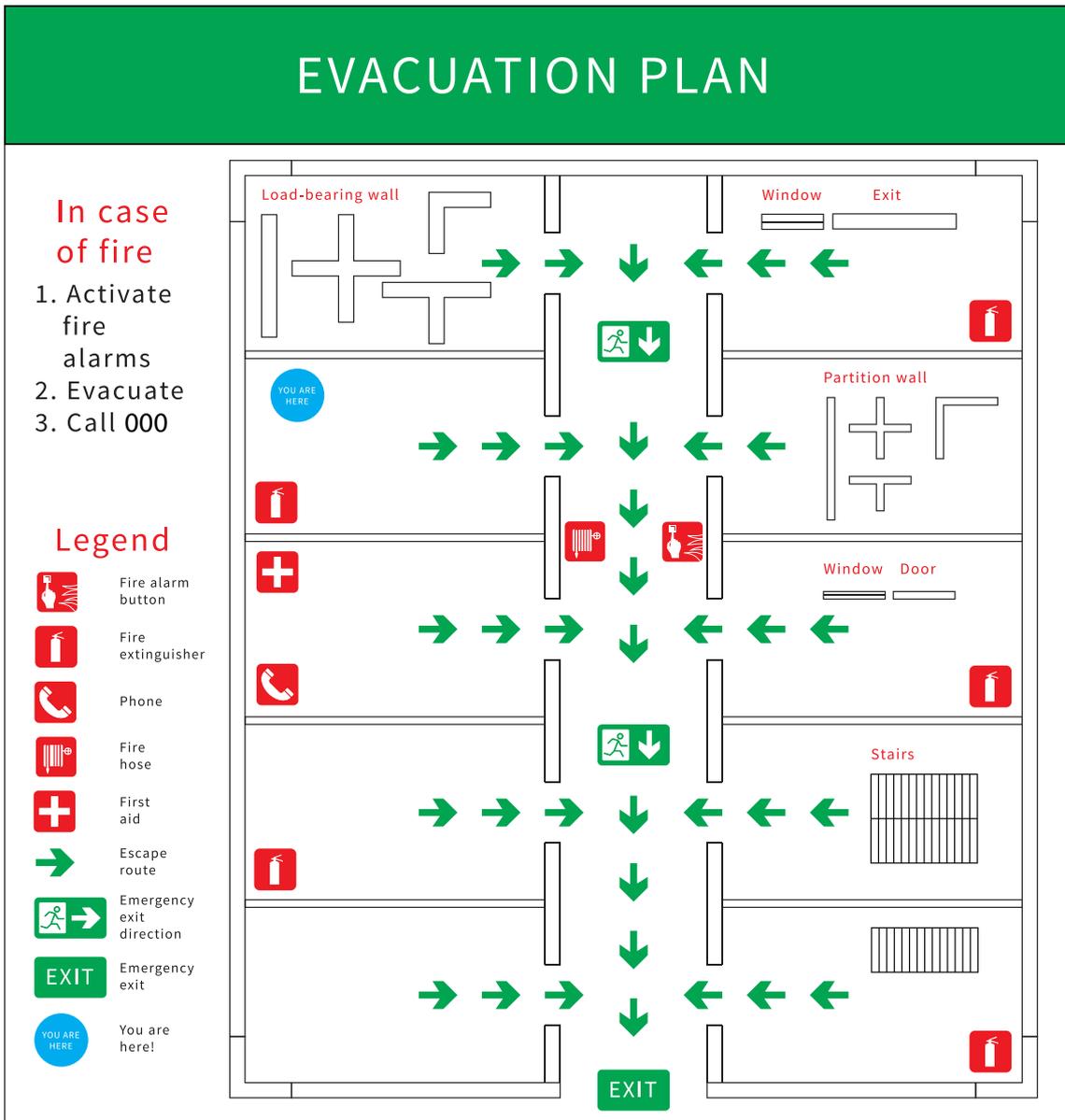


### Fire evacuation steps

1	Remain calm.
2	Follow the fire warden's instructions.
3	Stop what you are doing and leave the building immediately via the closest escape route. <b>Do not use the lift.</b>
4	Close all windows and doors if it is safe to do so.
5	Before opening any door, feel the door and door handle. If either is warm, take another route.
6	If you encounter smoke during your evacuation, drop to the floor and crawl.
7	Assemble and remain at the evacuation assembly point. Do not return to the building until you are told by the fire brigade, fire warden or your supervisor.
8	Advise your supervisor or emergency personnel of any injuries you, or others, have sustained as soon as possible.

**Example**

**Emergency response plan**



## Practice Task 3

### Question 1

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What are some examples of hazardous workplace incidents you may be required to respond to? Tick all that apply.

- Bomb threat received by mail
- Chemical spill in the staff kitchen
- Paper jam in the printer
- Filing shelves collapsing on a colleague
- Fire in the staff breakout room

### Question 2

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Your co-worker has slipped on a wet surface. Number each step from 1 to 4 in the order you would to respond to the incident.

- Follow your workplace policies and procedures for reporting the workplace incident.
- Take immediate action, if it is safe to do so, to prevent further injury from occurring.
- Help to isolate the incident site using supervision, or barriers, to prevent people from entering the area.
- Administer first aid if you are qualified to do so, and contact emergency services as soon as possible by dialling 000.

## Summary

- Employers have the primary responsibility to keep workplaces safe.
- Workers must follow all policies, procedures and reasonable instructions to ensure their own safety and the safety of others
- Duty of care is a shared responsibility between workers, officers and employers.
- Workplaces have WHS policies and procedures relating to their specific tasks.
- An important part of your daily work routine is to check the various systems and equipment you will use during the day to make sure they are in correct working order.
- Workplace policies and procedures must be followed when responding to emergency incidents.
- Prioritise your own health and safety in the event of an incident and seek assistance to ensure the safety of others.

# Learning Checkpoint 1

## Work safely where you work

### Part A

1. What information would you find in WHS procedures? Tick all that apply.
  - How to select, use and store personal protective equipment (PPE)
  - Staff development and training programs
  - General cleaning and maintenance instructions
  - Emergency contact numbers, including local doctors and hospitals
  - Petty cash protocols
  
2. Select yes or no for each of the following scenarios:
  - a) When working with equipment, it is important you carry out pre-start systems and equipment checks. » Yes      » No
  - b) Conducting safety checks on office equipment should be done only when all other tasks have been attended to. » Yes      » No
  - c) When entering a work area with a sign displaying a face wearing goggles, protective eye wear is optional for employees and visitors. » Yes      » No
  
3. Draw a line to match the beginning of each sentence on the left to the correct ending on the right to identify the correct responses to workplace emergencies.
 

» If a fire alarm sounds, you should	» take special precautions and refer to your organisation's policies and procedures for disposing of hazardous waste.
» If you encounter chemical spills in your workplace, you should	» record the exact wording of the threat and other key details about the caller.
» If you encounter smoke during your evacuation, you should	» remain calm and follow the fire warden's instructions.
» If you receive a bomb threat by telephone, you should	» drop to the floor and crawl towards the safest exit.

## Part B

Read the case study, and then answer the questions that follow.

### Case study

Natiq is an administration officer in the human resources department of a large professional services organisation. His role involves scheduling appointments for staff and management, entering information into the computing systems, ordering stationery and collating reports for the supervisors.

