Work Health and Safety Management System (WHSMS)

// About this document

#### Document purpose:

The purpose of this Work Health and Safety Management System (WHSMS) is to provide Plan2go Crew Members guidance on how to operate within the WHS legislation in a consistent and comprehensive way. This document provides information on how to identify hazards, assess and control risks as well as how to communicate and consult about work, health and safety (WHS) in our workplace.

This WHSMS has been developed to provide a framework for ensuring the safety and protection of people from injury or illness as well as providing a systematic means of planning and implementing this framework. This document sets out the minimum WHS requirements for Plan2go. In addition it identifies other key activities needed for an effective top down, bottom up WHS management approach.

The WHS process and procedures contained in this plan are underpinned by the following legislation, codes of practice and Plan2go planning documents:

* *WHS Act 2011*
* *WHS Regulations 2011*
* *WHS Code of Practice: How to Manage Work Health and Safety Risks 2011*
* *WHS Code of Practice: Managing the Work Environment and Facilities 2011*
* *WHS Code of Practice: Work Health and Safety Consultation, Cooperation and Coordination 2011*
* *WHS Code of Practice: Hazardous Manual Tasks 2011*
* *WHS Code of Practice: Preparation of Safety Data Sheets for Hazardous Chemicals 2011*
* *WHS Code of Practice: Labelling of Workplace Hazardous Chemicals 2011*
* *Plan2go Strategic Plan 2012-2015*
* *Plan2go Risk Management Plan*

#### Document authority:

This WHSMS has been authorised by the Captain in Charge and is available to all staff. It has been developed in line with all relevant legislation, in consultation with staff and will be revised on a regular basis.

#### Document application:

All crew must comply with this WHSMS, the policy and associated procedures in their conduct of official business for Plan2go.

#### Expected update frequency:

Yearly

#### Plan location:

http://plan2go.nctafe.edu.au/assets/intranet/Crew-Folders/People-and-Culture-Crew/WHS/WHS-Management-System.docx

// Document control

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Description** | **Date modified** | **Author** |
| **1.0** | Initial plan written | April 3, 2009 | Ellen Foster Tobias Ukestock |
| **1.1** | Annual review of plan | May 18, 2010 | Tobias Ukestock Stuart Percel |
| **2.0** | Template and branding update | July 19, 2011 | Ria Clarkson |
| **3.0** | Complete rewrite of MS re new legislation | March 18, 2012 | Tobias Ukestock Stuart Percel |
| **3.1** | Review – minor changes | June 12, 2013 | Stuart Percel |
| **4** | Review – significant changes | October 15, 2015 | Stuart Percel |

// Introduction

This Work health and safety management system (WHSMS) encompasses the Plan2go WHS policy (what we are going to do) and procedures (how we are going to do it).

To ensure compliance and competent use of this WHSMS we will:

* Make this WHSMS available to all Crew Members and contractors and ensure they have the opportunity to read, understand, clarify and ask questions
* Keep a copy of the WHSMS readily available for viewing by all Crew and contractors (via intranet and hard copy)
* Review the WHSMS regularly and make any revisions known to all stakeholders

The following diagram illustrates how this plan interacts with key Plan2go documents.

Contents

[1. General WHS information 6](#_Toc462315143)

[1.1 Objectives of WHS 6](#_Toc462315144)

[1.2 Definitions 6](#_Toc462315145)

[1.3 WHS Legislation 8](#_Toc462315146)

[2. WHS policy 10](#_Toc462315147)

[2.1 Policy statement 10](#_Toc462315148)

[2.2 Legal and policy framework 11](#_Toc462315149)

[2.3 Policy scope 11](#_Toc462315150)

[2.4 Policy implementation 11](#_Toc462315151)

[2.5 Policy responsibilities 12](#_Toc462315152)

[2.6 Communication and consultation 12](#_Toc462315153)

[3. Roles and responsibilities 13](#_Toc462315154)

[3.1 WHS governance structure 14](#_Toc462315155)

[3.2 Relationship with other processes 16](#_Toc462315156)

[4. WHS procedures 17](#_Toc462315157)

[4.1 Workstation assessments 17](#_Toc462315158)

[4.2 Hazard and incident reporting 18](#_Toc462315159)

[4.3 Risk assessment and control 19](#_Toc462315160)

[4.4 Monitor and review 22](#_Toc462315161)

[4.5 Issue resolution 22](#_Toc462315162)

[4.6 WHS Forms 23](#_Toc462315163)

[5. Review and approval 24](#_Toc462315164)

[6. Access 24](#_Toc462315165)

[7. WHS record keeping 24](#_Toc462315166)

[8. Further information 25](#_Toc462315167)

[Appendix A – WHS Hazard and Incident Reporting Procedure 26](#_Toc462315168)

[Appendix B – WHS Risk Assessment Procedure 34](#_Toc462315169)

[Appendix C – WHS Issue Resolution Procedure 48](#_Toc462315170)

General WHS information

## Objectives of WHS

Work health and safety (WHS) is a responsibility of all, with specific responsibilities being allocated to different groups and levels within the organisation (see section 3). It is important to have complete and current WHS information available as this information assists Plan2go crew to make more informed decisions around both strategic direction and operational objectives.

WHS is not a stand-alone discipline. It requires integration throughout the organisation and should be considered with existing business processes such as strategic and operational planning, risk management and internal audits to provide the greatest benefits.

The objectives of a WHS framework are to:

Protect workers against harm to their health, safety and welfare through elimination or minimisation of risks arising from work

Provide fair and effective workplace representation, consultation, cooperation and issue resolution in relation to WHS

Ensure compliance with relevant legislation and utilise relevant codes of practice and standards

