Contents

1A | Explain WHS legislation and codes of practice to the work team

All workers must be aware of WHS legislation and codes of practice relevant to their role in the workplace. One of your responsibilities as a supervisor is to explain the meaning of the legislation and codes. All communication and explanations must be appropriate for all team members, so they understand and are able to apply the legislation to their work role. While aspects of WHS legislation may vary between states and territories, there are common legislative requirements and obligations under the duty-of-care principle. Everyone in the workplace has the responsibility of duty of care.

The following information outlines the duty-of-care responsibility of each role in the workplace.

Persons conducting a business or undertaking (PCBU)

- Ensure the health and safety of all workers, so far as is reasonably practicable.
- Ensure the health and safety of others is not put at risk when carrying out their work duties.

Officers or decision-makers

- Ensure the PCBU complies with their duty.
- Manage risks in the workplace.

Workers

- Ensure their own health and safety.
- Ensure the health and safety by others who may be affected by their actions.
- Comply with the PCBU's WHS policies and procedures.

The role of supervisor, team leader or manager

Your role as a supervisor, team leader or frontline manager is fundamental in supporting the WHS activities and ensuring your team works safely with appropriate strategies to manage any risks or hazards.

For more information about the Commonwealth authority, Comcare (www.comcare. gov.au) implements the Australian Government's policies in federal workplaces – *Work Health and Safety Act 2011* (Cth). Safe Work Australia (www.safeworkaustralia.gov.au) is the national body for WHS.

Region	Health and safety legislation	WHS regulator
Australian Capital Territory	*Work Health and Safety Act 2011*	WorkSafe ACT www.worksafe.act.gov.au
New South Wales	*Work Health and Safety Act 2011*	WorkCover NSW www.workcover.nsw.gov.au
Northern Territory	*Work Health and Safety Act 2011*	NT WorkSafe www.worksafe.nt.gov.au
Queensland	*Work Health and Safety Act 2011*	WorkCover Queensland www.worksafe.qld.gov.au
South Australia	*Work Health and Safety Act 2012*	SafeWork SA www.safework.sa.gov.au
Tasmania	*Work Health and Safety Act 2012*	WorkSafe Tasmania www.worksafe.tas.gov.au
Victoria	*Occupational Health and Safety Act 2004* (Vic)	WorkSafe Victoria www.worksafe.vic.gov.au
Western Australia	*Occupational Safety and Health Act 1984* (WA)	WorkSafe WA www.worksafe.wa.gov.au

WHS legislation: the WHS Act

The WHS Act in your state or territory describes the legal requirements for ensuring workplaces are safe and healthy.

The WHS Act describes the legal requirements of the following areas:

- Managing risks to health and safety, including risk assessment and control
- Protecting people at work from injury and illness, including psychological injury
- Protecting the health and safety of the public in workplaces
- Consulting workers and encouraging participation in maintaining WHS, including the establishment of health and safety committees
- Providing rehabilitation and maximum recovery for injured workers
- Training in safe operating procedures
- Procedures for workplace hazards
- Identifying hazards
- Emergency and evacuation procedures
- Requirements for maintenance and confidentiality of records of occupational injury and disease

1C Inform the work team of identified hazards and outcomes of risk assessment

Information should be regularly provided to work teams about the hazards that have been identified and the outcomes of the risk assessments that have been performed. Hazard identification is an important aspect of WHS, as it provides the potential to manage risks within the workplace prior to an incident or injury occurring.

Below is a sample list of activities that may initiate hazard identification.

Activities that may initiate hazard identification
• Examining Commonwealth and state or territory WHS Acts, regulations and codes of practice
• Checking equipment before and during work
• Consulting team members through daily informal worker consultation and regular formal meetings
• Housekeeping
• Reviewing health and safety records, including hazard reports, hazardous substances and dangerous goods registers, and injury records
• Undertaking WHS audits and review of audit reports
• Undertaking workplace inspections

Inform the work team

It may be appropriate to provide coaching or mentoring to ensure all workers understand the WHS information and are able to apply it to their roles. Coaching and mentoring occur directly with an individual and are methods to ensure individuals develop specific skills or capabilities with the assistance of a more experienced person. Coaching and mentoring should create an open and supportive environment for the individual to practise and improve over the short or long-term.

v1099

Meetings

Information about hazards and the results of risk assessments may be addressed at meetings as a high priority item on the regular agenda. You may also choose to hold specific WHS information sessions on a regular basis.