During his first week, Natiq attended induction training, which included an introduction to the WHS policies and procedures of his department. Natiq learned the organisation values the health and safety of all workers.

Natiq learned about the duties of the PCBU, workers and senior managers during his training. He is required to follow all the organisation's policies and procedures, as well as any reasonable instructions given to him by his supervisor to help contribute to a safe workplace.

His duties include reporting hazards, carrying out regular safety checks of his office equipment and attending monthly team meetings to discuss WHS matters, as part of the organisation's consultation processes.

1. What must PCBU personnel and officers do to meet their duties under WHS laws? Tick all that apply.
  - Provide information, training, instruction and supervision to ensure people are protected from harm.
  - Use personal protective equipment (PPE) correctly.
  - Promote and maintain the health, safety and welfare of people at work.
  - Consult workers and encourage participation in maintaining WHS.
  - Monitor the environment to ensure hazards and risks are controlled.

2. Which of the following pre-start systems and equipment checks are Natiq's duties? Indicate yes or no.
- |   |       |      |
|---|-------|------|
| a) Checking his laptop and docking station are in good working order                          | » Yes | » No |
| b) Checking stationery levels   | » Yes | » No |
| c) Having his telephone near his body   | » Yes | » No |
| d) Confirming the office lighting is adequate and not creating a glare on his computer screen | » Yes | » No |
| e) Preparing the morning tea for his supervisor's monthly board meeting                       | » Yes | » No |
| f) Checking all cords around his workstation are free from any signs of damage                | » Yes | » No |
| g) Recording and reporting any issues identified with faulty equipment.                       | » Yes | » No |
3. If Natiq's team were to be evacuated due to a fire in their building, what procedures should they follow? Tick all that apply.
- Remain calm.
  - Follow the warden's instructions.
  - Take photos for social media.
  - Find the nearest lift and exit the building as quickly as possible.
  - Assemble and remain at the evacuation assembly point.



## Topic 2 | Operate safely in your own job

- 2A Identify workplace safety contacts
- 2B Identify, report WHS hazards and contribute to and follow procedures
- 2C Report incidents and injuries

## 2A Identify workplace safety contacts

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Work health and safety involves identifying key WHS contacts, asking questions about WHS matters and reporting your concerns about safety.

In the workplace, certain people will be allocated specific duties to manage WHS matters to ensure the safety of all employees. These include your supervisor and specialised WHS personnel.

### Your supervisor

Your supervisor has a duty to inform you of all WHS procedures and clarify your safety concerns.

In the business services sector, if you are unsure about any WHS policies, your supervisor should usually be your first point of contact.

Supervisors and line managers have a duty of care, and they will appreciate you taking an active interest in WHS guidelines.

However, it may not be practical to confer with your supervisor every time you have a WHS query. Depending on the issue, you may seek information from:

- health and safety representatives (HSRs) or health and safety officers
- more-experienced colleagues
- the organisation's policy or procedures manuals
- training manuals.

### Raise WHS issues

It is your responsibility to report any WHS issues with the relevant workplace personnel to ensure the safety of all workers.

Poor work practices, unsafe behaviours, faulty equipment and inadequate safety systems may jeopardise the health and safety of others in the workplace; they also have the potential to harm the organisation's reputation.

Whenever you notice a potential hazard, notify your supervisor immediately and provide them with any evidence that supports your concern.

Your supervisor will follow workplace procedures to make sure your concerns are investigated; it is their responsibility to ensure action is taken, where necessary, to eliminate or minimise any risks that exist.

Some issues you may be exposed to include:

- incorrect use of PPE
- damaged or missing safety signs
- poorly maintained equipment
- poorly kept records
- missing stock and supplies
- standard precautions being neglected
- cleaning procedures being ignored
- missing safety data sheets (SDSs).

Certain workplace personnel will have specialised training and knowledge to help them apply best practice when responding to an incident.

Depending on the size and type of organisation you work in, there may be other people in your workplace who have special responsibilities for implementing WHS policies, such as health and safety representatives (HSRs) and committees (HSCs).

## Health and safety representatives

Health and safety representatives (HSRs) are a key link between workers and the person conducting the business or undertaking (PCBUs).

A health and safety representative is an employee in your workplace who has been elected to represent WHS issues. There can be as many HSRs and deputy HSRs as needed after consultations, negotiations and agreements between workers and the PCBU have been reached.

HSRs have the following functions and powers:

HSR functions	HSR powers
<ul style="list-style-type: none"> <li>• Represent their work group in matters related to WHS.</li> <li>• Provide information to workers about health and safety.</li> <li>• Bring issues to the attention of the PCBU to resolve them.</li> <li>• Monitor risk control measures.</li> <li>• Investigate WHS complaints from the work group.</li> <li>• Inquire into potential risks to the health and safety of workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Can conduct inspections as necessary.</li> <li>• Can accompany an inspector during an inspection.</li> <li>• Can be present at an interview about WHS with a worker.</li> <li>• Can request that an HSC be established.</li> <li>• Can direct a person to cease unsafe work in certain circumstances.</li> </ul>

## Health and safety committees

Health and safety committees are an integral part of an organisation when it comes to developing and reviewing WHS practices.

Health and safety committees are made up of elected members; however, they differ from HSRs due to the fact that they are not employees from a designated work group. Instead, the committee addresses concerns affecting all workers and they work closely with management to develop better safety standards, policies and procedures across the whole organisation.

Unlike HSRs, a health and safety committee has no legal powers. They are, however, responsible for:

- facilitating co-operation between the PCBU and workers to improve health and safety measures
- developing health and safety standards, rules and procedures
- meeting once every three months to discuss WHS matters
- any other functions agreed to by the PCBU and the HSC.

## Practice Task 4

### Question 1

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Knowing who to talk to about WHS helps you work safely in the workplace. Draw a line to match the beginning of each sentence on the left with the correct ending on the right to complete each statement regarding each WHS contact.

- |                                     |  |
|-------------------------------------|--|
| » Supervisors and line managers     | » address the concerns of all workers to develop better safety standards, policies and procedures across the whole organisation. |
| » Health and safety committees      | » receive information from health and safety representatives in order to resolve issues.   |
| » Health and safety representatives | » will usually be your first point of contact.   |
| » PCBU's                            | » are people from your workplace elected by a work group to represent them on WHS issues.  |

## Question 2

---

Which of the following statements are the responsibilities of health and safety representatives?  
Tick all that apply.

- Represent their work group in matters related to WHS
- Provide information to workers about employee benefits and bonus incentives
- Bring issues to the attention of the PCBU to resolve them
- Monitor risk control measures
- Investigate WHS complaints from the work group

## 2B Report WHS hazards and follow procedures

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Reporting workplace health and safety hazards is an important step for reducing risks and potential harm at work.

In your role, you may come across various dangers that may harm people in your work environment: these dangers are called hazards. Once hazards are identified, they need to be reported to the designated person and recorded according to workplace procedures.

In this section, you will develop the skills and knowledge needed to participate in hazard identification.

### Hazard identification

**A hazard is a source, or potential source, of human injury, ill-health or disease.**

For every hazard, there are risks. A risk refers to the likelihood of a hazard resulting in an injury or disease. Some risks are worse than others, depending on their seriousness.