Continually improve and aim for progressively higher standards of WHS

*(Model WHS Act 2011- Division 2, section 3)*

## Definitions

| Term | Definition |
| --- | --- |
| **A Risk** | Is the possibility that harm (death, injury or illness) might occur when exposed to a hazard (*WHS Codes of Practice 2011*) |
| **Audit** | A systematic examination against defined criteria to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve the organisation’s policy and objectives. |
| **Consequence** | The outcome or impact of an event affecting objectives. It can be expressed either qualitatively or quantitatively, being a loss, disadvantage or gain. There may be a range of possible outcomes associated with an event. |
| **Consultation** | HS consultation involves the sharing of relevant work health and safety (WHS) information between the PCBU and the worker. Consultation includes giving workers the opportunity to express their views, valuing these views and allowing them to contribute to the resolution of HS issues. |
| **Control** | An existing mechanism, process, procedure or action which can be verified, which seeks to reduce the likelihood and/or consequence of a risk. Controls include any process, policy, device, practice, or other actions which modify risk. |
| **Hazard** | A situation or thing that has the potential to harm a person. Hazards at work may include: noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive job, bullying and violence at the workplace. *(WHS Codes of Practice 2011)* |
| **Hazard identification** | The process of recognising that a hazard exists and defining its characteristics. |
| **Incident** | Any unplanned event resulting in, or having a potential for injury, ill-health, damage or other loss. |
| **Likelihood** | How likely a risk is of occurring. Used as a synonym for probability and frequency, especially in a qualitative context. |
| **Officer** | An officer of a PCBU must exercise “due diligence” to ensure the PCBU is fulfilling their obligations under the *WHS Act 2011*. This includes taking reasonable steps to acquire and keep up to date knowledge of WHS matters and to gain an understanding of the operations of the business, specifically the hazards and risks. They must ensure the PCBU has appropriate resources and processes to eliminate or minimize risks and that the PCBU receives and considers information about hazards and risks. An officer must be in a position to directly influence decisions, not just implement decisions. (*WHS Act 2011*) |
| **PCBU** | Person conducting a business or undertaking (PCBU)is an individual or organisation that conducts a business or undertaking including body corporates, unincorporated bodies or associations, partnerships and businesses franchisees. The PCBU arranges, directs or influences work to be done or contributes something towards the work being done. There may be multiple businesses or undertakings and therefore multiple PCBUs involved in work at the same location. |
| **Reasonably practicable** | That which is reasonably able to be done to ensure health and safety, taking into account; likelihood of risk occurring, degree of harm that may result, what the relevant person knows or ought to know about the hazard or risk and/or ways of eliminating or minimising it, availability and suitability of ways to reduce the risk and the costs involved with doing this. *(WHS Act 2011*) |
| **Risk analysis** | Process to comprehend the nature of risk and to determine the level of risk. |
| **Risk assessment** | A risk assessment involves considering what could happen if someone is exposed to a hazard and the likelihood of it happening. A risk assessment can help you determine:   * how severe a risk is * whether any existing control measures are effective * what action you should take to control the risk * how urgently the action needs to be taken.   (*WHS Codes of Practice 2011*) |
| **Risk control** | Taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard. (*WHS Codes of Practice 2011*) |
| **Risk evaluation** | Process of comparing the results of risk analysis with risk criteria to determine whether the risk and/or its magnitude is acceptable or tolerable. |
| **Risk identification** | A systematic process applied to the organisation’s objectives and activities to identify possible risk sources and causes and potential consequences or impacts should a risk occur. |
| **Risk management** | The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects (*AS/NZS ISO31000:2009).* |
| **Risk assessment matrix** | Tool for ranking and displaying risks by defining ranges for consequence and likelihood. |
| **Risk rating** | The combination of the consequence and likelihood. The risk rating is assessed as either low, medium, significant or high. |
| **Worker** | A worker must take reasonable care of their own health and safety and that of others. They must comply with any policies, procedures that have been notified to them and follow any reasonable instruction by the PCBU in regard to WHS. (*WHS Act 2011)* |

Table 1 – Definitions used in this risk management plan and within Plan2go business operations

## WHS Legislation

New legislation came into effect from 1 January 2012 with the introduction of national harmonisation legislation, meaning that all Australian businesses, departments and entities would operate under the same set of laws.

At the time of writing Victoria and Western Australia had yet to enact the model WHS ACT and Regulations. While Plan2go has a head office in Melbourne, Victoria; as a cloud based company, we have employees all over the country. To this end our WHSMS complies with the Commonwealth *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011*. Each Australian state and territory have an authority body (see Table 2 below) which help to guide WHS operations, policies and procedures and we ensure that our crew members are informed of the relevant body for them.)

| Area | Name if Authority | Website |
| --- | --- | --- |
| **ACT** | Worksafe ACT | [www.worksafe.act.gov.au](http://www.worksafe.act.gov.au) |
| **NSW** | WorkCover NSW | [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au) |
| **NT** | NT Work Safe | [www.worksafe.nt.gov.au](http://www.worksafe.nt.gov.au) |
| **QLD** | Work Cover QLD | [www.workcoverqld.com.au](http://www.workcoverqld.com.au) |
| **SA** | Work Cover SA | [www.workcover.com](http://www.workcover.com) |
| **TAS** | Work Cover Tasmania | [www.workcover.tas.gov.au](http://www.workcover.tas.gov.au) |
| **VIC** | Work Safe Victoria | [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au) |
| **WA** | Work Cover WA | [www.workcover.wa.gov.au](http://www.workcover.wa.gov.au) |

Table 2 – List of State and Territory WorkCover Authorities

Under the new commonwealth legislation there was a broadening of the primary duty of care for workplace safety to cover an entity or person conducting a business or undertaking (PCBU).

Following a review of Plan2go practice it was resolved that the Plan2go shareholding directors were logically the PCBU. This decision was predicated on the following:

They are the company owners

Major financial decisions cannot be made without the approval of the Directors

Directors have risk management responsibilities of the same level

Strategic planning and commitment is the responsibility of Directors

Directors are legally responsible for the WHS of Crew

The role of officer at Plan2go is that of the directors and Leaders, this decision was predicated on the following:

Directors and Leaders make operational decisions impacting on WHS

Directors and Leaders have risk management responsibilities of the same level

Directors and Leaders are responsible for ensuring that WHS policy and procedures are effectively implemented

# WHS policy

## Policy statement

At Plan2go we are committed to health and safety all the way through the organisation. We lead by example to ensure that we get this same level of commitment from all Crew Members by seeking their involvement and cooperation in all WHS policies, processes and procedures.

To demonstrate our commitment, we actively:

get involved in health and safety issues everyday

invest time and money in health and safety

ensure health and safety responsibilities are clearly understood.

*(WHS Codes of Practice 2011)*

At Plan2go we recognise and embrace our social, environmental, ethical, moral and legal responsibilities under WHS legislation to continually provide a safe and healthy work environment. This commitment means that we will:

provide a safe and healthy workplace and working conditions for all, including employees, contractors, customers and visitors

provide training to enable all Plan2go Crew to work safely

comply with all relevant legislation and industry standards

provide support and assistance to Plan2go Crew in order to work safer

consult with staff and contractors where relevant to enhance the effectiveness of procedures

provide adequate resources to aid employees in fulfilling their responsibilities

conduct comprehensive investigations into all reported incidents and near misses

ensure that appropriate return to work programs are in place

conduct regular reviews and evaluations of the health and safety systems in place

prepare emergency plans and evacuation protocols that are part of everyday operations and are included in all Plan2go crew’s training.

## Legal and policy framework

Plan2go will comply with the model *Work Health and Safety Act 2011*, the *Work Health and Safety Regulation 2011*, and other relevant legislation, codes of practice and industry standards.

It is important to realise that the following may lead to prosecution under the *WHS Act* and will also be dealt with under the Plan2go Code of conduct (available on the intranet):

failure to follow safe systems of work

misuse of HS equipment

bypassing of a risk control measure or

interfering with another person’s efforts to work safely.

## Policy scope

This policy covers all employees, contractors and volunteers of Plan2go and all operations undertaken by these people. This policy applies to all business operations and functions, including those situations where workers are required to work off-site.

## Policy implementation

WHS forms part of the strategic and operational management responsibilities at Plan2go and is integrated into strategic and operational planning processes. It is embedded in all policies and procedures with all internal stakeholders contributing to WHS systems.

This policy governs the activities of all employees and departments of Plan2go. Ultimately the Captain in Charge and Directors are responsible for the implementation of the policy and relevant procedures which support it. The respective managers in charge of those departments are responsible for ensuring its implementation in their work area.

