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# HLTWHS003

# Maintain Work Health And Safety

## Application

This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team. This unit applies to workers who have a key role in maintaining WHS in an organisation, including duty of care for other workers.

*The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.*

## Elements & Performance Criteria

### 1.0 Contribute to workplace procedures for identifying hazards and controlling risks

- 1.1 Identify existing and potential hazards and record them according to workplace procedures
- 1.2 Contribute to the development of strategies for
- 1.3 Implement risk controls in line with the hierarchy of risk control and workplace and legislative requirements
- 1.4 Identify and report issues with risk controls, including residual risk, in line with workplace and legislative requirements

### 2.0 Implement policies and procedures into work team processes

- 2.1 Regularly provide information about WHS policies and procedures to the work team
- 2.2 Provide information about identified hazards and the outcomes of risk assessment and risk controls to the work team
- 2.3 Monitor housekeeping practices to ensure that WHS policies and procedures are followed
- 2.4 Maintain WHS incident records in the work area according to workplace procedures and legislative requirements

### 3.0 Support consultation, cooperation and communication

- 3.1 Support workplace consultative procedures by encouraging work team participation in consultative activities
- 3.2 Report health and safety issues in line with workplace procedures and legislative requirements
- 3.3 Encourage and assist work team members to contribute to WHS

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## Introduction

Welcome to the "Maintain Work Health and Safety" module, a crucial component of the Certificate III in Investigative Services. This module is meticulously designed to equip you with the essential knowledge and practical skills to effectively identify, manage, and mitigate workplace hazards, ensuring a safe and healthy working environment for all.

## Purpose of the Module

The realm of investigative services often presents unique challenges and potential hazards that professionals must navigate adeptly. This module, therefore, aims to:

- Enhance your understanding of workplace health and safety (WHS) principles and practices.
- Develop your proficiency in identifying and controlling workplace hazards and risks.
- Ensure you can effectively implement and monitor WHS policies and procedures.
- Equip you with the skills to support WHS training, consultation, and communication within your work team.
- Prepare you to respond effectively to emergency situations, ensuring the safety of yourself and others.

## Module Structure

This module is structured into four comprehensive chapters, each focusing on key elements and performance criteria essential for maintaining WHS:

- **Chapter 1: Identifying Hazards and Controlling Risks** Dive into the processes of identifying, recording, and managing workplace hazards, ensuring robust risk control strategies are developed and implemented effectively.
- **Chapter 2: Implementing WHS Policies and Procedures** Explore the intricacies of WHS policies and procedures, ensuring they are communicated, implemented, and monitored effectively within your work team.
- **Chapter 3: Supporting WHS Training and Consultation** Gain insights into identifying WHS learning needs, supporting WHS training, and facilitating a consultative WHS environment within the workplace.
- **Chapter 4: Emergency Procedures and Safety Requirements** Learn about the development, implementation, and adherence to emergency procedures, ensuring preparedness and effective response to maintain safety during incidents.

## Learning Outcomes

Upon successful completion of this module, you will be able to:

- Identify, assess, and manage workplace hazards and risks effectively.
- Implement, monitor, and ensure compliance with WHS policies and procedures.
- Support, facilitate, and engage in WHS training and consultative activities.

- Respond to and manage emergency situations, adhering to established procedures and ensuring safety.

## **Assessment**

Your knowledge and skills will be assessed through a combination of theoretical assessments, practical activities, and scenario-based exercises, ensuring a holistic evaluation of your learning.

## **Chapter 1: Understanding Workplace Safety**

### **1.1 Introduction to Workplace Hazards and Risks**

Understanding and maintaining a safe workplace and environment is pivotal in the security industry. The risks or hazards that affect workplace safety are not only physical items, such as furniture, fittings, plant, machinery, appliances, and equipment but also encompass systems of work, stress, and potential chemical and biological risks.

#### **Maintain a Safe Workplace and Environment**

In maintaining a safe workplace and environment, it is generally understood that risks or hazards that affect workplace safety are physical items such as furniture, fittings, plant, machinery, appliances and equipment associated with such items.

As a stakeholder in the workplace, it is important to also understand that systems of work, stress and the potential for chemical and biological risk will also have an impact on how you will perform tasks or assignments within the security industry.

It is therefore important to have an understanding, not only of the Occupational Health and Safety Act, but also of the code of practice that accompany it. Understanding the act and the code of practice will assist you in participating in workplace safety and minimise the risks to you and your fellow workers.