For example, electricity is a hazard; there is a risk that someone may receive a shock and suffer life-threatening injuries if electrical equipment is incorrectly wired. Manual handling is also a potential hazard, because there is a risk a person may strain their back if they don't lift according to correct manual-handling guidelines.

Each workplace has its own unique combination of hazards. Your organisation's WHS policy should include a systematic approach aimed at eliminating or minimising workplace hazards.

Hazards may arise from:

- worker behaviour – such as mistakes, negligence or intentional acts of harm
- equipment and substances used in the workplace
- ineffective management systems and procedures
- poor work practices
- poorly trained workers
- inattentive managers
- poorly maintained equipment.

## Types of hazards

Hazards come in many forms; it is important to recognise all possible hazards so you can correctly address them.

The hazards identified in your workplace will depend on the kinds of activities, workers and technology in your organisation. Remember, new technology and work practices can be introduced and create new hazards – so it is important to remain vigilant.

The following table details five types of hazards common to many types of workplaces:

Biological hazards	
	<p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>▪ bacteria</li> <li>▪ viruses</li> <li>▪ mould</li> <li>▪ blood/bodily fluids/human waste</li> <li>▪ contaminated sharps</li> <li>▪ dressing</li> <li>▪ insects.</li> </ul>
Chemical hazards	
	<p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>▪ acids</li> <li>▪ poisons</li> <li>▪ flammable/explosive liquids</li> <li>▪ cleaning agent</li> <li>▪ fumes</li> <li>▪ scheduled drugs and poisons.</li> </ul>
Mechanical/electrical hazards	
	<p><b>Examples include:</b></p> <ul style="list-style-type: none"> <li>▪ electricity</li> <li>▪ electrical appliances</li> <li>▪ machinery</li> <li>▪ sharp instruments.</li> </ul>

Physical hazards	
	<p><b>Examples include:</b></p> <ul style="list-style-type: none"><li>▪ stairs</li><li>▪ ladders</li><li>▪ fire</li><li>▪ falling objects</li><li>▪ slippery surfaces</li><li>▪ hazardous manual handling</li><li>▪ excessively loud and prolonged noise</li><li>▪ radiation</li><li>▪ poor lighting</li><li>▪ hold-ups and physical threats.</li></ul>
Psychological hazards:	
	<p><b>Examples include:</b></p> <ul style="list-style-type: none"><li>▪ workplace stressors</li><li>▪ bullying</li><li>▪ conflict</li><li>▪ poor time-management</li><li>▪ sensory overload.</li></ul>

## Recognising hazards

Being able to identify hazards will help reduce the possibility of harm in the workplace.

Workplace procedures include instructions for identifying hazards. Several of these procedures will be formal, and you may be instructed to perform team inspections, carry out hazard hunts and review incident reports.

The most valuable hazard information you can provide is any associated risk that you find yourself exposed to during your daily work routine.

This will require you to observe your environment, talk to your team members, complete your safety checklists as part of your daily work routine, and implement your daily work practices.

However, it is important to note that identifying hazards takes practice. Use the following items as a starting point when creating a safe workplace:

- Observe your own work and record any issues you encounter.
- Observe others as they work and move about the workplace.
- Refer to past accidents to source information about the kinds of hazards to consider.
- Conduct regular meetings to discuss work activities and issues.
- Create, update and refer to checklists and procedures.

## Workplace inspections

**In an ideal world, all employees would commit to maintaining WHS safety standards; however, inspections are often conducted to assess if workplace practices are of appropriate standard.**

Workplace inspections are conducted on a regular basis. Their purpose is to identify and control hazards before they cause harm. In this way, it is a proactive and thorough approach to mitigating hazards, rather than taking a reactionary approach once an incident occurs.

Of course, evidence needs to be gathered to demonstrate that workers are following health and safety laws, as well as the organisation's policies and procedures, in the workplace. Site and workplace inspections also provide an opportunity for workers to raise WHS concerns with the relevant personnel.

Some processes involved in undertaking workplace inspections are outlined below:

- Inspect all existing and known hazards.
- Review work processes; these can be routine inspections at specific times when certain procedures are known to typically occur.
- Inspect any new processes or equipment to assess potential hazards.
- Inspect work practices or equipment after concerns are raised.
- Make follow-up inspections after processes have been changed to assess if any unforeseen hazards have been introduced.

## Example

### Hazards in the workplace

Workplace feature	Example hazard
Surfaces	Wet floor
Electrical	Frayed electrical cords, incorrectly wired equipment, poorly maintained equipment
Knives and box cutters	Poorly trained staff
Heavy items	Poor manual-handling techniques
Obstacles	Fraying or lifted carpet, items stored in the wrong place
Chemicals	Incorrectly labelled or stored, lack of safety data sheet (SDS) or appropriate PPE
Lighting	Poor lighting
Operating machinery	Inadequate machine guards
Airborne contaminants	Asbestos
Training	Insufficient induction or on-the-job training
Clothing	Restricted movement, slippery soles on shoes, loose-fitting gloves
Work practices	Shift work may lead to fatigue-related hazards
Imaging equipment in a medical centre	Risk of exposure to chemicals and radiation
Manual handling	Medical staff lifting patients

Identifying hazards is critical, but sometimes there is more you can do. Examples of immediate actions you can implement include:

- using signage for wet floors to prevent trips or falls
- arranging cleaning of spills (where it is safe to do so)
- helping others lift heavy items correctly (e.g. lifting in pairs)
- removing a damaged item and replacing it with a safe one (also report the incident).

Remember, in all cases you must:

- only act when it is safe to do so
- report the hazard – doing this creates a record of the hazard and helps managers to implement processes to avoid recurrences.

## Report WHS hazards

As a worker, you have an important role to play in helping your workplace remain safe.

If you identify workplace hazards, it is critical to report the issue immediately to your supervisor, line manager or specialist WHS person as soon as possible, especially if lives are in danger.

Reporting hazards or potential incidents may require you to:

- verbally notify your supervisor, line manager or WHS person
- complete a formal hazard report form and submit the form to the relevant person.

## Implementing workplace safety instructions, policies and procedures

By implementing safe workplace practices, you set a strong example for others to follow in order to improve safety standards for all employees.

As a worker, you have a duty to:

- follow your workplace instructions, policies and procedures in your work area
- contribute to the implementation of the required instructions.

This includes listening carefully to your supervisor or line manager, carrying out your work activities and supporting the organisation's WHS policy. At the same time, you must do everything within reason to contribute to the safe work practices of your team, such as devising solutions to issues, reporting potential hazards and training colleagues in safe practices.

In other words, not only do you have a duty to protect yourself, but you should encourage your colleagues to support and follow your organisation's instructions, policies and procedures to help ensure the safety of all those you work with.

If you see a team member disregarding a set procedure, ignoring a hazard or carrying out a task recklessly, you must provide them with feedback about their actions.

At the same time, avoid becoming aggressive or unreasonable. Instead, use professional language and give your colleague clear and constructive information about the correct procedure to follow in future. This will make your colleague more likely to hear you out and implement your advice, which is your desired outcome.

If you aren't confident enough to correct a team member, or if they do not respond favourably to your feedback, report the matter to your supervisor or line manager.

## Personal protective equipment

**Personal protective equipment provides an additional safeguard from injury at work.**

Another important part of contributing safely in your own work environment is to protect yourself and others. Prevention is a critical part of hazard reduction, and how you dress for work helps reduce the risk of harm.