The strategies to implement this policy include:

implementation, maintenance and review of Plan2go health and safety strategies across all business operations by ensuring that the relevant HS targets from this plan are incorporated into respective department operational plans

implementation and maintenance of the Plan2go Risk management plan (RMP)

ensuring that risk assessment and control is undertaken for all operational activities, and the responsible person is satisfied that all foreseeable hazards are identified, risks are assessed and all such risks are adequately controlled

provision of appropriate WHS training and the dissemination of health and safety information to all GoTo Crew, contractors and visitors

consultation with GoTo Crew about decisions that may affect their health and safety

provision of adequate human and financial resources to ensure effective implementation of the WHSMS

communication of this policy throughout Plan2go via induction, training, intranet and hard copy.

## Policy responsibilities

While some Plan2go Crew have specific duties under the *WHS Act 2011*, it is everyone’s responsibility to exercise a duty of care while at work. We strongly believe work health and safety is every employee’s business. All crew are required to be responsible and accountable and show “due diligence” in line with their responsibilities.

While at work, all Plan2go crew, irrespective of their position will:

take reasonable care to ensure good health and safety procedures are implemented at all times

identify and support measures to eliminate or minimise unsafe conditions

assume personal responsibility for their own safety and for those of other work colleagues by always operating in a safe and appropriate manner.

## Communication and consultation

It is a requirement of the *WHS Act* that we “consult, so far as is reasonably practicable, with workers who carry out work and who are, or are likely to be, directly affected by a work health and safety matter” (*WHS Act 2011, section 47*).

Consultation involves sharing of information, giving workers a reasonable opportunity to express views and taking those views into account before making decisions on health and safety matters.

We seek the co-operation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create a safe working environment with a zero accident rate.

Our WHS and practices are part of normal operations and are embedded in all departments at Plan2go. In particular, we are committed to ensuring that communication and consultation is transparent and ongoing throughout the organisation.

We ensure that:

the WHS framework (WHSMS, policies and procedures) as well as any modifications to this framework are communicated regularly and effectively

we undertake adequate internal reporting on the framework and how it is working within the organisational operating context

there are sufficient and varied opportunities for discussion and collaboration around WHS internally

all WHS information is available at all times to all employees in an easy and efficient medium

our external reporting complies with relevant legal, regulatory and governance requirements

we engage and seek advice from external stakeholders on WHS and HS activities.

# Roles and responsibilities

Set out below is Plan2go’s WHS governance structure. WHS is not the sole responsibility of one individual but rather occurs and is supported at all organisational levels.

## WHS governance structure

Figure 1 – Plan2go’s WHS governance structure

### Plan2go Directors

Our company Directors enforce, endorse and support the Plan2go WHSMS. As PCBU’s and officers, the Directors have responsibilities under the WHS Act 2011. The Captain in charge and company Directors have ultimate responsibility for providing and maintaining a safe and healthy working environment. They are also responsible for reviewing the WHSMS and adapting it as needed.

### PLAN2GO WHS COMMITTEE & HSR’S

The WHS Committee and Health and Safety representatives (HSR’s) are responsible for proactively communicating and consulting about HS, attending regular WHS meetings and representing other Crew Members about HS matters. The Plan2go WHS committee and HSR’s are elected annually and must be a true representation of all levels of the organisation. The committee is made up of 6-8 individuals, only two of whom may be Plan2go managers, the remaining members must be GoTo Crew Members.

### CREW LEADERS

The Crew Leaders of Plan2go will establish HS objectives and targets via the WHSMS and in line with this policy and take action to ensure those targets are being met.

### Managers

Managers are responsible for meeting the HS objectives and targets and reporting on their crew’s progress against these. They are responsible for eliminating (as far as possible) potential hazards from their work area and/or controlling these hazards using the hierarchy of control.

### Crew members

Crew members are responsible for following the WHS policy and procedures and ensuring that their conduct does not endanger the safety of themselves or others while at work.

## Relationship with other processes

WHS is not a stand-alone discipline. In order to exercise “due diligence” as outlined in the *WHS Act 2011*, health and safety must be embedded into the culture and daily operations of Plan2go. The diagram below illustrates how we integrate WHS with existing business processes and ensure that at every point, consultation and consultation about this consultation occurs.



Figure 2 – The risk management process (WHS-Code of practice, 2011)

# WHS procedures

Procedures are a set of instructions to outline exactly what Crew Members need to do to ensure the Plan2go policies are upheld and followed. All WHS procedures are to be followed at all times, failure to follow these procedures may result in disciplinary action as per the Plan2go code of conduct.

## Workstation assessments

Ergonomics encompasses a range of elements, including the interface between the employee and the job, and considers factors such as the:

* physical and psychological demands on the employee that are necessary to perform the job
* mechanical equipment used to perform the job
* work space in which the employee is required to perform the task.

Ergonomic workstations assessments must be conducted to reduce the risk of injury by taking into account workstation design, workplace design and job design.

The goal of a workstation assessment is to assess you at your workstation, to identify potential problem areas, and to determine suitable amendments and recommendations that can be made.

You should consider a workstation assessment if you:

* are a new crew member at Plan2go
* are experiencing pain and/or discomfort throughout the day
* find you are feeling more fatigued than usual
* have recently experienced an injury
* have long-term chronic injury or illness.

1. Work station assessments must be conducted at any or all workstation/s that you regularly work at. See [Work from Home Policy](http://plan2go.nctafe.edu.au/assets/document-library/Crew-Folders/People-and-Culture-Crew/Recruitment/Work-from-Home-Policy.pdf).
2. Work station assessments can be done using the [Workstation Self-Assessment Checklist](http://plan2go.nctafe.edu.au/assets/document-library/Crew-Folders/People-and-Culture-Crew/WHS/Workstation-self-assessment-checklist.docx).
3. Completed workstation self-assessment checklists should be forwarded to the Plan2go WHS Officer.
4. If you have identified necessary changes, such as new furniture or items, you should discuss this with your crew leader and the WHS Officer.

Note: crew members returning from an absence of two or more weeks should be provided with a period of adjustment consisting of reduced work rates, or alternative duties when requested.

## Hazard and incident reporting

Any Plan2go Crew Member may identify a hazard or report an incident during their normal day-to-day activities, or during a planned inspection or audit.

### HAZARDS

A hazard is any situation or thing that has the potential to cause harm to people, property or the environment.

### INCIDENTS

An incident is any unplanned event which occurs at work which could result in:

Illness

Injury

Damage to property or equipment

Fire or explosion

Exposure to substances which are hazardous

Anything that could have or nearly did result in any of the above (near miss)

All hazards and incidents must be reported as soon as practicable after the event (use the WHS hazard and incident report form – Appendix A). Where it is a notifiable incident, the Captain in Charge must be notified within 24 hours (by phone or in person).

### Notifiable INCIDENTS

A notifiable incident is an event that must be reported to the Regulator (Work Cover or Work Safe). It is defined in the *WHS Act 2011* – Section 3 as:

the death of a person

a serious injury or illness of a person, or

a dangerous incident.

### WHS hazard and incident reporting procedure

The WHS hazard and incident reporting procedure (Appendix A) is designed to:

reduce the number of incidents and accidents arising

identify potential hazards to the health and safety of Crew, contractors and visitors

encourage early reporting and corrective actions

enable WHS committee and Directors to identify areas of concern

facilitate corrective action to address the causes of the hazards or incidents.

This procedure applies to all Crew, contractors and visitors affected by Plan2go business. It applies to hazards and incidents identified at the Plan2go office or, a place of work for a GoTo Crew Member.