In addition to the above, it is critical to have a firm understanding of your company's policies and procedures relating to Occupational Health and Safety, emergency procedures, evacuation, and incident investigation and reporting.

Safety hazards, which may include falling debris, smoke inhalation, incorrect/insufficient information on evacuation, blocked stairway exits, incorrect use of fire-fighting equipment, potential explosives, and pressure levels, need to be identified and controlled in the workplace and acted on according to your company's guidelines and policies.

**Safety hazards may include:**

- Falling debris
- Smoke inhalation
- Incorrect/insufficient information on evacuation
- Blocked stairway exits
- Incorrect use of fire fighting equipment
- Potential explosives
- Pressure levels.

Workplace hazards need to be identified and controlled in the workplace and acted on according to your company's guidelines and policies.

Knowing your own company's OH & S protocols and policies will also assist you in identifying possible hazards, thus assisting in reducing the possibilities of an emergency or evacuation.

Moreover, achieving compliance with the Occupational Health and Safety Acts and associated documents has led to a lower incidence of serious injury and death in the workplace through hazard and risk management initiatives. The working environment must be safe and without risk to health and safety for all stakeholders, including yourself, fellow employees, neighbours, customers, visitors, contractors, or subcontractors working at your site or venue, and passersby.

**Risks and Hazards**

Achieving what the Law requires as it relates to Occupational Health and Safety is compliance with the available Acts, Regulations and Code of practice. Since the introduction of the Occupational Health and Safety Acts and associated documents and business compliance, there is a lower incidence of serious injury and death in the workplace. The lowering of injury in the workplace has come about by hazard and risk management initiatives. However, the working environment must be safe and without risk to health and safety to all stakeholders including:

- yourself
- fellow employees
- your neighbours
- your customers
- visitors to your site or venue

- contractors or sub contractors working at your site or venue
- passers by

To ensure that persons are not placed at risk at your workplace, it is imperative that you must be able to recognise risks and how you can minimize them. You can:

- identify hazards and risks
- carry out hazard and risk assessments
- eliminate or minimise hazards and risks
- control hazards and risks

If the hazards and risks fall under a specific regulation or code of practice, then the details within the regulation - or code of practice .must be followed in order to meet the required standard. A hazard can be stated to be anything that could cause harm, injury or death. A hazard may be seen as being immediate. A risk is the possibility of a hazard occurring.

#### **Examples of hazards and risks:**

- moving fork-lift
- chemicals
- chemical solvents
- repetitive task / job
- badly designed workplace

To achieve hazard/risk elimination or reduction within your workplace it is important that a checklist be produced. Systematically inspecting the workplace and listing all hazards and risks can achieve this. In doing so you must ask the following questions:

- It is wrong?
- It could go wrong?
- In the future it could go wrong?

The Investigator charged with the responsibility of conducting a Workplace Injury claim for compensation must be aware of a number of issues as should those that move on and become Workplace Inspectors, they should all become familiar with the following and use the checklist when conducting their investigations.

## **1.2 Identifying and Recording Existing and Potential Hazards**



Navigating through the realm of workplace safety, particularly in identifying and documenting potential hazards, is pivotal in maintaining a secure and risk-averse environment. This section will delve into the intricacies of identifying, recording, and managing hazards, ensuring that the workplace remains a safe space for all stakeholders involved.

### **Maintaining a Safe Workplace and Environment**

"Maintain a Safe Workplace and Environment In maintaining a safe workplace and environment, it is generally understood that risks or hazards that affect workplace safety are physical items such as furniture, fittings, plant, machinery, appliances and equipment associated with such items. As a stakeholder in the workplace, it is important to also understand that systems of work, stress and the potential for chemical and biological risk will also have an impact on how you will perform tasks or assignments within the security industry. It is therefore important to have an understanding, not only of the Occupational Health and Safety Act, but also of the code of practice that accompany it. Understanding the act and the code of practice will assist you in participating in workplace safety and minimise the risks to you and your fellow workers. In addition to the above, it is critical to have a firm understanding of your company's policies and procedures relating to Occupational Health and Safety, emergency procedures, evacuation, and incident investigation and reporting."