You may be required to wear personal protective equipment (PPE) to perform some aspects of your work or to move from the office to another part of the facility, such as a warehouse. PPE is used to protect the person wearing from injury or illness.

It is essential, and part of your duty of care, that you use PPE correctly to protect your own health and safety. Your employer is responsible for supplying any PPE to contribute to our safety. If your PPE is damaged or is in any way unsafe, inform your supervisor immediately so the equipment can be repaired or replaced. Using damaged PPE can often be just as unsafe as using no PPE at all – it may even be worse!

A description of the types of PPE you may encounter in your working life is provided in the table below:

Name of PPE	Basic description
Earmuffs/plugs	<ul style="list-style-type: none"> <li>Protects the ears from loud or ongoing noise from machinery or site works</li> </ul>
Safety glasses or goggles	<ul style="list-style-type: none"> <li>Protects the eyes from dust particles and other hazardous fibres</li> </ul>
Gloves	<ul style="list-style-type: none"> <li>Protects hands from chemicals, cuts and burns</li> </ul>
High visibility clothing	<ul style="list-style-type: none"> <li>Improves the visibility of a worker when working alongside machinery and other dangerous equipment</li> <li>This may include high visibility vests, clothing, overalls and other protective clothing</li> </ul>
Steel cap boots	<ul style="list-style-type: none"> <li>Protects the feet from falling or sharp objects</li> </ul>

Name of PPE	Basic description
Wide brimmed hat	<ul style="list-style-type: none"> <li>Protects your face and neck from harmful UV radiation when working in hot, sunny weather.</li> </ul>
Sunscreen	<ul style="list-style-type: none"> <li>Protects workers from harmful UV radiation when working outside for long periods of time in hot weather.</li> <li>Varies in strength from SPF 15–50+</li> </ul>
Hard hat/helmet	<ul style="list-style-type: none"> <li>Protects the head from falling objects, debris or overhead hazards</li> </ul>

## Practice Task 5

### Question 1

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Select yes or no for each of the following.

- a) A hazard is a potential source of human injury. » Yes      » No
- b) Risks include potential dangers that could cause harm to people in your work environment. » Yes      » No

### Question 2

---

Draw a line to match each hazard type on the left to the correct example on the right.

- |                        |                      |
|------------------------|----------------------|
| » Biological hazard    | » Slippery surface   |
| » Psychological hazard | » Hydrochloric acid  |
| » Physical hazard      | » Workplace bullying |
| » Chemical hazard      | » Bacteria           |

### Question 3

---

Which of the following statements relate to your responsibilities as a worker under the WHS laws? Tick all that apply.

- Workers must arrive for work on time each day and use flexitime sparingly.
- Workers must report WHS issues immediately to their supervisor.
- Workers have a duty to follow workplace instructions, policies and procedures.
- Workers are required to listen carefully to their supervisor or line manager.
- Workers need to support the organisation's WHS policy.

## 2C Report incidents and injuries

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If an incident or injury occurs in your workplace, you should take certain steps to ensure it is reported according to organisational procedures.

Reporting incidents is an important way of addressing hazards and preventing recurrences. They also act as a record of evidence, which helps demonstrate to staff members that the right steps have taken to address potential risks.

Remember, a hazard is something which may cause an incident. A wet floor is a potential hazard, because there is a risk that someone could slip. Reporting this hazard ensures the risk of incident is minimised. If the floor is not signed, or if the floor is not attended to and dried, there is a significantly high chance that an incident will occur and someone may seriously injury themselves.

### Workplace incidents

An incident is any event that results in human injury, damage to property or demonstrates the potential to cause injury or damage in the future.

A WHS incident may involve:

- dangerous occurrences that may have injured someone
- disabling injuries
- exposure to hazardous substances or circumstances
- minor injuries
- occupational illnesses
- serious equipment or property damage
- uncontrolled fire and explosions
- any other serious incident that could put workers, visitors, contractors or customers at risk.

## Categories of incidents

Incidents range from near-miss incidents to fatalities.

You may be involved in the incident or may be a witness to an incident occurring.

Here are five categories of incidents you may need to report on:

Categories of incidents	
1. Near miss	An incident where a person narrowly avoids injury.
2. Damage to property or equipment	A serious occurrence that avoids harming human life.
3. Minor Injury	A small injury to a worker that highlights a serious safety problem that may cause additional harm in the future.
4. Major injury	A serious incident that causes significant harm, or even death, to a worker.
5. Work-related travel injury	An incident that occurs while a worker is travelling to or from work.

## Immediate response

Your immediate response in an emergency should prioritise your safety and the safety of the people around you.

In the event of an emergency, you must know what actions the organisation expects you to take regarding the protection of yourself, your colleagues and the organisation's property.

As always, you have a duty to immediately report the emergency to the appropriate person or department. Your workplace policies and procedures will advise you on the correct person to contact in specific emergency situations. You may need to advise:

- your supervisor
- emergency services (such as police, ambulance or fire services)
- first-aid officers
- internal security staff
- the fire warden
- a health and safety officer.

## Incident reports

Incident reports give the organisation information about injuries that have occurred and their associated circumstances.

An incident report allows the root causes to be investigated so steps can be taken to eliminate or minimise the risk of the incident recurring.

Information included on an incident report form is private, and you must only discuss the information on a need-to-know basis. If you are given a copy of the incident report, store it securely and submit the form to your supervisor or line manager as soon as possible.

The formal process of reporting incidents may be included in your organisation's WHS policy statement, induction handbook or safety manual.

### Example

#### An incident report

Jackson's Hardware is a busy city hardware store with few staff. Keeping people safe and providing great service is important. Yesterday morning at 10 am, your colleague, Jeff, was carrying a heavy box of supplies through the doorway when his hand slipped on the door handle, causing him to drop the box on his foot. He later went to the doctor to be assessed.

As the only witness, you completed an incident report form and recorded details of the incident:

Workplace incident report			
Report no.:	197	Date:	21 February 2020
<b>Person affected</b>			
First/Last name	Jeff Klutzman		
Address:	112 Runaway Bay Rd Smithfield		
Telephone number:	(02) 9999 9999	Mobile number:	0450 000 000
<b>Witness</b>			
First/Last name :	James Johnson		
Address:	16 Jack St Smithfield		
Telephone number/s	0450 000 008		
<b>Details of injury:</b>			
Date of injury	21 February 2020	Time	10 am
Incident description:	Jeff was carrying a box from the storeroom and through the doorway. He was carrying it according to company procedural guidelines, but his hand slipped on the door handle and he dropped the box onto his foot. The box and goods remained intact, however, Jeff was in pain and went to the doctor to have his foot assessed.		
Signature of witness:	<i>James Johnson</i>	Date:	21 February 2020
When was the injury reported?	21 February 2020	Time	10.15 am
Name of the person the injury was reported to:	Jackson Shard	Position	Manager
<b>Internal records only - to be completed by manager/HSR</b>			
Details of action by management:			
Date ceased work:		Time ceased work:	
Total time lost: (days, hours, minutes)			
Details of preventative measures taken:			
Signed		Date	

## Practice Task 6

### Question 1

---

Which of the following occurrences are examples of WHS incidents you may need to report in the workplace? Tick all that apply.