### FIRST AID

Providing immediate and effective first aid to workers or others who have been injured or become ill at the workplace may reduce the severity of the injury or illness and promote recovery. In some cases it could mean the difference between life and death.

The *Civil Liability Act 2002* (NSW) and *Civil Law (Wrongs) Act 2002* (ACT) exempts a Good Samaritan from personal civil liability for an act or omission made honestly and without recklessness when giving assistance to someone injured or in an emergency.

At Plan2go each member of the WHS committee as well as all managers have their first aid certificate and are able to administer first aid from the approved first aid kits. All incidents requiring first aid need to have a completed WHS hazard identification and incident report form.

### WHS register

All completed WHS hazard and incident report forms are to be passed on to the WHS Officer for entry into the WHS register by the respective Crew Leader.

## Risk assessment and control

### risk assessment

Risk assessment is the process of weighing up consequences the risk could have against the likelihood of these things occurring. Risk assessment is to be completed when:

tasks involve risks

legislation requires assessment is done

using new equipment or substances

there is a change to existing work practices;

a new risk is identified

an incident or near miss has occurred

legislative or policy changes occur

following a WHS hazard inspection and risks are to be assessed.

The WHS risk assessment procedures (Appendix B) contains both a WHS hazard inspection checklist and WHS risk assessment form to guide you through the process.

Risk assessment is a pro-active process at Plan2go as it is safer and less expensive to assess risks as soon as they are identified. Risk assessment should be a collaborative process (two heads are better than one) as the consideration of consequences and likelihood is subjective.

To identify the risk rating (required to prioritise the risk control), consider what the consequences and likelihood would be if this risk did occur.

When estimating the **consequences** of harm from each hazard consider:

What type of harm will occur (e.g. strain, laceration, stress, death)?

What will influence the severity of harm (e.g. distance of a fall or seriousness of a laceration)?

How many people are exposed (e.g. is the entire office exposed to the risk)?

Could one risk lead to another (e.g. failure of electrical supply may lead to biological hazard)?

Could it escalate to a more serious event (e.g. a small fire could lead to a large fire)?

When estimating the **likelihood** of harm occurring consider:

How often is there exposure (e.g. several times a day, daily or weekly/monthly)?

How long are people exposed to the hazard (e.g. 5 minutes or several hours)?

How close are people to the hazard (e.g. overhanging tree branches in an unused car park)?

Could any changes increase the likelihood (e.g. deadlines, market changes which cause people to rush)?

Does the environment affect the hazard (e.g. very poor lighting)?

What are the behaviours or attitudes of the people exposed (e.g. are people complacent or new to the task)?

Has it caused an injury in the past (see incident records)?

How effective are current control measures?

Once you have determined the consequence and likelihood use the risk assessment matrix to calculate the risk as low, medium, significant or high.

### risk control

Hazards should be eliminated. Where this is not possible the risk should be controlled as far as is reasonably practicable.

When determining what control measures are needed:

Check if there is legislation that has specific requirements for a control measure

Check if a Code of Practice has any guidance on controlling the hazard

Check if there is a relevant Australian Standard on the topic

Check the manufacturer’s guidance and/or any industry standards

Check with other departments if they have a similar hazard and how they controlled

Ask Crew if they have any solutions to the hazards they face

When deciding to implement control measures, you must consult with those people mist likely to make sure that the controls are suitable, in many cases this will be the crew members performing the task on a daily basis. It is negligent not to consult with those crew members who will need to implement the control measure as part of their operations.

### hierarchy of controls

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | |  | | --- | | It is crucial that all assessed risks are dealt with in order of priority. The most effective control option/s should be selected to eliminate or minimise risks. The hierarchy of control (see diagram below) ranks control options from highest level of protection and reliability to lowest. This hierarchy must be used when considering control options.The hierarchy of controls is as follows:   1. **Eliminate** the hazard altogether. For example - get rid of the dangerous machine. 2. **Substitute** the hazard with a safer alternative. For example - replace the machine with a safer one. 3. **Isolate** the hazard from anyone who could be harmed. For example - keep the machine in a closed room and operate it remotely. 4. Use **engineering** controls to reduce the risk. For example - attach guards to the machine to protect users. 5. Use **administrative** controls to reduce the risk. For example - train workers how to use the machine safely. 6. Use **personal protective equipment** (PPE). For example - wear gloves and goggles when using the machine. | | **More effective**  **Less effective** | |

## Monitor and review

All incidents, hazards and near misses are to be entered into the WHS register by the WHS Officer. In consultation with the relevant Crew Leader, the WHS Officer will determine a suitable review date. Once the review date arrives, the WHS Officer and any other stakeholders in the incident/hazard/near miss will meet and review the proposed actions to ensure these have been carried out.

## Issue resolution

An ‘issue’ is any concern about health and safety in the workplace that remains unresolved after consultation with the affected workers and the organisation. For example, an issue could include a difference in opinion on whether something is a potential risk to health and safety or whether a particular control measure is adequate.

The agreed procedure for resolving health and safety related issues is outlined in Appendix C.

## WHS Forms

The WHS management system is supported by the following forms:

WHS Hazard Inspection Checklist

WHS Hazard and Incident Reporting Form

WHS Risk Assessment Form

To assist GoTo crew in completing the relevant WHS forms, a detailed explanation is included in the introduction of each form. You will find all the forms and the accompanying procedures in Appendix A and B.

# Review and approval

The WHS management system, policy and procedures will be reviewed annually by the directors in consultation with the WHS committee and approved at least every year by the Captain in Charge.

# Access

Access to the WHS management system and reporting framework will be made to each Crew Member of Plan2go. The framework, this management system, the WHS policy and all associated procedures and forms will be available via the staff intranet. Hard copies are also retained by each manager.

# WHS record keeping

As part of the WHS management system, Plan2go will store records as required in the model *WHS Regulations 2011* where:

there has been a risk assessment or a safe work method created

control measures were implemented

control measures were reviewed

changes to WHS are planned

consultation has occurred

training has been planned or provided

there has been a notifiable incident.

# Further information

For more information on WHS check out the following resources:

Comcare [http://www.comcare.gov.au](http://www.comcare.gov.au/)

SAI global [http://www.saiglobal.com](http://www.saiglobal.com/)

Safe Work Australia (SWA) <http://www.safeworkaustralia.gov.au/sites/SWA>

Victorian Work cover Authority <http://www.vwa.vic.gov.au>

Victorian legislation and parliamentary documents [http://www.legislation.vic.gov.au](http://www.legislation.vic.gov.au/)

Work Cover NSW [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

Work Cover Tasmania [www.workcover.tas.gov.au](https://myemail.det.nsw.edu.au/OWA/redir.aspx?C=saZGWG-lZU21w6T4l0LCWzGTZxssvdEInXBZISs_-szMI0mjB8yh9YL1MD889BTx88Ecz-PI3Ko.&URL=http%3a%2f%2fwww.workcover.tas.gov.au)

Work Cover Queensland [www.workcoverqld.com.au](https://myemail.det.nsw.edu.au/OWA/redir.aspx?C=saZGWG-lZU21w6T4l0LCWzGTZxssvdEInXBZISs_-szMI0mjB8yh9YL1MD889BTx88Ecz-PI3Ko.&URL=http%3a%2f%2fwww.workcoverqld.com.au)