### **Identifying Hazards and Risks**

Hazards may be identified through:

- Regular inspections of equipment and work areas
- Continuous monitoring of equipment operation and work areas prior to and during work activities
- Regular formal and informal consultations/meetings with colleagues
- Regular housekeeping activities
- Ongoing training
- Review of health and safety records
- Hazard reports
- Hazardous substances / signs
- Dangerous goods registers
- Injury records

Knowing your own company's OH & S protocols and policies will also assist you in identifying possible hazards, thus assisting in reducing the possibilities of an emergency or evacuation."

The identification of hazards is a multifaceted process, involving regular inspections, continuous monitoring, and consistent communication among team members. It is through these collective efforts that potential risks can be identified and mitigated before they escalate into tangible threats.

### **Hazard / Risk Identification and Notification**

When dealing with risks/hazards, a partnership approach is necessary between all stakeholders in the workplace.

That approach includes informing your workgroup, other staff; your client and/or your employer;

- Risks or hazards in the workplace must be documented.
- If a contracted service, that documentation must be passed on to your employer who should then pass on the information to the client.
- If an in-house service, the documentation must be passed on to your supervisor or manager.
- All documentation must be completed as stipulated in your Standard Operating Procedures (SOP)'s and the Site Procedures.

Where a hazard is found in the workplace, immediate notification must be made to your team leader/supervisor and to members of your workgroup and other staff where necessary. Immediate provisions must then be made to avoid the hazard and your team leader/supervisor should then take steps in eliminating the hazard."

The documentation and communication of hazards are pivotal in ensuring that all relevant parties are informed and can act accordingly to mitigate potential risks. This collaborative approach not only ensures compliance with SOPs and site procedures but also fosters a culture of shared responsibility towards maintaining a safe working environment.

### **OH&S Checklists**

The following is not an exhaustive list but provides a range and gives you an idea of the issues that should be looked at when conducting your investigation and compiling reports.

- Aggression or violence in the workplace.
- Unmarked machine control buttons - where instructions or directions are worn off or where coloured buttons are worn and unable to be identified.
- Safety guards on machines - inoperative, ineffective or missing.
- Waste build up on floors such as broken glass and food.
- Incorrect footwear - is there a requirement for safety boots?
- Storage of chemicals, chemicals incorrectly labelled / not labelled,
- Aluminium ladders used near electrical power source?
- Worn insulation cables, power leads or broken power points.
- Operational procedures or systems of work - are they safe?
- Confined spaces - e.g. where chemical spraying or spray painting may occur.
- Storage areas or shelving - incorrect stacking or untidy.
- Floors and walkways that is wet or flooded.
- Stairs, ladders and platforms that are not secured.
- Lighting that is too bright, too dim or doesn't work.
- Electrical - damaged or worn appliances or cables.

- Rubbish - waste accumulation such as paper/cardboard or food waste.
- Workbenches that is not tidy or secure.
- Hazardous substances incorrectly stored, labelled or leaking containers.
- Vehicles not roadworthy or badly maintained.
- Tanks, trenches and other confined spaces where gases may build up.
- Outdoor areas that are used as dumping grounds for machinery or equipment.
- Medical and biological issues - syringes, cross-infection, and body waste.
- Piping and pressure vessels not maintained or old.
- Offices - layout and density.
- First aid provisions that is not adequate to the workplace.
- Emergency procedures not practiced or not in place. Other risk hazards could also include: ( Applicable to all )
- Ergonomic
- Environmental
- Electrical
- Mechanical
- Loose objects and fixtures
- Hazardous materials
- Obstructions

In the subsequent sections, we will delve deeper into the strategies for implementing risk controls, ensuring that they are formulated and executed in line with workplace procedures and policies. This will encompass a thorough exploration of the hierarchy of risk control, understanding its various facets, and ensuring that the strategies deployed effectively manage and mitigate the identified hazards.

### 1.3 Developing and Implementing Risk Control Strategies

Navigating through the investigative services sector necessitates a robust understanding and implementation of risk control strategies to safeguard all stakeholders involved. The development and implementation of these strategies are pivotal in maintaining a secure and hazard-free working environment, which is achieved through a meticulous and systematic approach towards identifying, assessing, and mitigating risks and hazards.