Ensure you have relevant and complete information to inform the work team, and the ability to deliver this information using methods that promote understanding and are relevant to the group you are dealing with.

2A Explain the importance of consultation

WHS laws require that employers consult with workers regarding health and safety issues at work. They are also required to allow workers to contribute to WHS decisions in their organisation. Decisions made in isolation, without the input of all concerned, are often inadequate because they do not meet the needs of every individual concerned.

Importance of consultation

In the context of WHS, consultation is more than the exchange of information. It is about including all relevant people in discussion, planning and outcomes, and enabling everyone to contribute to the decision-making process within their organisation. Team members are a valuable source of information regarding hazards, risks and WHS improvement opportunities for the work environment.

Explain to the work team the importance and value of their contributions in the consultation process. When the team members see their contributions being acknowledged and addressed, they are more likely to participate actively. Organisational managers, supervisors and workers consulting together on WHS issues create a healthier, safer work culture.

When engaging with people in the workplace, use an open and supportive communication style. Team members must feel confident in expressing their WHS concerns and ideas. This encourages constructive feedback and encourages participation, rather than just identifying problems.

Benefits

By providing an environment of mutual respect, team members feel their concerns are valid and their contributions are appreciated. When a team member is included in the consultation process, they are more likely to see the relevance of decisions regarding their safety and wellbeing.

By working together towards appropriate solutions, an environment of cooperation and trust can be nurtured. When team members are engaged in discussions of WHS, they are more likely to support and adhere to the organisation's policies and procedures.

While organisations are obligated to provide a consultation process, this does not mean outcomes are always acceptable to team members. Disagreement may require a dispute resolution process to be implemented and followed. As a supervisor, you must follow organisational policies and procedures for documenting consultations. Documents must be clear, accurate, objective and precise.

2C | Manage issues raised through the consultation process

When WHS issues arise, it is essential that all concerns are taken seriously and acted on promptly. If there are no health and safety representatives (HSRs) or health and safety committees (HSCs) available, a frontline manager or team supervisor should take action on issues raised through consultation.

Responsibilities of committees and representatives

HSCs and HSRs resolve and review concerns, have powers and functions to respond to, and investigate issues raised by workers or work teams. They may consult with workers and liaise with management regarding concerns and resolutions. This often occurs in WHS meetings and team and individual meetings.

WHS meetings

A WHS meeting is a forum to discuss concerns. PCBUs must support WHS meetings and attempt to resolve any concerns that are raised. Minutes should be taken to ensure a record is kept of the issues raised and discussed, the recommendations made and who is responsible for actioning them. The information from the minutes may be used to contribute to formal reports, so it is vital they are accurate.

Team and individual meetings

WHS should be discussed regularly at meetings so workers can raise concerns and discuss solutions.

A work team meeting is an appropriate forum to discuss WHS concerns and issues that may arise in the work area. Minutes should be taken to provide a record of the issues raised.

Team members may also raise WHS issues during one-on-one meetings with supervisors. Document the concerns raised and the details of any discussion about the issue.

Issue register

A useful tool for managing issues raised by teams and individuals is an issue register. This is a formal list that shows:

- the issues raised
- a short description of each issue
- the response or action that has been agreed on
- the parties responsible for taking the action or implementing the response.

Topic 3
Implement and monitor WHS training

Training is a key part of WHS. Under current legislation, PCBUs must provide appropriate WHS training, information and instruction and supervision for all people in the workplace. The type of training will vary according to the type of organisation, the specific requirements of activities and workers' skills. As a supervisor, it may be your role to ensure workers have the required training.

You may be responsible for identifying the team's safety training needs and for implementing and monitoring your organisation's procedures for providing WHS training. You also need to directly instruct your team on following WHS policies and procedures, or refer them to the appropriate personnel if specialised advice or assistance is required. You must also consider the language and literacy of workers, and ensure all training is appropriate to their needs.