Work Cover Western Australia [www.workcover.wa.gov.au](https://myemail.det.nsw.edu.au/OWA/redir.aspx?C=saZGWG-lZU21w6T4l0LCWzGTZxssvdEInXBZISs_-szMI0mjB8yh9YL1MD889BTx88Ecz-PI3Ko.&URL=http%3a%2f%2fwww.workcover.wa.gov.au)

Work safe ACT [www.worksafe.act.gov.au](https://myemail.det.nsw.edu.au/OWA/redir.aspx?C=saZGWG-lZU21w6T4l0LCWzGTZxssvdEInXBZISs_-szMI0mjB8yh9YL1MD889BTx88Ecz-PI3Ko.&URL=http%3a%2f%2fwww.worksafe.act.gov.au)

Work safe Northern Territory [www.worksafe.nt.gov.au](https://myemail.det.nsw.edu.au/OWA/redir.aspx?C=saZGWG-lZU21w6T4l0LCWzGTZxssvdEInXBZISs_-szMI0mjB8yh9YL1MD889BTx88Ecz-PI3Ko.&URL=http%3a%2f%2fwww.worksafe.nt.gov.au)

Appendix A – WHS Hazard and Incident Reporting Procedure

// About this document

#### Document purpose:

This procedure and associated form is used to ensure that Plan2go remains pro-active and diligent in reporting identified hazards and unexpected or unplanned incidents in the workplace.

#### Document authority:

This WHS hazard and incident reporting procedure has been authorised by the Captain in Charge and is available to all staff. It has been developed in line with all relevant legislation, in consultation with the WHS committee and the WHS Officer and will be revised on a regular basis.

This document is part of the overall Plan2go Workplace Health and Safety management system (WHS MS). Please refer to the WHS MS for more information.

#### Document application:

All crew must comply with this procedure at all times as applicable in their conduct of official business for Plan2go.

#### Expected update frequency:

Yearly

#### Document location:

#### <http://plan2go.nctafe.edu.au/assets/intranet/Crew-Folders/People-and-Culture-Crew/WHS/WHS-Hazard-and-Incident-Reporting-Procedure.dotx>

Procedure

Reporting hazards and incidents is a legal obligation of every Plan2go Crew Member under the *Work Health and Safety Act 2011* (*WHS Act*). It needs to be done as soon as possible after either the identification of a hazard or the occurrence of an incident.

A **near miss** is when an incident *nearly* occurs. Imagine a box *nearly* landing on someone as they walk through the packing room or you *nearly* slipping down the stairs on your way out of the office. Reporting near misses works as an “early warning” system.

Plan2go are committed to the management of risks through a robust and seamless identification and reporting system. Please refer to the WHS management system for more information.

Instructions for COMPLETING THE FORM

* Remember hazards can be identified either as part of a routine hazard checklist or anytime throughout your day to day operation
* Complete the personal details as accurately as possible
* Give a detailed overview and thoroughly describe the hazard, incident or near miss
* Consider the potential or actual likelihood or consequences and award a risk rating (using the matrix)
* You can always ask for help from your manager, the WHS Officer or a member of the Plan2go WHS committee
* Submit this form within 24 hours of an incident to your manager.

WHS hazard and incident report form

This form is to be used by all Crew Members when reporting a workplace hazard, incident or near miss. Any serious illness or injury must be reported to a Plan2go Director immediately.

|  |  |
| --- | --- |
| |  | | --- | | PART A - TO BE COMPLETED BY THE PERSON REPORTING | |
| *If you are completing the form on behalf of someone else complete their details below:*  // Personal details   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Employee name:** | [Name] | | | | **Position:** | [Enter employee job position] | | | | **Department:** | [Choose employee department] | | | | **Staff:** | Yes  No | **Contractor/Labour hire:** | Yes  No | | **Volunteer:** | Yes  No | **Visitor:** | Yes  No | | **Home address:** | [Click here to enter address] | | | | **Email:** | [Click here to enter email address] | | | | **Telephone:** | [Enter phone number] | **Mobile:** | [Enter mobile] | | **Line Manager:** | [Name] | | | |   // Report details   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Type of issue:** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | Hazard |  | Near miss |  | Workplace inspection | |  | Incident/Injury |  | Security |  | Environment | | | | **Date of hazard/incident:** | | [Click here to enter the date] | | **Time of hazard/incident:** | | [Enter details] | | **Location of hazard/incident:** | | [Enter details] | | **Hazard/incident category:** | | |  |  | | --- | --- | |  | Electrical/Physical (ergonomics, manual handling, slips/trips/falls) | |  | Biological (disease, mould, infection) | |  | Environmental (air quality, pollution, conditions) | |  | Psychological (stress, bullying) | |  | Chemical (exposure, hazardous materials) | |  | Noise | |  | Other category (please specify) | | | **Description of hazard/incident/near miss:**  [Click here to enter text] | | | |   *If reporting an incident please complete the section below:*   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **Description of injury:**  [Click here to enter text] | | **Did this incident result in time off work?**  Yes  No  **Specify dates:** [Click here to enter dates] | | **Did this incident require work to be altered due to the injury?**  Yes  No  **Is it still altered?** [Click here to enter text] | | **Did this incident require medical attention by a doctor?**  Yes  No  **WorkCover medical certificate issued?**  Yes  No | | **Did this incident receive first aid?**  Yes  No  **First aider name:** [Click here to enter]  **First aid treatment received:** [Click here to enter] | | **Have there been costs associated with this injury?** [Please specify] | | **Was there a witness?**  Yes  No  **Witness details:** [Click here to enter text] | |   // Signature   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | I approve the release of the information in this form to approved persons which may include medical practitioners, legal representatives, employee associations, insurance companies and to the appropriate regulator in my state (WorkCover or WorkSafe). | | | | | **Signature:** |  | **Date:** | [Click here to enter the date] | | **Send Part A to:**   1. Your line manager 2. WHS Committee   **Date forwarded:** [Click here to enter the date] | | | | | |

|  |  |
| --- | --- |
| |  | | --- | | PART B - TO BE COMPLETED BY THE Line Manager | |
| *This section is to be completed by the line manager as soon as possible in response to receiving Part A.*  // Risk assessment   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Consequence of this hazard:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | ☐ Extreme | Major | Moderate | Minor | Insignificant | | | **Likelihood of hazard/incident to reoccur:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Almost certain | Likely | Possible | Unlikely | Remote | | | **Risk rating (refer to Risk Management Procedure for risk rating table):**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | High | Significant | Medium | Low |  |  | | | **Action:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Immediately | Today | This week | This month |  | | | **Do you think there could also be a risk to the environment?**  [Click here to enter text] | |   // Risk control   | **Hierarchy of control** | **Yes/No** | **Corrective action** | **By who?** | **By when?** | | --- | --- | --- | --- | --- | | 1. Elimination: (Can this hazard be eliminated)? | [Yes/No] |  | [Name] | [Enter date] | | 2. Substitution: (Can this hazard be substituted by something less dangerous)? | [Yes/No] |  | [Name] | [Enter date] | | 3. Isolation: (Can access to this hazard be limited)? | [Yes/No] |  | [Name] | [Enter date] | | 4. Engineering control: (Can you modify the plant or equipment used)? | [Yes/No] |  | [Name] | [Enter date] | | 5. Administrative control: (Can processes, procedures, or training be improved)? | [Yes/No] |  | [Name] | [Enter date] | | 6. Can you reduce the Hazard risk by using personal protective equipment or clothing? | [Yes/No] |  | [Name] | [Enter date] | | 7. Do you have any other suggestions or comments? | [Yes/No] |  | [Name] | [Enter date] | | *A combination of the above measures may be required to minimize the risk, they must be prioritised in order of 1 to 6 to follow the hierarchy of control.* | | | | |   // Managers signature   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Name:** |  | | | | **Signature:** |  | **Date:** | [Click here to enter the date] | | **Send copies to:**   1. The injured/affected person (named in Part A) 2. WHS Committee 3. Plan2go Directors (if required) | | | | | |

**NOTE:** Managers must follow up on the corrective actions identified and ensure they are completed within the timeframe specified on this form.