#### Conduct and Compile a Risk / Hazard Assessment

Conduct and Compile a Risk / Hazard Assessment When making an assessment of the risk factor for each of the hazards, you must ask yourself:

- What could be the worst result if this is not rectified? For this reason, the risk/hazard assessment must be carried out by estimating the likelihood and the consequences in the context of existing risk or hazard control measures. Examples of consequences may be: Level Consequence Description

A - MODERATE near miss, no injuries, inconvenience, no financial or legal costs

B - MINOR on-site first aid required, possible loss of time, possible financial or legal costs

C - MAJOR ambulance/hospitalisation required, loss of time, financial or legal costs required, other authorities involved.

D - CATASTROPHIC death, ambulance/hospitalisation required, loss of time, financial or legal costs required, other authorities involved, bad publicity

When the risks/hazards have been assessed, they must be placed in order of priority from highest to lowest risk factor indicating the likelihood of them occurring. This is called 'rating the hazard/risks.

The investigative services sector often encounters a myriad of risks and hazards, which may vary significantly in nature and severity. The risk/hazard assessment is

not a one-time activity but should be an ongoing process, ensuring that all potential threats are identified, evaluated, and addressed promptly and effectively. This involves not only recognizing the immediate risks but also anticipating future ones, ensuring that preventive measures are in place to mitigate them before they pose a significant threat.

		IMPACT				
		VERY LOW	LOW	MEDIUM	HIGH	VERY HIGH
PROBABILITY	VERY LIKELY	Yellow	Orange	Red	Red	Red
	LIKELY	Green	Yellow	Orange	Red	Red
	POSSIBLE	Green	Yellow	Yellow	Orange	Red
	UNLIKELY	Green	Green	Yellow	Yellow	Orange
	RARE	Green	Green	Green	Green	Yellow

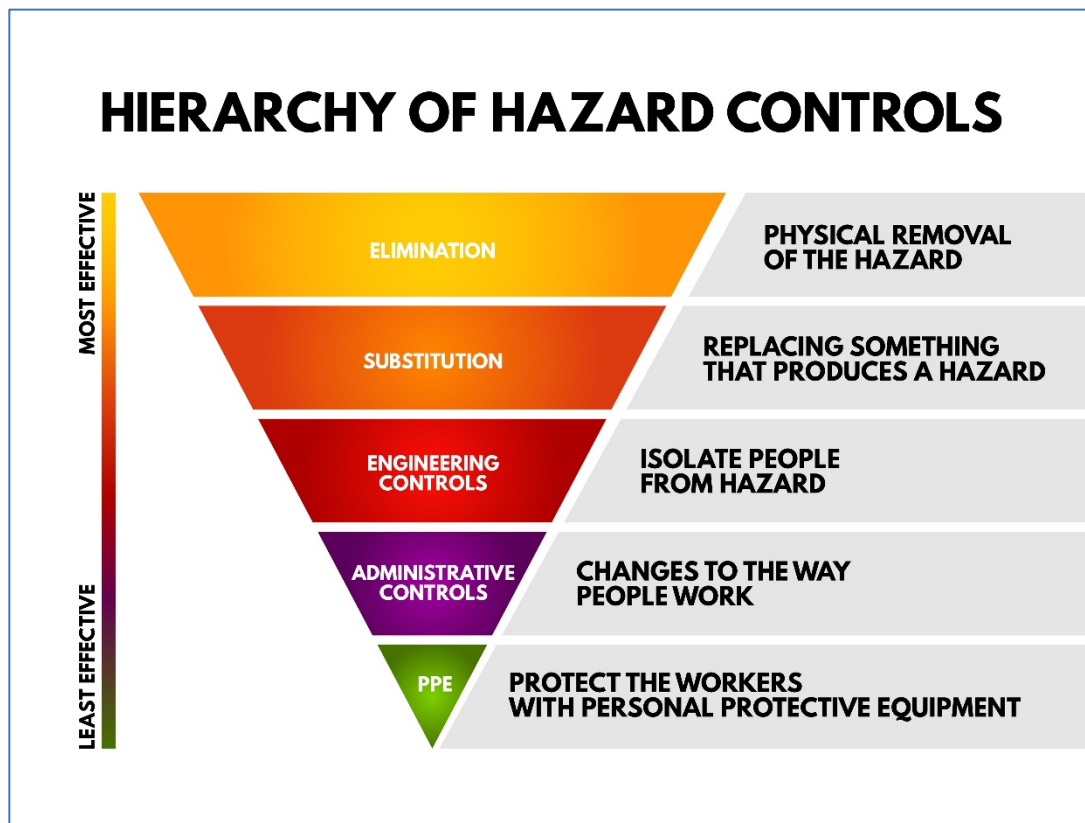
## Hierarchy of Controls

Hierarchy of Controls The risks must be minimized to the lowest reasonably practicable level by taking the following measures in the following order. In most cases a combination of elimination, substitution, engineering controls, administrative controls and PPCE are chosen to effectively control the risks.