- Serious equipment, plant or property damage
- Exposure to hazardous substances or circumstances
- Low printer toner
- Dangerous occurrences that may have injured someone
- Occupational illnesses

### Question 2

---

Which of the following statements about incident reports are correct? Select true or false for each one.

- a) Near miss incidents do not need to be reported. » True    » False
- b) Incident reports should be used to investigate underlying causes, so steps can be taken to eliminate or minimise the risk of the incident recurring. » True    » False
- c) An incident report should include a description of the circumstances surrounding the incident. » True    » False
- d) Information included on an incident report form can be viewed by everyone. » True    » False
- e) The format of a formal incident report will look different for each employee. » True    » False

## Summary

- Poor work practices, unsafe behaviours and ignoring official policies and procedures may jeopardise the health and safety of those in the workplace and the organisation's reputation.
- If you are uncertain about any WHS issues in your workplace, or if you observe any hazards, consult your supervisor, line manager, or health and safety representative.
- You have a responsibility to contribute to the implementation of safe work practices.
- Contributing to safe work practices includes supporting colleagues and assisting them with relevant training.
- If a colleague ignores your request to follow safe workplaces, you are responsible for reporting this refusal to your supervisor.
- You may have the opportunity to participate in a workplace inspection. These inspections are conducted to observe actions and processes; they should be conducted regularly with the assistance of the health and safety representative.
- Workers must report all hazards and incidents that occur in the workplace. This involves completing an incident report form and submitting it to your supervisor or line manager as soon as possible.

## Learning Checkpoint 2

### Operate safely in your own job

#### Part A

1. Which of the following statements relate to the responsibilities of Health and Safety Committees? Tick all that apply.
  - Meet every three months to discuss WHS matters
  - Assist in developing rules, procedures, and health and safety standards to be enforced in the workplace
  - Facilitate co-operation between the PCBU and workers to develop safety measures
  - Exercise their legal powers
  - Assist with any other functions agreed by the PCBU and the HSC
  
2. Hazards can arise from which of the following? Tick all that apply.
  - Worker behaviour
  - Ineffective management systems and procedures
  - Risks documented in a workplace inspection
  - Poorly trained workers
  - Poorly maintained equipment
  
3. Select Yes or No for each of the following scenarios.
  - a) A major injury is the only category of injury that must be reported.      >> Yes      >> No
  
  - b) The appropriate person or department to report an emergency to could include the fire warden, first aid officer, health and safety representative, supervisor or business owner.      >> Yes      >> No

## Part B

Read the case study, and then answer the questions that follow.

### Case study

Natiq is an administration officer in the human resources department of a large professional services organisation. His role involves scheduling appointments for management, entering information into the computing systems and undertaking general administrative duties.

During his initial induction training, Natiq learned about the organisation's WHS reporting policies and procedures. The training officer told the participants to raise any concerns they have about WHS with their immediate supervisor. In many cases, the supervisor will be able to take action to resolve the WHS issue, but it may be necessary to contact the health and safety committee (HSC) member for advice.

HSCs from all the departments housed in the same building meet once a month to discuss WHS issues, conduct investigations and make recommendations to improve WHS. HSC members also regularly inspect work areas to identify potential hazards and develop actions to improve the safety of the workplace.

Natiq is enjoying his role in the human resources department, however, he is concerned about some of his working conditions.

1. Natiq has noticed the stockroom is cluttered with heavy boxes stacked on the floor. What actions should Natiq take? Tick all that apply.
  - Raise his concern first with his supervisor
  - If advised, contact the HSC member for advice
  - Raise the matter at a team meeting
  - Discuss the situation with other work colleagues and whinge about management
  - Assess the risk and avoid accessing personnel files until the matter has been addressed

2. What can Natiq do to adhere to his WHS requirements? Tick all that apply.

- Follow WHS policies and procedures
- Listen carefully to the supervisor or line manager
- Carry out work activities according to set procedures
- Support the organisation's WHS policy
- Complete a diploma in business management
- Follow risk control measures

3. Draw a line to match the beginning of each sentence on the left to the correct ending on the right to determine the correct procedures for reporting incidents in the workplace.

- |                                |  |
|--------------------------------|--|
| » Natiq must follow            | » information about hazards, near-miss incidents and injuries.                                       |
| » Natiq must report            | » information about victims involved in incidents, including their injuries and contact information. |
| » Natiq must submit            | » information in the WHS policy statement, induction handbook and safety manual.                     |
| » Natiq must keep confidential | » to a safe workplace by encouraging his colleagues to adhere to instructions and procedures.        |
| » Natiq must contribute        | » information in the incident report to the supervisor or line manager as soon as possible.          |





## Topic 3 | Take part in WHS consultative processes

- 3A Contribute to meetings, inspections and other WHS activities
- 3B Support the hazard management process

## 3A Contribute to meetings, inspections and other WHS activities

---

The model WHS laws state that PCBUs are required to consult with workers about any WHS matters that affect them.

Consultation involves sharing information and considering workers' views when WHS are implemented. Participating in consultation processes enables you to contribute to decisions that affect your health and safety in the workplace.

### Consultation

Consultation provides an opportunity to share your ideas with your organisation to best develop rigid WHS practices.

Your organisation may undertake a consultation process with you and your colleagues regarding WHS issues. The issues addressed may include:

- changes to policies, work practices and procedures
- changes to premises, plant or substances used at work for
- conducting workplace risk assessments
- incorporating new health and safety requirements imposed by organisational need or legislation, regulations and codes of practice
- making decisions about facilities
- making decisions about the organisation's consultative procedure
- risk control.

Determining the correct method of consultation provides the right framework to address certain workplace concerns.

Some methods you may employ in the consultation process include:

- electing HSRs and providing them with reasonable access during working hours
- involving employees in workplace inspections and risk assessments to garner worker feedback
- discussing WHS measures at regular team meetings
- forming an HSC and providing members with reasonable access to workers
- being available to hear feedback and ideas at all times.

## Asking for worker input

Because workers have first-hand experience executing tasks in the workplace, their input is often invaluable due to their unique and specialised knowledge of work practices.

Workers are the people on the ‘front-line’ who are exposed daily to workplace hazards and risks. As a result, workers have direct experience in work activities and are likely to have valuable input about WHS issues. After all, as a worker, you are often the first person to know something is wrong or has the potential to go wrong. This is detailed below:

Experience	Knowledge
<ul style="list-style-type: none"> <li>• Using workstations to operate computers</li> </ul>	<ul style="list-style-type: none"> <li>• Chairs and desks are unable to be adjusted. This is important to reduce discomfort and promote healthy posture</li> </ul>
<ul style="list-style-type: none"> <li>• Handling old printer toners</li> </ul>	<ul style="list-style-type: none"> <li>• Materials leaking from the toners can cause skin irritations</li> </ul>
<ul style="list-style-type: none"> <li>• Completing manual handling tasks, such as filing records or moving cartons</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding that some jobs require more than one person to complete safely</li> </ul>
<ul style="list-style-type: none"> <li>• Dealing with angry clients</li> </ul>	<ul style="list-style-type: none"> <li>• Workplace procedures for complaints handling and security are outdated and are not being adhered to</li> </ul>
<ul style="list-style-type: none"> <li>• Carrying out regular tasks in the work environment</li> </ul>	<ul style="list-style-type: none"> <li>• Lighting or ventilation is inadequate</li> </ul>

## Health and safety representatives

Health and safety representatives have a responsibility to act in a manner that best represents the concerns of the both workers and the organisation.