In this topic you will learn how to:

3A   Identify WHS training needs

3B   Meet WHS training needs

3C   Provide WHS learning opportunities and assistance

3D   Identify and report on anticipated training costs

A training needs analysis is underpinned by four components as outlined below.

Evaluate

Frontline managers and supervisors need to evaluate the skills, knowledge and competence of their workers. A WHS training needs analysis is required to ensure training is given to relevant people.

Training needs analyses may be conducted when new workers are inducted into the organisation. Training needs may be identified at this time and may need to be addressed before the worker commences their tasks.

Identify

The identified needs may be categorised according to priority, indicating which needs are urgent and which are of lower priority. All aspects of the worker's environment must be taken into consideration. The worker may need training in policies and procedures of the general work environment or they may require specialised training with requirements, such as licences or certificates required to operate machinery and equipment.

As a supervisor, you may find that workers need refresher courses or upskilling to remain compliant with legislation and WHS requirements. Ongoing monitoring and assessment identify any deficiencies or gaps in workers' abilities. Observing a worker at work can help you identify where further training is needed.

Discuss

As a supervisor, you are required to discuss these training needs with both upper management and the worker. Follow your organisational policies and procedures regarding the implementation of training plans.

Implement

To meet workers' training needs, a training plan must be implemented based on the training needs analysis you have conducted. This requires coordination with the worker, management and training provider.

Training schedule framework

A training schedule framework is developed after the training plan framework is designed and may be structured as follows.

Month	Manual-handling induction	Manual-handling refresher	Emergency First Aid Level 1	Apply First Aid Level 2	Workplace First Aid Level 3
July	12				
August					
September			15	18	24
October					
November		24			

Key areas to consider

Depending on the results of your training needs analysis and the size of the organisation, the training plan may be straightforward or very complex. You also need to consider the following when developing the training plan:

- Budget allocation
- Consultation with relevant people
- Record-keeping
- Evaluation and review
- Review of needs analysis

v1102

Budget allocation

Your organisational or work group budget must have a budget allocated for the required WHS training. Your organisation's business or operational plan includes what training is required and what budget is allocated for training.

All training costs should be included in your WHS training plan and discussed with relevant people in your organisation, including managers and human resources personnel.

Consultation with relevant people

Workers should be consulted on any planned training. You must make sure training is suitable for workers and is delivered appropriately for their needs. Ensure workers understand the benefits of the training and the legislative requirement to complete the training.

Follow your organisational procedures regarding who needs to approve your plan and who you should discuss it with. There may already be WHS training plans in place for you to build on. You may need to consult the following people about WHS training.

3C | Provide WHS learning opportunities and assistance

As a supervisor, you need to be aware of the range of WHS training available and how to access it for the team. Find out what training can be delivered in-house by experienced workers or qualified personnel. You may decide to source training delivered by organisations or people from outside the workplace. Follow your organisational procedures for making training arrangements. There are a range of strategies that can be used to provide WHS learning opportunities and assistance.

Internal training

Internal training may be through training sessions, workshops or mentoring. It may include:

- induction training
- emergency procedures
- mentoring.

Induction training

The delivery of induction training will vary depending on the size of the organisation and the number of workers starting at one time. Large organisations may conduct formal induction sessions in groups, while smaller workplaces may provide one-on-one training.

An induction session should include an orientation tour of the workplace to familiarise workers with facilities, emergency exits, noticeboards and work colleagues. An induction booklet or kit should be provided to each worker with information on the organisation's WHS policies and procedures.

Organisational induction training should be regularly and WHS information revised when procedures change and when new equipment has been purchased.

WHS information that should be provided in induction training includes:

- existing hazards and risks at work and how to identify new ones
- measures applied to control hazards and risks
- how to interpret safety signs and information
- how to work and operate equipment safely
- fire and emergency and first-aid procedures
- organisational procedures for reporting health and safety incidents
- who to discuss safety issues with; for example, the elected representative for the work group
- how to get involved with health and safety; for example, attending meetings and consultation.