1. Elimination: The job is redesigned or the substance is eliminated so as to remove the hazard. However, the alternative method should not lead to a less acceptable product or less effective process.
2. Substitution: Replace the material or process with a less hazardous one. For example replace one chemical with another that is not hazardous.
3. Engineering controls: Install or use additional machinery such as local exhaust ventilation to control the risk. Separating the hazard from operators by methods such as enclosing or guarding dangerous items of machinery.
4. Administrative controls: Reduce the time the worker is exposed to the hazard. Provide training. Perform risk assessments. Increase safety awareness signage.
5. Personal Protective Clothing and Equipment: Only after all the previous measures have been tried and found to be ineffective in controlling the risks to a reasonably

practicable level, then Personal Protective Clothing and Equipment must be used. If chosen, PPCE should be selected and fitted to the person who uses it. Workers must be trained in the function and limitation of each item of PPCE. PPCE may be used as a temporary control measure until other alternatives are installed.

In the context of investigative services, where professionals may be exposed to various environments and situations, the hierarchy of controls serves as a structured approach towards managing and mitigating risks effectively. It is crucial to note that the implementation of these controls should be tailored to the specific risks and hazards encountered in the field, ensuring that they are not only theoretically sound but also practically applicable.



## 1.4 Evaluating and Reporting on Risk Controls

In the realm of investigative services, the evaluation and reporting of risk controls are paramount to ensuring the ongoing efficacy and reliability of implemented strategies. This involves a systematic approach to monitoring, analyzing, and communicating the performance of risk controls, ensuring that they are not only adhering to legislative and organizational standards but also effectively mitigating identified hazards.

### Continuous Evaluation of Implemented Controls

Once risk control strategies are developed and implemented, a continuous evaluation process must be established to ensure their ongoing effectiveness. This involves regular audits and inspections of the workplace and operational processes to identify any deviations or inadequacies in the implemented controls. It's imperative to assess whether the controls are

effectively mitigating the risks and hazards, or if there are any residual risks that need to be addressed.

### **Data Analysis and Incident Monitoring**

Data analysis plays a crucial role in evaluating risk controls. By systematically collecting and analyzing data related to incidents, near misses, and hazard reports, organizations can gain insights into the performance of the implemented controls. This involves scrutinizing incident reports, investigating the root causes of incidents, and identifying any patterns or trends that may indicate underlying issues with the risk controls.

### **Feedback and Consultation**

Engaging with team members and other stakeholders through consultations and feedback sessions is vital in evaluating risk controls. Frontline workers, especially in investigative services, often possess valuable insights into the practical aspects of risk controls, providing a perspective that may not be apparent through data analysis alone. Their feedback can highlight areas for improvement, potential challenges, and practical solutions to enhance the effectiveness of the risk controls.

### **Reporting and Documentation**

Effective reporting and documentation are pivotal in communicating the findings from the evaluation of risk controls. This involves:

- Documenting the findings from audits, inspections, and data analysis.
- Reporting any issues, incidents, or inadequacies in the risk controls to relevant stakeholders.
- Ensuring that all documentation is accurate, comprehensive, and adheres to legislative and organizational requirements.
- Utilizing reports to inform decision-making, enhance existing controls, and develop additional strategies as needed.

### **Continuous Improvement**

The evaluation and reporting of risk controls should not be viewed as a static process but rather as a mechanism for continuous improvement. Findings from the evaluation should be utilized to enhance existing controls, develop new strategies, and foster a proactive approach towards managing risks and hazards. This involves revisiting and revising risk assessments, updating policies and procedures, and ensuring that the risk controls evolve in line with any changes in the operational environment, legislative requirements, and industry best practices.

In the investigative services sector, where professionals may be exposed to a myriad of risks and hazards, the evaluation and reporting of risk controls are not merely a compliance requirement but a vital component in safeguarding the health and safety of all stakeholders involved. Through a structured, systematic, and continuous approach, organizations can

ensure that their risk management strategies are not only effective but also adaptable to the dynamic and often unpredictable nature of the investigative field.