Likelihood rating categories

| Rating | Description |
| --- | --- |
| **Almost certain** | Most likely to occur many times a week |
| **Likely** | May occur several times a week – frequent |
| **Possible** | May occur several times per month or less – infrequent |
| **Unlikely** | Could occur but only once per year or less – rarely |
| **Remote** | Could occur, but very unlikely – maybe only once every 10 years |

Consequence rating categories

| Rating | Description |
| --- | --- |
| **Extreme** | Fatalities or extensive long term injury involving hospitalisation, long term treatment and significant lost time |
| **Major** | Serious long term injury involving hospitalisation, long term treatment and significant lost time |
| **Moderate** | Significant injury involving medical treatment or hospitalisation and lost time |
| **Minor** | Minor medical treatment with or without potential for lost time |
| **Insignificant** | No treatment or First Aid only required |

Risk assessment matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Likelihood Rating** | **Almost certain** | **4** | **8** | **9** | **10** | **10** |
| **Likely** | **3** | **6** | **7** | **9** | **10** |
| **Possible** | **3** | **5** | **6** | **8** | **9** |
| **Unlikely** | **2** | **3** | **5** | **6** | **7** |
| **Remote** | **1** | **2** | **3** | **4** | **5** |
|  |  | **Insignificant** | **Minor** | **Moderate** | **Major** | **Extreme** |
|  |  |
|  |  |
|  |  |
|  |  | **Consequence Rating** | | | | |

Risk rating key and action required

|  |  |  |
| --- | --- | --- |
|  | **Risk Rating** | **Action Required** |
|  | High | Report to CEO within 24 hrs of assessment |
|  | Significant | Report to Manager within 24 hrs of assessment |
|  | Medium | Report to Manager within 48 hrs of assessment |
|  | Low | Report to Manager within 7 days of assessment |

Appendix B – WHS Risk Assessment Procedure

// About this document

#### Document purpose:

This procedure and associated forms is used as a planning and assessment tool to ensure that GoTo Crew are considering and taking action to prevent WHS accidents and incidents as part of their daily work role. While the WHS hazard identification and incident reporting procedure is used for single hazards or incidents, this WHS risk assessment procedure assists Plan2go to remain pro-active about new or changing circumstances that may involve multiple risks to the organisation, its employees, visitors and clients.

This document is part of the overall Plan2go Workplace Health and Safety management system (WHS MS). Please refer to the WHS MS for more information.

#### Document authority:

This WHS risk assessment procedure has been authorised by the Captain in Charge and is available to all staff. It has been developed in line with all relevant legislation, in consultation with WHS committee and the WHS Officer and will be revised on a regular basis.

#### Document application:

All crew must comply with this procedure at all times as applicable in their conduct of official business for Plan2go.

#### Expected update frequency:

Yearly

#### Document location:

<http://plan2go.nctafe.edu.au/assets/intranet/Crew-Folders/People-and-Culture-Crew/WHS/WHS-Risk-Assessment-Procedures.dotx>

Procedure

It is often more effective and easier to eliminate hazards if WHS risk assessment is undertaken at the planning and design stages for products, processes and places of work. With this in mind at Plan2go a WHS risk assessment must be undertaken when:

* Undertaking a task that has not been done before
* A hazard has been identified
* There is a change in the workplace to the work equipment, practices, procedures or environment
* Responding to a workplace incident, even where an injury has not occurred
* New information about a risk becomes available or concerns about a risk are raised by crew
* Regular risk assessments are scheduled
* Following a WHS hazard inspection and risks are to be assessed.

The following steps must be completed to assess and control risks in the workplace according to the model outlined in the *Work Health and Safety Act 2011* (*WHS Act*).

STEP 1: IDENTIFY HAZARDS

Plan2go must, in consultation with Crew Members, identify all potentially hazardous equipment or situations that may cause harm both in the workplace and/or during the course of you undertaking your work. Hazards are likely to be found in the following:

* Physical work environment
* Equipment, materials or substances used
* Work tasks and how they are performed
* Work design and management

Ways to identify hazards include:

* Undertaking a WHS hazard inspection (use the WHS hazard inspection checklist)
* Examining past incidents/accidents to see what happened and whether the incident/accident could occur again
* Consulting with relevant Crew Members to find out what they consider are safety issues with a new task or process
* Surveying Crew to provide information about potential workplace hazards
* Using creative thinking techniques (brainstorming, scenario analysis, 6 hat thinking) to predict what could go wrong
* Making WHS a standard agenda item on all staff meetings to give Crew Members the opportunity to consider and raise any WHS concerns they may have
* Having regular “toolbox talks” in your Crew about WHS.

STEP 2: ASSESS RISKS

WHS risk assessment involves considering the possible results or consequences of someone being exposed to hazards and the likelihood of this occurring.

A WHS risk assessment assists in determining:

* How severe a risk is
* Whether existing control measures are effective
* What action should be taken to control a risk
* How urgently action needs to be taken
* The priority to deal with the risk.

When completing a WHS risk assessment at Plan2go (using the WHS risk assessment form) Crew Members should:

* Identify factors that may be contributing to the risk
* Review any health and safety information available
* Consult with others about the risk assessment scores
* Make a judgement about the consequences and likelihood of the hazard occurring
* Determine the actions necessary to eliminate or, if this is not possible, control the risk
* Complete accurate records about this process including the WHS risk assessment form.

STEP 3: CONTROLLING RISKS

Once a risk rating is determined, any existing risk control measures should be evaluated and adapted, changed or modified as necessary. According to the WHS legislation, risks in the workplace require eliminating “so far as reasonably practicable” in the first instance. Where elimination is not possible, all risks should be minimised, “so far as reasonably practicable”.

#### Hierarchy of control

It is crucial that all assessed risks are dealt with in order of priority. The most effective control option/s should be selected to eliminate or minimise risks. The hierarchy of control (see diagram below) ranks control options from highest level of protection and reliability to lowest. This hierarchy must be used when considering control options.

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | |  | | --- | | The hierarchy of controls is as follows:   1. **Eliminate** the hazard altogether. For example - get rid of the dangerous machine. 2. **Substitute** the hazard with a safer alternative. For example - replace the machine with a safer one. 3. **Isolate** the hazard from anyone who could be harmed. For example - keep the machine in a closed room and operate it remotely. 4. Use **engineering** controls to reduce the risk. For example - attach guards to the machine to protect users. 5. Use **administrative** controls to reduce the risk. For example - train workers how to use the machine safely. 6. Use **personal protective equipment** (PPE). For example - wear gloves and goggles when using the machine. | | **More effective**  **Less effective** | |

STEP 4: MONITOR AND REVIEW

It is of utmost importance to remember that hazard identification, risk assessment and control is an on-going process. At Plan2go, Crew Members will always be afforded time and resources to regularly monitor current processes and review the effectiveness of hazard assessment and control measures in the department where they work.