Licenced or certificate courses

Workers performing some types of tasks and operating specific equipment are required to hold special licences or recognised certificates. Requirements vary between states and territories. Industry legislation and standards provide guidance on the particular task. Training may take place at the workplace or on the premises of the training provider.

v1103

Accredited or approved courses

Training courses for HSRs must meet criteria determined by the relevant health and safety authority. HSRs need the relevant skills and knowledge to carry out their duties and responsibilities. Under section 72 of the *Work Health and Safety Act 2011* (Cth), HSRs are entitled to attend a:

- five-day initial training course
- one-day bridging course, if required
- one-day refresher trainer course 12 months after initial training.

First-aid training courses are vital for reducing the severity of injury and illness in the workplace. The WHS regulations require that the PCBU ensures the provision of and access to first-aid equipment and facilities. The PCBU must also ensure an adequate number of workers are trained in first aid.

Short courses

Short courses may be appropriate for meeting organisational training needs.

Below are examples of external courses that are relevant for WHS training.

Short external courses
• Risk assessment and control, hazard identification and consultation
• Management and supervisory techniques
• Workplace ergonomics, stress management and bullying
• WHS issues specific to the organisation
• WHS for workers who speak English as a second language and/or who are from culturally and linguistically diverse backgrounds

Vocational and professional courses

A WHS training component is included in traineeship and apprenticeship programs. WHS training is also available in various forms and levels, from vocational education and training (VET) sector training to a university degree. WHS education covers a diverse range of industries and disciplines, and may be very specialised. Depending on the organisation and its training needs, support or funding may be available for a worker or supervisor to pursue WHS education.

Example: WHS training cost report

The following is one example of how an organisation can record and report on WHS training costs.

WHS training cost report			
WHS training activity	**Worker/s affected**	**Cost**	**Expected outcomes**
Development of an organisational WHS manual	Organisation-wide	Three administration workers for 40 hours each at $25 per hour: $3,000 Two WHS representatives for 40 hours at $30 per hour: $2,400 One WHS consultant for 10 hours at $60 per hour: $600 Printing costs for 500 manuals: $1,000 Total: $7,000	Higher overall awareness of WHS responsibilities will lead to a decrease in workplace incidents, resulting in decreased downtime due to worker health and safety incidents, WorkCover costs and medical fees.
Risk management course for health and safety committee members	Five committee members	Five workers for 14 hours each at $30 per hour: $2,100 $150 attendance fee per participant: $750 Total: $2,850	Risk management refresher course will be implemented before next planning session, ensuring effective WHS risk-management strategies are in place by next financial year. This is in accordance with required quality assurance standards.
Hazard management trainer's guide	Yet to be ascertained	$65 Total: $65	This guide will be used by health and safety committee members to train all workers in hazard management. Long-term costs are yet to be ascertained, as members will construct a training plan after accessing the guide.
Course: Certificate IV in Work Health and Safety	One new health and safety committee member	Course fees: $442 60 hours at $30 per hour: $1,800 Total: $2,242 (Note: organisation already owns required learning resources.)	A new committee member is required after resignation of a worker. Training of committee member is required according to organisational policy.

Learning checkpoint 3
Implement and monitor WHS training

This learning checkpoint allows you to review your skills and knowledge in implementing and monitoring WHS training.

Part A

Read the following questions, then place your answers in the table.

1. Identify the WHS training, qualifications and performance standards for each role/position in your team (taking account of legal requirements and codes of practice).

2. For each of the roles you have identified, list the current WHS competencies of the workers who actually occupy these positions. Ensure you protect individuals' identities by referring only to job titles, rather than actual names.

3. Building on your answer to question 2, where are the gaps to accepted standards of performance and what WHS training is required?

Role/position	WHS training, qualifications and performance standards	Current WHS competencies	Training gaps to accepted standards of performance	Required WHS training

4A Identify and report on hazards

To eliminate or control the potential risk of a hazard, it must first be identified. The aim of the hazard identification process is to determine all possible situations where workers may be exposed to harm or sustain an injury in the workplace. Codes of practice provide guidance in identifying particular hazards. These may vary between states and territories.

The following questions may arise in hazard identification.