## **Chapter 2: Implementing WHS Policies and Procedures**

### **2.1 Overview of WHS Policies and Procedures**

Workplace Health and Safety (WHS) policies and procedures serve as a framework to ensure a safe and healthy work environment. Both policies and procedures play distinct roles where a policy represents a plan of action, and a procedure outlines a specific course of action intended to achieve a result. Safety Training Centre A, for instance, acknowledges the provision of a safe and healthy work environment as not only a moral and legal responsibility but also a prerequisite for achieving its primary mission of conducting teaching, research, and scholarship at the highest international standards. This commitment extends to ensuring operations do not place the local community at risk of injury, illness, or property damage.

#### **Commitment and Objectives in WHS Policies**

The commitment to WHS involves providing and maintaining safe workplaces, plant, and systems of work, involving development, promotion, and implementation of safety and health policies and procedures, and continuously reviewing and improving safety performance. The objectives to ensure compliance with state acts, regulations, and industry standards include providing and maintaining safe workplaces and systems of work, training and supervising employees in safe performance, and providing resources to meet the safety and health commitment.

#### **Responsibilities in Implementing WHS Policies**

Responsibilities in implementing WHS policies are shared among all stakeholders, including management, employees, trainees, and contractors. Management is tasked with providing and maintaining a safe workplace and systems of work, involving stakeholders in the development, promotion, and implementation of safety policies, and providing resources to meet safety commitments. On the other hand, employees, trainees, and contractors are expected to take reasonable care of their safety and health, follow all safety policies and procedures, and report all known or observed hazards, incidents, and injuries.

#### **Conducting and Compiling Risk/Hazard Assessment**

Risk/hazard assessments are crucial in identifying potential dangers in the workplace and establishing a systematic approach to managing them. Questions such as "What could be the worst result if this is not rectified?" guide the assessment of risk factors for each hazard. The assessment should estimate the likelihood and consequences in the context of existing risk or hazard control measures, and once assessed, they should be prioritized from highest to lowest risk factor, indicating the likelihood of them occurring. This process, known as 'rating

the hazards/risks', involves working on the highest risk/hazard first and attempting to eliminate or minimize the risk/hazard through various strategies.

### Implementing the Hierarchy of Controls

The hierarchy of controls is a systematic approach to minimizing risks, which involves elimination, substitution, engineering controls, administrative controls, and personal protective clothing and equipment (PPCE). Each step in the hierarchy offers a layer of protection, with elimination being the most effective and PPCE being the last resort. For instance, risks can be minimized by replacing a hazardous chemical with a less hazardous one or using machinery to control risks. Administrative controls, such as reducing exposure time to the hazard and providing training, and the use of PPCE, are implemented when other measures are found ineffective.

### Emergency Evacuation Procedures

Emergency evacuation procedures are paramount in ensuring the safety of all individuals in the workplace during crises such as fire, gas leaks, extreme climatic conditions, bomb threats, or the presence of an armed intruder. Procedures include immediate preparation to leave the building upon hearing the evacuation alarm, assisting persons with disabilities, walking quickly and calmly to the designated assembly area, and remaining at the assembly area until instructed to leave by a Warden or Fire and Rescue Services personnel. It's imperative that all security personnel are familiar with these procedures and seek clarification from their manager/supervisor if any part is unclear.

### Practical Safety Tips for Security Personnel

Security personnel must prioritize their safety and can employ practical tips such as carrying a first aid kit, wearing protective gloves when in contact with blood or body fluids, using a plastic protector facemask for mouth-to-mouth resuscitation, and wearing eye protection during situations likely to generate droplets of blood or body fluids. Additionally, maintaining distance and clear communication, especially when dealing with offenders, are crucial safety tools. If operating as a Crowd Controller, ensuring that all hazards like spilt liquor, vomit, blood, and broken glass are cleaned up is vital to prevent slips and injuries.

In summary, ensuring a safe workplace calls for the cooperation of both the employer and the employee. Policies and Procedures must not only be put in place but also constantly reviewed, and all stakeholders need to be consulted and involved in the process of Occupational Health and Safety. The integration of these policies, procedures, and practical tips ensures that WHS is comprehensively addressed, providing a safe and secure environment for all stakeholders involved.

## 2.2 Communicating WHS Information to the Work Team

Ensuring a safe and healthy work environment necessitates the effective communication of Workplace Health and Safety (WHS) information. This encompasses the regular sharing of



information regarding identified hazards, risk assessment outcomes, risk controls, and any amendments or updates to WHS policies and procedures.