HSRs are elected by work groups to promote work health and safety interests; they must always be available to field workers' concerns and escalate these with management if required. They must directly ask for your input, observations and ideas on health and safety in the workplace.

## Contribute to team meetings

Contributing to team meetings provides you with the opportunity to bring your concerns to the attention of senior management and your fellow colleagues.

Team meetings are used in the business services sector to discuss concerns and ideas about a range of matters. These may be WHS specific meetings or general staff meetings which include a WHS item on the regular agenda.

Your supervisor or line manager will usually facilitate a safety discussion as part of the agenda. Workers are encouraged to share their concerns and observations about hazards and risks. These are openly discussed by the team to reach an agreement on suitable actions to eliminate or minimise the risks.

Your supervisor may ask for input about:

- recent workplace incidents
- time lost to workplace injuries
- new practices to improve WHS
- WHS issues, particularly any new hazards identified
- existing risk controls and their effectiveness.

The following table explains several consultative processes commonly used in the business services sector:

Consultation process	Description
<ul style="list-style-type: none"> <li>• Health and Safety Committee (HSC)</li> </ul>	<ul style="list-style-type: none"> <li>• HSCs facilitate consultation and work toward improving health and safety standards across the whole business.</li> <li>• HSCs ensure workers and PCBUs meet regularly to improve work health and safety performance across the organisation.</li> <li>• HSCs are considered useful for larger businesses with multiple levels in the organisational structure</li> </ul>

Consultation process	Description
<ul style="list-style-type: none"> <li>Email dropbox</li> </ul>	<ul style="list-style-type: none"> <li>In a workplace where workers predominantly use computers, tablets or other mobile devices, a designated email dropbox for health and safety matters can be useful.</li> <li>Workers are encouraged to report their concerns and observations via an email address that is read and actioned by a designated health and safety person.</li> <li>This process is also effective for mobile or outworkers</li> </ul>
<ul style="list-style-type: none"> <li>Suggestion box</li> </ul>	<ul style="list-style-type: none"> <li>A suggestion box can be useful for encouraging workers to contribute their thoughts and issues by filling out a basic report that is read and actioned by a designated safety person.</li> <li>The box should be located in an accessible location, such as the staff kitchen or break room.</li> </ul>
<ul style="list-style-type: none"> <li>Verbal discussions with supervisor</li> </ul>	<ul style="list-style-type: none"> <li>For low risk workplaces – such as an office, library or retail store – workers can discuss their concerns and observations with their supervisor who will document and take action if necessary</li> <li>Supervisor's may provide feedback to the worker on the outcomes of their input.</li> <li>In larger organisations, verbal discussions may be a good place to start, but the documentation process is likely to be stricter.</li> <li>Make sure you know which applies in your workplace.</li> </ul>

## Key communication skills

Communication skills are imperative to ensuring work health and safety concerns are clear and easy to action.

Your input on health and safety is tremendously valuable. Your supervisor may use the health and safety information gathered from you during the consultative process to further investigate WHS issues. Any concerns that cannot be resolved, or that may impact other areas of the organisation, will be referred to the relevant personnel.

If you wish to raise a health and safety issue, make sure you explain the issue clearly and refer to any evidence you have; and, if possible, suggest how problems could be resolved.

Here is a list of some general communications skills you may employ in the workplace:

- Listen attentively.
- Notice verbal and nonverbal cues.
- Be open to feedback.
- Ask questions.
- Allow others to speak and avoid interrupting.
- Focus on the issues being discussed.
- Avoid becoming emotional and confrontational.

## Example

### WHS consultation meeting

Tom is employed as an Administration Assistant at a large gym. He reports to the sales manager, Pier Latisch, and works in a team with 10 other office workers. Pier looks after the WHS needs of all staff and encourages workers to raise any concerns about their health and safety.



As part of their weekly team meeting, WHS is the first topic on the agenda. Pier reads out a number of WHS concerns that have been raised over the past week, including a faulty tap in the men's bathroom and a blind spot in the main corridor which has resulted in a few near misses in the past months.

Tom and his colleagues discuss each of the hazards and conduct a collaborative risk assessment to determine the likelihood and consequence of any incidents occurring. Together, they agree on a risk rating for each hazard and discuss practical ways to manage each.

The group agrees to:

- place a sign over the faulty tap and organise maintenance to fix the issue
- install a mirror in the blind spot to reduce the risk of a collision
- install signs at each end of the corridor to remind workers to be careful.

The team discusses who is to be responsible for implementing each task, and Tom volunteers to create the laminated signs for each end of the corridor. The actionable items are recorded in the meeting agenda as evidence of their discussion.

## Practice Task 7

### Question 1

---

Which of the following actions should involve employee consultation? Tick all that apply.

- Reviewing confidential financial statements
- Conducting workplace risk assessments
- Incorporating new health and safety requirements imposed by legislation, regulations and codes of practice
- Making decisions about the adequacy of facilities for the health and safety of workers
- Reviewing policies, procedures and work practices

### Question 2

---

Draw a line to match each consultation process on the left to its correct description on the right.

- |                                     |  |
|-------------------------------------|--|
| » Verbal discussion with supervisor | » Used to encourage workers to record their thoughts and issues by filling out a basic report, which is then read and actioned by a designated safety person |
| » Suggestion box                    | » Used to ensure workers and PCBUs meet regularly to improve work health and safety performance across the organisation                                      |
| » Email dropbox                     | » Used to encourage workers to discuss their concerns and observations, which will be documented and actioned upon where necessary                           |
| » Health and Safety Committee       | » Used to encourage workers to report their concerns and observations via email which is read and actioned by a designated health and safety person          |

## 3B Support the hazard management process

As a worker, you are responsible for identifying existing and potential hazards and reporting them to the right person.

Remember, hazards are a source of danger which have a potential to cause injury or illness. Hazards with a high-risk rating need to be reported and acted upon immediately, before then being documented via your organisation's formal consultation process. Hazards with a lower risk rating can be raised and tabled at a meeting for discussion; alternatively, they may be placed on a continuous improvement register for monitoring.

Employers and workers have a duty of care towards others in the workplace to mitigate hazards so far as is reasonably practicable. Organisations develop policies, procedures and systems to make sure they comply with relevant WHS laws about the control of workplace hazards.

As an employee, you have a responsibility to support the hazard management process and contribute to developing solutions that improve safety in the workplace.

### Contribute to the hazard management process

Like all WHS items, workers have a role to play in contributing to the hazard management process to increase workplace safety.

Hazard management is the process of finding sources of danger in the work environment and taking steps to eliminate the possibility of an incident occurring.

There are four steps in the hazard management process:

<b>Step 1</b> Hazard identification	Identify dangers and other possible causes of harm on the work site.
<b>Step 2</b> Risk assessment	Determine the likelihood and level of harm that a hazard may cause if someone is exposed to it.
<b>Step 3</b> Risk control	Remove the hazard or introduce protective measures to reduce the possibility of harm.
<b>Step 4</b> Follow-up action	Follow up to determine if control measures are achieving their objectives; this can be achieved by seeking feedback from relevant personnel.

## Step 1: Hazard identification

Hazard identification is the first step you take when developing actions to reduce the possibility of harm in the workplace.