Questions that may arise in hazard identification
• What parts of the work environment move; for example, doors, lifts, windows, wheeled furniture? Is there anything about these that could be dangerous?
• What substances are used? Is there anything about the ways these are stored or used that could be dangerous?
• What equipment is used? Is there anything about it or the way it is used that could be hazardous?
• Is there anything you or others do that could be hazardous?
• Do work procedure shortcuts follow all safety procedures?
• Could anyone be hurt by modifications that have been made to tools or equipment?
• Does everyone take as much care with workplace practices and procedures as they did when they first started in the workplace?
• What happens when cleaning, maintenance or repairs are done?
• Is anyone who is inexperienced or untrained working in the team?

Workplace inspections

Management, HSRs or members of the HSC may carry out inspections. Inspections help ensure WHS issues are identified and resolved before any harm or injury is incurred.

Inspections may be required because they are:

- a routine hazard inspection
- a routine inspection of particular activities or areas
- an inspection arising from a complaint
- an accident and incident investigation
- following up inspections to monitor new WHS measures.

Hidden hazards

Sometimes hazards remain unidentified. Hidden hazards may present 'after the fact' through disease or injury. If multiple workers become ill at the same time or in the same area or suffer similar injuries, this may indicate an unidentified hazard. Consultation with workers is crucial in the hazard-identification process. Workers may not be aware of harmful exposure until illness presents.

Report on hazards

Depending on the organisation's WHS procedures, there may be different methods of reporting workplace hazards. All workers must understand the hazard reporting procedure. It is essential that any hazard or risk to workers is reported to the relevant personnel and recorded.

A hazard report form may be used as official notification that a hazard exists and to determine the type of action to be taken. This form should have space to identify the hazard, assess the risk and report the action required. Signatures and dates are required to document that the report has been acted on.

Your organisational WHS policies and procedures for hazard identification and reporting should include details about the process to follow when reporting a hazard. Hazard reporting forms should be available on the organisation's intranet or printed copies available in the WHS manual for your work area.

v1104

Incident records

If an incident is identified through informal consultation, it should be formalised and reported according to organisational procedures. Near misses should also be reported, because these identify hazards and allows for corrective action before injury or illness occurs.

Example: hazard report form

The following is an example of a hazard report form, which may be used as official notification that a hazard exists and the type of action that needs to be taken. This form should identify the hazard, assess the risk and include recommendations. Signatures and dates are required to document that the report has been acted on.

Actions on hazard identification

Appropriate responses to hazard identification include:

- eliminating the hazard from the workplace altogether

- workplace modifications

- altering workplace practices, systems and activities

- changing objects, equipment or materials used in work practices

- using mechanical or technological tools to make work practices safer

- providing information, training or instruction.

Example: hazard reporting and response procedure

The following is an example of guidelines that may be developed within an organisation to guide managers and supervisors in the effective response to hazards that have been identified.

Marko Industries

Hazard reporting and response procedure

In the case of a critical or immediately dangerous hazard, a worker must immediately notify, in any way possible, their supervisor and any available health and safety representatives. If possible, the worker and supervisor should take all reasonable steps to contain the hazard within the bounds of personal safety and submit formal incident reports thereafter.

When a non-urgent hazard has been identified, workers must fill out an organisational hazard report form, which can be found on the company intranet. The form asks for details of the possible hazard, the risks associated with it, where the hazard is located, what areas of the organisation might be affected by it, which workers might be exposed to it and any recommendations as to how it should be treated.

Workers are required to submit the hazard report form to the departmental health and safety representative in hard copy and should receive dated notification in hard copy that the report has been received. The worker should advise their manager that they have submitted a report and they must, if requested, provide details of the report.

The PCBU will provide a written response to the originator of the report within 7 working days. This response should either detail the decision or action to be taken regarding the potential hazard, or provide notice of when a decision regarding action will be made. The final response, to be provided no later than 14 days after the report has been received, should detail all decisions made and why, consequent actions to be taken, the proposed outcomes of these decisions and actions, and any time lines associated with them.

If the report originator is dissatisfied with the response to their report, they can request additional information and/or appeal to their manager. The manager must respond to this appeal within 7 days. If the originator is still dissatisfied, they may appeal to the health and safety committee (by completing and submitting a WHS hazard report appeal form) and can exercise their right to contact external WHS authorities.