### Significance of Transparent and Consistent Communication

Transparent and consistent communication of WHS information ensures that all team members are aligned, minimising the potential for misunderstandings and non-compliance. Utilising various communication channels, such as meetings, emails, notice boards, and training sessions, is vital to reach all team members and accommodate different communication preferences and needs.

### Utilising Diverse Communication Channels

- **Meetings:** Employ regular team meetings to discuss WHS matters, including incidents, policy updates, and team member feedback.
- **Emails:** Circulate important updates and WHS documents via email to ensure that all team members have access to the information in a retrievable format.
- **Notice Boards:** Ensure WHS information, updates, and reminders are displayed on notice boards in common areas to be visible and accessible to all team members.
- **Training Sessions:** Regular training sessions ensure that all team members are adequately trained and updated on WHS policies and procedures and provide an opportunity to address any questions or concerns.

### Ensuring Understanding and Compliance

It's crucial to ensure that all team members comprehend the WHS information communicated to them. This can be achieved by encouraging questions, providing resources for further reading, and conducting assessments during training sessions. Additionally, fostering a culture where feedback is encouraged and valued ensures continuous improvement and adherence to WHS policies and procedures.

### Hazards and Safety Signs

Understanding and adhering to hazard warnings and safety signs is pivotal for maintaining safety at work. The utilisation and placement of signs should be considered a crucial part of the overall health and safety plan for your workplace. In Australia, the size, shape, wording, colour, and use of safety signs are regulated and may vary by industry. Signs may inform, warn of danger, or indicate safe situations. The four colours used in safety signage, each with a distinct meaning, are:

- **RED:** Warning
- **YELLOW:** Caution
- **GREEN:** Safety
- **BLUE:** Mandatory

### Case Studies and Real-life Incidents

Incorporating case studies and real-life incidents into communications and training sessions provides practical examples of the importance of adhering to WHS policies and procedures. This not only emphasises the relevance and applicability of the policies but also aids in better understanding and retention of the information.

### **Continuous Support and Resources**

Providing continuous support and resources for team members ensures that they have the necessary tools and knowledge to comply with WHS policies and procedures. This includes providing access to relevant documentation, guidelines, and a point of contact for any WHS-related queries or concerns.

Effective communication of WHS information to the work team is paramount in ensuring a safe and healthy work environment. Utilising various communication channels, ensuring understanding and compliance, providing continuous support, and incorporating practical examples into communications are key strategies in achieving effective WHS communication. This not only ensures that all team members are well-informed and competent in implementing WHS policies and procedures but also fosters a safe and compliant work environment.

## **2.3 Monitoring and Ensuring Compliance with WHS Procedures**

Monitoring and ensuring compliance with Workplace Health and Safety (WHS) procedures is pivotal to maintaining a safe and healthy work environment. This involves regularly checking that all work team members adhere to established WHS policies and procedures, and implementing corrective actions when non-compliance is identified.

### **The Importance of Regular Monitoring**

- **Identifying Issues:** Regular monitoring helps in identifying and addressing issues promptly, preventing potential incidents.
- **Ensuring Consistency:** It ensures that WHS procedures are consistently followed, maintaining a stable and safe work environment.
- **Legal and Ethical Compliance:** Ensuring adherence to WHS procedures is not only a legal obligation but also an ethical one, safeguarding the wellbeing of all team members.

### **Implementing a Monitoring System**

- **Routine Checks:** Implement routine checks and audits of various work areas and practices to ensure adherence to WHS procedures.
- **Use of Technology:** Employ technology, such as surveillance cameras and monitoring software, to oversee activities and ensure that safe practices are being followed.

- **Feedback Mechanism:** Establish a feedback mechanism that allows team members to report non-compliance or suggest improvements to current WHS procedures.

### Ensuring Compliance through Training and Awareness

- **Regular Training:** Conduct regular training sessions to ensure that all team members are aware of and understand the WHS procedures.
- **Updates and Refreshers:** Provide updates and refresher courses on WHS procedures to accommodate any changes and ensure that knowledge is current.
- **Accessible Information:** Ensure that all WHS policies and procedures are easily accessible to all team members for reference and review.