As mentioned previously, a hazard is a source or danger that may cause injury or ill health to people; risk is the likelihood and consequence of harm occurring if a person is exposed to the hazard.

Since every workplace is different, so too is the nature of potential hazards.

Here are some examples of common hazard categories that exist in a workplace:

Hazard type	Example	Possible harm	Possible actions
Biological	Spilled bodily fluids	Micro-organisms can cause a variety of illnesses and diseases	Ensure sick staff stay away from work until they are well; and washing and safe food handling procedures are essential
Electrical	Working with exposed wires	Shock, burns or death from electrocution	Isolate the site to prevent injury; use PPE and signage (proper training is essential)
Extreme temperatures	Extremely hot temperatures with limited air conditioning	Extreme heat can cause dehydration, heat stroke or fatigue; extreme cold can cause hypothermia or frost bite	PPE, adequate first aid, and supervision are important
Physical injury	Falling objects	Broken bones, bruises, serious cuts and lacerations leading to amputation of limbs, dislocations, concussion, permanent injuries or death	Proper guards and harnesses are required
Hazardous chemicals	Chemicals, such as acids, hydrocarbons and cleaning agents	Respiratory illnesses, asthma, cancers or contact dermatitis	PPE, adequate first aid, and supervision are important
Machinery and equipment	Being hit by moving parts of machinery	Fractures, bruises, lacerations, dislocations including long-term or permanent injuries or death	Designated areas for pedestrians, signage and safe zones for operation.

Hazard type	Example	Possible harm	Possible actions
<b>Manual tasks</b>	Heavy or awkward shaped objects that require manual lifting	Sprains, strains and severe physical injuries that temporarily or permanently affect movement	Use trolleys and other lifting equipment as required, some cases can be safer by working in pairs
<b>Noise</b>	Sudden or ongoing exposure to loud noises about 85 dB(A) or higher	Permanent or temporary hearing loss	PPE and sound monitoring of the space
<b>Psychosocial hazards</b>	Effects of work-related stress, bullying, violence and work-related fatigue	Depression, anxiety, drug/ alcohol dependence, fatigue, and acute or chronic mental illness	Open discussions, staff communication and support
<b>Radiation</b>	Ultraviolet rays and microwave exposure	Common risks include burns, cancer or blindness	PPE and health monitoring

**Note:** Hazards vary in severity and frequency depending on the workplace. The advice in this table is general only.

Workplace hazards can be identified using a variety of methods, including physical site inspections, discussions colleagues and workplace observation. Pre-start checklists, hazard reports and incident reports can also provide you with valuable information about the types of danger in your work environment.

Your workplace may have set procedures explaining how often inspections must be carried out. They may also describe the requirement for HSRs, HSC members and safety personnel to conduct their roles correctly.

Always check your organisational policies and procedures for hazard identification and ask your supervisor or line manager if you are unsure about how to report a hazard.

Once a hazard is identified, it must be reported so the hazard management process can continue to reach a solution.

Hazards must be reported in the appropriate document or system according to your workplace policies and procedures.

## Step 2: Risk assessment

Once a hazard has been identified and reported, the next step is to assess the risk it poses.

Your supervisor, line manager or WHS specialist may collaborate with you to assess the likelihood of an incident occurring and its potential severity.

Risk assessment involves:

- discussing your exposure to the hazard
- working out the possibility and severity of injury or damage due to the hazard
- discussing how many other people are exposed to the hazard
- finding the most appropriate method for managing the risk.

Organisations often develop checklists to help with the risk assessment process. Risk assessment is a critical part of managing WHS. Some questions to consider include who is at risk from what? How likely is it going to happen? What is the consequence of it happening?

## Example

### Risk assessment checklist

In the following table, risks are rated as high, medium or low:

Risk assessment checklist					
Hazard	Who is at risk	Usage	High risk	Medium risk	Low risk
Stacking boxes on high shelves	Administration assistant	Once a week	√		
Frayed carpet in reception area	Customers and receptionist	Every day		√	
Changing toner on photocopier	Office assistant	Irregularly			√

A risk hierarchy or risk control matrix is another way of determining the likelihood a risk may occur and what its impact may be. This helps managers determine how to manage a risk and prioritise concerns. A sample risk assessment is provided in the following table:

Risk impact/consequence legend		Risk likelihood legend	
Grade	Level of impact	Grade	Level of likelihood
1	Insignificant	A	Expected (will occur regularly)
2	Minor	B	Probable (will occur at some stage)
3	Moderate	C	Possible (may occur)
4	Major	D	Improbable (may occur but unlikely)
5	Catastrophic	E	Rare (may occur but in limited situations)

### Consequences

		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Almost certain	High	High	Very high	Very high	Very high
	Likely	Moderate	Moderate	High	Very high	Very high
	Possible	Low	Moderate	High	High	Very high
	Unlikely	Low	Low	Moderate	Moderate	High
	Rare	Low	Low	Low	Low	Moderate

## Step 3: Risk control

Risk control is the process of determining and implementing the best way to control hazards.

Once a hazard has been identified and its risks have been assessed, action must be taken to either eliminate or control the hazard before it results in injury or illness.

The best way to control a hazard is to eliminate it. Elimination is the first choice in a system known as the hierarchy of control.

## Hierarchy of control

The hierarchy of control determines the sequential order measures should be taken to resolve a workplace health and safety issue.

The model regulations state that risks should be managed using the hierarchy of control. As the name suggests, the controls are measures which should be applied in order. This means if the first option is not available, move onto the next; for example, if you can't eliminate a piece of equipment because it is vital to the operation of the business, choose the next best option.

You may find that a combination of controls is often the best method for managing certain cases.

The following table details the hierarchy of control and organises the options from most preferable to least preferable:

Elimination
Eliminate the hazard from the workplace entirely; for example, remove a faulty piece of equipment, or remove hazardous substances from the workplace.
Substitution, isolation and engineering controls
<p><b>Substitution:</b> Substitute or modify the hazard by replacing it with something less dangerous; for example, if a cleaning agent is hazardous because it produces harsh fumes, replace it with one that is less hazardous.</p> <p><b>Isolation:</b> isolate the hazard by physically removing it from the workplace or by securing the area involved; for example, store harsh chemicals in a designated locked area.</p> <p><b>Engineering controls:</b> Control the hazard at its source; for example, provide additional ventilation in a production area.</p>

### Administrative controls and PPE

**Administrative controls:** Management processes that are introduced to ensure workers' health and safety; for example, rosters designed to ensure workers have reasonable breaks between shifts. Administrative controls include provisions to:

- ensure workers follow the correct procedures
- train workers to use equipment or undertake tasks correctly
- regularly maintain equipment
- regularly monitor equipment.

**PPE:** Introduce PPE, such as goggles, gloves and masks, to reduce exposure to a hazard. Protective equipment is the last control option and is most effective when used with higher controls.

## Step 4: Follow-up action

The final step in the hazard management process is to follow-up the risk controls to check they are working correctly.

In any situation where you feel an immediate risk to health and safety is present, take action to protect your colleagues and other people in the work environment. Once you have followed up, you may need to recommend the implementation of a new risk control, as the agreed controls did not work sufficiently.

Some actions you may need to take include:

- conducting a follow-up inspection
- reviewing hazard and incident reports
- analysing work practices
- talking to your colleagues, supervisors and WHS specialists about risk controls
- revising procedures or work instructions
- replacing or purchasing new equipment.