... continued

Step 3

Prepare a work plan:
- Decide how the plan will be structured (hazard by hazard)
- Prioritise hazards and resources
- Encourage the work team to contribute to the risk control plan

Step 4

Identify hazards:
- Involve HSRs in hazard identification
- Include: SDSs, team members' reports, task observation, inspection reports

Step 5

Risk assessment:
- Analyse the information from the hazard identification process
- Prioritise risk control and take immediate action if necessary

Step 6

Risk control:
- Use the hierarchy of control to address risk

Step 7

Monitor and review:
- Monitor the workplace to check the risk control is effective and for any changes that may affect the existing risk control plan

Hierarchy of control

The hierarchy of control is made of up three levels, as demonstrated below.

Level 1

Elimination
The most efficient way to address a risk is to eliminate the source, if possible. The source of the risk is the hazard, which means removing hazardous materials or abandoning hazardous work practices.

... continued

Example: risk control plan checklist

WHS training identification checklist		
Does your risk control plan have the following features?	**Yes**	**No**
Have health and safety representatives been involved in preparing the risk control plan?		
Are the roles and responsibilities for preparing the risk control plan clear? Are the relevant people meeting their responsibilities?		
Has the employer signed off on the plan?		
Has the employer provided sufficient resources to implement the plan?		
Have WHS experts and resources been available when necessary in preparing the plan?		
Have you checked the legal requirements for how to identify, assess and control risks in your enterprise?		
Has everyone in the enterprise been informed about the risk control plan?		
Have all of the hazards in the workplace been identified and listed in the risk control plan?		
Are new plant, substances and processes examined to control new hazards before they enter the workplace?		
Have all of the factors that affect the risks been considered in assessing risks?		
Have you taken immediate steps to control risks?		
Do your control measures focus on controlling hazards at their source?		
Do the control measures in the risk control plan meet the standards set by legal requirements?		
Do the control measures in the risk control plan comply with or exceed recognised standards in your industry?		
Does your plan specify short-term, medium-term and long-term actions?		
Have you provided adequate information, instruction and training so the risk control plan can be put into practice?		
Are the roles and responsibilities for implementing the risk control plan clear and being followed?		
Are the time frames in the risk control plan monitored and any identified problems rectified?		
Does the risk control plan include a review of the effectiveness of risk controls?		
Have you set up ongoing processes to maintain the risk control plan?		

An effective method to achieve outcomes in meetings

1 Document the issue or concern.

2 Analyse the issue or concern.

3 Consult with the work group about the preferred resolution.

4 Agree on the resolution action.

5 Inform the work group.

6 Monitor and review the implementation of the resolution.

7 Evaluate and measure the success of the outcome.

Example: meeting process

Carl compiles a written report, according to his company's policy, about an unresolved WHS issue for his work group. This involves him filling out a company template detailing the issue, how many workers are affected by it, recommendations for action, the financial costs of the action and the time it will take to implement the recommended action. The report also states what legislation or industry codes are being breached, if any.

The report indicates that agreement has not been reached on implementing the resolution for the work group due to non-approval of the funding from the organisation's finance group.

Your organisation's WHS policy and procedures indicate what forms and systems are to be used to complete and record WHS documents.

Guidelines for completing WHS records and documents:

- Workplace incidents and near miss reports
- Risk assessment and risk control strategies
- Workers compensation forms
- Induction checklists

- Records of consultation
- Workplace hazards
- Accident reporting
- WHS training records
- Inspection reports

Notification of injury form

Minor injuries should be entered in an injury register and in the first-aid register. For more serious injuries that require time off work, the following should be completed:

- Notification of injury form to the relevant government authorities
- Entry in the injury register
- Entry in the first-aid register
- Workers compensation report form

The notification of injury form is to be completed and forwarded to the relevant government body in your state or territory. This is for serious incidents such as death, amputation and serious eye or head injuries, as well as near misses that could have resulted in death or injury.

The incident needs to be reported within a specified time frame, regardless of whether it involved a worker, a contractor or a visitor. The employer must also keep a copy for a specified minimum time.

Injury register

An injury register (hard copy or electronic) must be kept at all workplaces. Many organisations use an internal incident report form to meet the requirements of the injury register. This is acceptable as long as all required information is provided.

An injury register should record the following information.