Do not become complacent. Always go “back to basics” when new employees are introduced to the workplace. The effectiveness of control measures can be checked through regular reviews as well as consultation with workers. This is why robust and accurate records on all WHS matters must be kept.

TIPS FOR COMPLETING RISK ASSESSMENT FORMS

* Remember risk assessments should be done regularly, mostly when something changes
* Do some creative thinking about any scenario that is or could be dangerous to you or anyone else
* Identify as many relevant risks to the situation as possible. Think about what could happen (worst case scenario)
* Complete risk description section as accurately as possible
* Consider the potential or actual likelihood or consequences and award a risk rating (using the matrix)
* Use the hierarchy of control to minimise and control the risk or to prevent the incident from re-occurring
* Always ask for help from your manager, the WHS Officer or a member of the Plan2go WHS committee

WHS hazard inspection checklist

This form is to be used by all Crew Members when undertaking a workplace hazard inspection. Complete and sign this form as part of your WHS risk assessment procedure.

| **Activity** | **Details** | **Completed?** |
| --- | --- | --- |
| **Asbestos** | Loose or flaking insulation on pipes, etc. |  |
| **Boilers, heaters, vats, pressure vessels** | Flammable materials stored separately |  |
| Obvious mechanical deficiencies |  |
|  | Properly certificated |  |
| **Chemical storage** | Decontamination materials as required |  |
|  | Ease of access |  |
|  | First aid materials |  |
|  | Material safety data sheets (MSDS) |  |
|  | Proper separation and containment |  |
|  | Safe storage (i.e. free of heat and moisture) |  |
| **Dust and fumes** | Extraction or ventilation systems |  |
|  | Protection against dust and fumes |  |
|  | Warning notices |  |
| **Electrical** | Broken or cracked switchboxes |  |
|  | Broken plugs |  |
|  | Frayed cords, exposed conductors |  |
|  | Metallic appliances properly earthed |  |
|  | Unmarked, uncoloured push-buttons and switches |  |
| **Emergency exits** | Clear of obstruction |  |
|  | Clearly signed |  |
| **Fire extinguishers** | Action in case of fire: clear and visible notices |  |
|  | All extinguishers currently tested and tagged |  |
|  | Direct phone dial-out after hours |  |
|  | Easily accessible, areas not blocked |  |
|  | Extinguishers properly fixed |  |
|  | Position properly signed |  |
|  | Proper type for hazard |  |
| **First aid** | Adequate number of kits and contents |  |
|  | Clear identification |  |
|  | Easily accessible: not locked, or locked away |  |
|  | Rest area with a bed, basin and hot and cold water |  |
|  | Flammable materials and dangerous goods |  |
|  | All containers labelled correctly and clearly |  |
|  | Provision to prevent spillage |  |
|  | Quantities not exceeded |  |
|  | Storage certificated under Dangerous Goods Act |  |
|  | Warning signs, hazardous accident procedures displayed |  |
| **Floors** | Inadequate drainage |  |
|  | No provision for cleaning spills adequately |  |
|  | Non-slip finish |  |
|  | Oily or greasy |  |
|  | Stopping ramps with handrails, or slippery surface |  |
|  | Threadbare, frayed carpeting or other hazards |  |
|  | Wet and slippery |  |
| **Lighting** | Electric light fittings dirty |  |
|  | Flickering fluorescent lights |  |
|  | Lighting inappropriate for task |  |
|  | Natural lighting not being fully used, dirty windows |  |
|  | Poorly located, casting shadows or creating glare |  |
|  | Wrong colour tint for work involved |  |
| **Machine and equipment guarding** | Shaft ends, pulleys, vee belts, crushing points, gears, etc. covered |  |
|  | Dangerous or moving parts accessible |  |
|  | Warning signs |  |
| **Physical environment** | Aisles and working areas cluttered |  |
|  | Employees close to noise sources (e.g. photocopying room) where they are likely to be disturbed by noise and/or fumes |  |
|  | Inadequate distance between employees or equipment and machines |  |
|  | Low ceilings or door jambs |  |
|  | Uneven surfaces |  |
|  | Unguarded lift shafts |  |
| **Piping (gas, water, high pressure, etc.)** | All pipes colour-coded or labelled |  |
| Dents |  |
|  | Insulated or protected where necessary |  |
|  | Leaks or drips |  |
|  | Obvious corrosion |  |
|  | Properly supported |  |
| **Staircases, passageways and platforms** | Handrails loose or non-existent |  |
| Loose rungs or holding bolts |  |
|  | No anti-slip treads |  |
|  | No ‘fall-back’ protection on high ladders |  |
|  | No proper ladders to platforms |  |
|  | Platforms too narrow, no anti-slip surface |  |
|  | Stair treads loose or uneven |  |
| **Storage areas** | Easy access |  |
|  | Proper labelling of all contents |  |
|  | Racks and bins fixed solidly |  |
|  | Safe access to high shelves |  |
|  | Warning signs for dangerous goods |  |
| **Tanks, pits and trenches** | Adequate free-flowing or forced ventilation |  |
| Cave-in protection |  |
|  | Free of noxious liquids and fumes |  |
|  | Safety ropes and ladders |  |
|  | Warning signs |  |
|  | Workmate ‘standing by outside’ procedure |  |
| **Tidiness and cleanliness** | Debris and waste material from work not regularly cleaned up |  |
| Fire exits and fire-fighting equipment blocked by rubbish or clutter |  |
|  | Inadequately cleaned washroom facilities |  |
|  | Loose paper, wood or packaging |  |
|  | Overflowing rubbish containers |  |
|  | Rubbish lying around |  |
| **Ventilation and air-conditioning** | Adequacy of natural ventilation: can windows be opened easily? |  |
| Does air-conditioning work? |  |
| **Work posture** | Chairs, seats, stools, work benches obviously not suited to worker |  |
|  | Correct manual handling technique |  |
|  | Obvious poor posture and work heights, either standing or sitting |  |
|  | Over-reaching required |  |

(Source: adapted from Cole: Management theory and practice, 4th Edition, Pearson Australia, 2010, ISBN: 978 144 2503 122, p1033-p1335)

|  |  |
| --- | --- |
| Name: | [Name of person completing this inspection] |
| Signature: |  |
| Date: | Click here to enter the date. |

WHS risk assessment form

This form is to be used for all Crew Members for assessing risks when:

* Undertaking a task that has not been done before
* A hazard has been identified
* There is a change in the workplace to the work equipment, practices, procedures or environment
* Responding to a workplace incident, even where an injury has not occurred
* New information about a risk becomes available or concerns about a risk are raised by Crew
* Regular risk assessments are scheduled
* Following a WHS hazard inspection and risks are to be assessed