## Example

### Hazard report form

You work at Yabbadee Office Supplies. One morning, you notice a tall stack of heavy boxes in front of the roller door, and you are concerned about the potential injury they may inflict on staff if they accidentally fall or if they are incorrectly disposed of.

It is policy for you to report any hazards in writing and supply the report to your supervisor, Jenny Glorbanite, so she can take the appropriate action.

A hazard report form may look similar to the following table:

Hazard report			
Report number	00045	Area of work	Storeroom
Date	23 February 2020	Hazard Location	Roller door 2
Reported by	Craig Bohemi	Contact details	0400 123 456
Hazard description	The stack of boxes is not secure and could fall. They are also heavy and present a manual handling issue when they need to be moved.		

#### Part 1 - Risk Assessment

Use this section to estimate the level of impact and likelihood of this hazard causing issues. It will help your managers and WHS teams to prioritise the hazard and its control. Calculate the expected impact and likelihood and match below in the matrix.

Risk impact		Risk likelihood	
Grade	Level of impact	Grade	Level of likelihood
1	Insignificant	A	Expected (will occur regularly)
2	Minor	B	Probable (will occur at some stage)
3	Moderate	C	Possible (could occur)
4	Major	D	Improbable (could occur but unlikely)
5	Catastrophic	E	Rare (may occur but in limited situations)

Risk categorisation matrix					
Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost certain	High	High	Very high	Very high	Very high
Likely	Moderate	Moderate	High	Very high	Very high
Possible	Low	Moderate	High	High	Very high
Unlikely	Low	Low	Moderate	Moderate	High
Rare	Low	Low	Low	Low	Moderate
<b>Level of risk:</b>	High				
<b>Suggested controls:</b> (hierarchy of control: elimination, substitution, isolation, engineering, administration, PPE)					
Insert required control	Description/notes and actions to be taken				
Elimination	Immediately arrange for two people to work together to restack the boxes on pallets which can be moved safely with lifting equipment.				
Administration	Arrange training in safe manual handling and storage.				
Once Part 1 is completed forward this form to your HSR and/or your supervisor.					
Part 2 Actions taken			Name of supervisor	Jenny Glorbanite	
Job request raised	Yes	No	Job number	897	
Person responsible	Fred Mains				
Date controls to be completed by	Elimination 23 February 2020 Administration 25 February 2020				
Approved by manager	Jenny Glorbanite	Signature	<i>Jenny Glorbanite</i>	Date	23/02/2020
Verification by HSR	Sia Fera	Signature	<i>Sia Fera</i>	Date	23/02/2020

## Practice Task 8

### Question 1

---

Draw a line to match the step in the hazard management process on the left with the correct description on the right.

- |                         |   |
|-------------------------|---|
| » Follow-up action      | » Find the dangers and understand what can cause harm to people on the work site.                                 |
| » Risk control          | » Determine the likelihood and level of harm that can be caused by a hazard if a person is exposed to the hazard. |
| » Hazard identification | » Remove the hazard and establish measures to reduce the level of harm.   |
| » Risk assessment       | » Follow up to see that the controls are doing their job properly by seeking others' feedback.                    |

### Question 2

---

Select true or false for each of the following questions.

- a) Hazards should be reported using any means possible, just as long as they are reported on time and to the correct personnel.      » True      » False
- b) Examples of hazard reporting systems may include a:      » True      » False
- hazard/ risk register
  - hazard report
  - WHS risk assessment tool
  - safety checklist.
- c) Completed hazards reports should be stored securely at your desk for discussion at the next staff meeting.      » True      » False

### Question 3

---

Number each step in the hierarchy of control from best to worst (number 1 being the most preferred and number 6 being the least).

- Engineering controls:** Use engineering methods to control the hazard at its source.
- PPE:** Introduce PPE such as goggles, gloves and masks to reduce exposure to a hazard.
- Elimination:** Eliminate the hazard from the workplace entirely.
- Isolation:** Isolate the hazard by physically removing it from the workplace or by securing the area involved.
- Substitution:** Substitute or modify the hazard by replacing it with something less dangerous.
- Administrative controls:** Management processes introduced to ensure workers' health and safety.

### Summary

- According to WHS laws, PCBUs are required to consult with workers about any WHS matter that affects them.
- Consultation involves bringing workers and managers together to share information about relevant WHS matters
- The hazard management process involves identifying hazards, assessing risks, implementing risk controls and taking follow-up action.
- Workers have valuable first-hand information and experience regarding the various factors that may give rise to hazards in the workplace.
- It is critical for workers to participate in consultations and develop actions appropriate to WHS practices in your workplace.
- Your supervisor is usually your first contact point on WHS issues, including reporting WHS hazards.

## Learning Checkpoint 3

### Take part in WHS consultative processes

#### Part A

1. Which of the following are examples of ways in which you can contribute to WHS consultative processes? Tick all that apply.

- Team meetings
- Verbal discussions with your supervisor
- Using a suggestions box
- Complaining about work conditions with colleagues at the annual work function
- Join the Health and Safety Committee

2. Select yes or no for each of the following scenarios.

- |  |       |      |
|--|-------|------|
| a) The first step in implementing risk management is to hold a team meeting to discuss employee responsibilities.  | » Yes | » No |
| b) Your supervisor, line manager or WHS specialist may ask for your input and collaborate with you to determine the likelihood of an incident occurring and the degree of harm it may cause. | » Yes | » No |
| c) The best way to control a hazard is to substitute it with something less dangerous; substitution is the first choice in a system called the hierarchy of control.                         | » Yes | » No |

#### Part B

Read the case study, and then answer the questions that follow.

#### Case study

Natiq is an administration officer in the human resources department of a large professional services organisation. His role involves scheduling appointments for management and conducting general administrative duties.

During his first week, Natiq attended induction training to learn about his department's WHS consultation processes. The training officer informed him to initially raise any concerns with his immediate supervisor. In many cases, this action will resolve the WHS issue, but it may be necessary to contact the health and safety committee (HSC) member for advice or discuss the matter further in a team meeting.

Natiq is enjoying his role in the human resources department, but he is concerned about some of his working conditions. Natiq often finds himself working in dim lighting, poor ventilation and cramped spaces with overflowing paper.

1. Which of the following methods could management use to consult Natiq about his safety concerns? Tick all that apply.
  - Involve workplace safety inspectors in the monthly team meetings.
  - Involve Natiq in workplace inspections and risk assessments.
  - Advise Natiq that only the WHS concerns of management will be considered.
  - Ensure WHS concerns are included on meeting agendas.
  - Ask for Natiq's feedback during informal conversations.
  
2. Who should Natiq consult regarding his working conditions? Tick all that could apply.
  - His supervisor
  - The HSC member
  - Those attending the monthly team meetings
  - His friends and family members
  - The receptionist
  
3. Natiq wants to address the dim lighting issue in his workplace. Number the following steps in the right order from 1–4 to correctly identify the process Natiq should take when raising WHS concerns.
  - Two weeks have gone by and the lights are not fixed, so Natiq follows up with maintenance.
  - Natiq and his manager raise this in the team meeting and note maintenance is coming to assist.
  - Natiq reports the dim lighting to his immediate supervisor.
  - Natiq's supervisor asks him to report this to maintenance.