**Important note:** Any serious illness or injury must be reported to a Plan2go Director immediately.

|  |  |
| --- | --- |
| |  | | --- | | assessor Information | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Name/s of assessor/s:** | [Name/s] | | | | **Date of assessment:** | [Click here to enter the date] | | | | **Department:** | [Select department] | | | | **Risk assessment name:** | [Name risk assessment] | | | | **Form completed by:** | [Name] | | | | **Signature:** |  | **Date:** | [Click here to enter the date] | | **Line Manager/HSR:** | [Name] | | | | **Signature:** |  | **Date:** | [Click here to enter the date] | | |

|  |  |
| --- | --- |
| |  | | --- | | Risk Assessment | |
| Identify the activity and the location of the activity/task/situation.  |  |  |  | | --- | --- | --- | | |  | | --- | | **Description of activity:**  [Click here to enter text] | | **Description of location:**  [Click here to enter text] | |   Identify who may be at risk from the activity/task/situation. *(This may include fellow workers, visitors, contractors and the public. The types of people may affect the risk controls needed and the location may affect the number of people at risk.)*   |  |  |  | | --- | --- | --- | | |  | | --- | | **Person/s at risk:**  [Click here to enter text] | | **How they were consulted on the risk?**  [Click here to enter text] | |   List legislation, standards, codes of practice, manufacturer’s guidance, etc. used to determine control measures necessary.   |  |  | | --- | --- | | |  | | --- | | Work Health and Safety Act 2011 Work Health and Safety Regulation 2011  [Click here to enter text] | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Identify hazards and control the risks |  1. An activity may be divided into tasks. For each task identify the hazards and associated risks. Also list the possible scenarios which could sooner or later cause harm. 2. Determine controls necessary based on legislation, codes of practice, Australian standards, manufacturer’s instructions as per the WHS Risk Assessment Procedure. 3. List existing risk controls and any additional controls that need to be implemented. 4. Rate the risk once all controls are in place using the risk matrix found in the WHS Risk Assessment Procedure.   **NOTE:** If you need to determine whether it’s reasonably practicable to implement a control, based on the risk complete *the shaded blue columns*. Feel free to resize the boxes to suit your situation/the amount of text you need to use.   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Task/Scenario** | **Hazard** | **Associated  risks** | **Existing  controls** | **Risk Rating** | | | | Any additional controls required? | **Cost of controls (in terms of time, effort, money)** | **Is this reasonably practicable? Yes/No** | | *H* | *S* | *M* | *L* | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No | |  |  |  |  |  |  |  |  |  |  | Yes/No |   List emergency procedures and controls if applicable   |  |  | | --- | --- | | |  | | --- | | **List emergency controls for how to deal with fires, spills or exposure to hazardous substances and/or emergency shutdown procedures:**  [Click here to enter text] | |   Implementation   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | **Additional control measures needed:**  [Click here to enter text] | | | | | **Resources required:**  [Click here to enter text] | | | | | **Responsible person:** | [Name] | **Date of implementation:** | [Click here to enter the date] | | |

Likelihood rating categories

|  |  |
| --- | --- |
| **Rating** | **Description** |
| **Almost certain** | Most likely to occur many times a week |
| **Likely** | May occur several times a week – frequent |
| **Possible** | May occur several times per month or less – infrequent |
| **Unlikely** | Could occur but only once per year or less – rarely |
| **Remote** | Could occur, but very unlikely – maybe only once every 10 years |

Consequence rating categories

|  |  |
| --- | --- |
| **Rating** | **Description** |
| **Extreme** | Fatalities or extensive long term injury involving hospitalisation, long term treatment and significant lost time |
| **Major** | Serious long term injury involving hospitalisation, long term treatment and significant lost time |
| **Moderate** | Significant injury involving medical treatment or hospitalisation and lost time |
| **Minor** | Minor medical treatment with or without potential for lost time |
| **Insignificant** | No treatment or First Aid only required |

Risk assessment matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Likelihood Rating** | **Almost certain** | **4** | **8** | **9** | **10** | **10** |
| **Likely** | **3** | **6** | **7** | **9** | **10** |
| **Possible** | **3** | **5** | **6** | **8** | **9** |
| **Unlikely** | **2** | **3** | **5** | **6** | **7** |
| **Remote** | **1** | **2** | **3** | **4** | **5** |
|  |  | **Insignificant** | **Minor** | **Moderate** | **Major** | **Extreme** |
|  |  |
|  |  |
|  |  |
|  |  | **Consequence Rating** | | | | |

Risk rating key and action required

|  |  |  |
| --- | --- | --- |
|  | **Risk Rating** | **Action Required** |
|  | High | Report to CEO within 24 hrs of assessment |
|  | Significant | Report to Manager within 24 hrs of assessment |
|  | Medium | Report to Manager within 48 hrs of assessment |
|  | Low | Report to Manager within 7 days of assessment |

Appendix C – WHS Issue Resolution Procedure

// About this document

#### Document purpose:

To provide clear and concise guidelines for the resolution of work health and safety (WHS) issues.

#### Document authority:

This WHS issue resolution procedure has been authorised by the Captain in Charge and is available to all staff. It has been developed in line with all relevant legislation, in consultation and agreement with the WHS committee and the WHS Officer.

#### Document application:

All crew are advised to apply this procedure to resolve specific WHS issues.

#### Expected update frequency:

Yearly

#### Document location:

http://plan2go.nctafe.edu.au/assets/document-library/Crew-Folders/People-and-Culture-Crew/WHS/WHS-Issue-Resolution-Procedure.pdf

Issue resolution

An ‘issue’ is any concern about health and safety in the workplace that remains unresolved after consultation with the affected workers and the organisation.

For example, an issue could include a difference in opinion on whether something is a potential risk to health and safety or whether a particular control measure is adequate.

The following steps are recommended for resolving a work health and safety issue.

Procedure

1. When a health and safety issue arises either as a result of a risk assessment or a workplace assessment, or a problem is identified by an employee of Plan2go, it is the employee’s responsibility to take immediate action to resolve or rectify the problem if qualified or competent to do so including ceasing the task if an immediate risk of injury is perceived. It is also the employee’s responsibility to advise their crew leader/ manager.
2. If the issue cannot be resolved immediately, the matter is to be referred to the WHS Officer who is to take immediate steps to consult, investigate and resolve, or rectify the matter. Results of any resolution at this stage are to be notified to the employee(s) concerned and documented appropriately.
3. If the worker is dissatisfied with the WHS Officer’s response, then the issue should be raised with the Plan2go managers and/or Health and Safety Rep/Committee. The WHS Officer should, at this stage notify the relevant crew leader of the issue and inability to resolve.
4. Where the issue has not been resolved satisfactorily by the WHS Officer, the employee’s manager, or the Health and Safety Committee meeting the issue must be raised with the Plan2go Captain (or delegate) for consideration and authorisation (e.g. expenditure of funds to modify machines to cut noise levels).
5. A WorkCover inspector may be requested to provide advice.
6. Employee/s to be advised of outcome in writing.

What if the issue is not resolved?

If reasonable efforts have been made to resolve an issue and it remains unresolved, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. There does not have to be agreement about whether reasonable efforts have been made to resolve the issue in order for an inspector to be requested. As long as one party considers that reasonable efforts have been made, an inspector can be requested.

The inspector’s role is to assist in resolving the issue. An inspector could exercise any of their compliance powers under the WHS Act, including providing advice, investigating contraventions or issuing an improvement notice.

At any time during the process or if a request to the regulator is made a worker is still entitled to exercise their right to cease work, or a HSR can issue a provisional improvement notice (PIN) or a direction to cease work.