### Addressing Non-Compliance

- **Investigation:** Investigate instances of non-compliance to understand the root cause and prevent recurrence.
- **Corrective Actions:** Implement corrective actions, which may include retraining, process modification, or disciplinary actions, depending on the nature and severity of the non-compliance.
- **Continuous Improvement:** Use instances of non-compliance as an opportunity to review and improve WHS procedures, ensuring they are effective and user-friendly.

### Housekeeping Practices

- **Cleanliness:** Ensure that all work areas are clean and free from hazards that could cause slips, trips, or falls.
- **Organisation:** Ensure that tools, materials, and other items are properly stored to prevent accidents and facilitate smooth operations.
- **Waste Management:** Implement effective waste management practices to prevent accumulation of rubbish, which could pose health and safety risks.

### Record Keeping and Documentation

- **Incident Records:** Maintain detailed records of any incidents, including non-compliance, accidents, and near misses, to facilitate investigation and improvement.
- **Training Records:** Keep records of all training sessions, including attendees, dates, and content, to track and manage the training status of all team members.
- **Monitoring Results:** Document the results of all monitoring activities, including routine checks and audits, to track performance and identify areas for improvement.

Monitoring and ensuring compliance with WHS procedures is a continuous process that involves regular checks, training, addressing non-compliance, and maintaining detailed records. Implementing a robust monitoring system and fostering a culture of compliance and continuous improvement will safeguard the wellbeing of all team members and uphold the integrity of the work environment.

## 2.4 Record-Keeping and Reporting of WHS Incidents

Understanding the distinction between emergency situations and incidents is pivotal in establishing a robust framework for record-keeping and reporting within the realm of Workplace Health and Safety (WHS). This section elucidates the procedures and protocols for accurately recording and reporting WHS incidents, ensuring alignment with legislative requirements and fostering a safe working environment.

### Differentiating Between Emergencies and Incidents

- **Emergency Situations:** These are critical events that necessitate the intervention of external emergency services. Examples include bomb threats, fire, natural disasters, and situations involving threatening individuals.

**Incidents:** These events, while still significant, can typically be managed internally without the need for external emergency services. Incidents may encompass accidents leading to injury, security breaches, and theft.

### Responsibilities

- **Employer:** Ensure the establishment and adherence to a systematic process for incident reporting and record-keeping.
- **Employees:** Report any WHS incidents promptly and accurately to the designated authority.
- **WHS Officer:** Oversee the incident investigation, ensure accurate record-keeping, and facilitate communication and training regarding WHS incidents.

### Incident Reporting

All incidents, irrespective of their severity, must be promptly reported to the immediate supervisor or designated WHS representative. Utilize the standardized "Incident Report" forms, ensuring a detailed and accurate account of the incident, including the individuals involved, the nature of the incident, and any immediate actions taken.

### Role in Emergency Situations

In emergency scenarios, external emergency services may assume control of the situation. However, internal personnel may still play a crucial role in providing:

- Back-up support
- Clarification and explanation of the situation
- Problem-solving input
- Encouragement and moral support
- Feedback provision

- Undertaking additional necessary tasks
- Updating management or clients through situation reports

### Importance of Record-Keeping

Maintaining meticulous records of WHS incidents is paramount for several reasons:

- **Legal Compliance:** Adhering to statutory requirements related to incident reporting and documentation.
- **Risk Management:** Identifying patterns or trends in incidents to inform future risk mitigation strategies.
- **Continuous Improvement:** Utilizing incident data to enhance WHS procedures and protocols.
- **Transparency:** Ensuring clear and transparent communication regarding WHS incidents within the organization.

### Reporting Protocols

Effective reporting of WHS incidents involves:

- **Immediate Reporting:** Ensuring that any incident or emergency is reported promptly to the relevant internal and external stakeholders.
- **Utilizing Standardized Forms:** Employing standardized incident report forms to capture consistent and comprehensive data.
- **Confidentiality:** Safeguarding the privacy and confidentiality of individuals involved in WHS incidents.
- **Review and Analysis:** Periodically analyzing incident reports to glean insights and identify areas for improvement in WHS practices.

### Documentation and Record Retention

- **Secure Storage:** Ensuring that all WHS incident records are stored securely to prevent unauthorized access.
- **Accessibility:** Ensuring that records are readily accessible to authorized personnel for review and analysis.
- **Retention Period:** Adhering to legal and organizational policies regarding the retention period for WHS records.
- **Data Protection:** Ensuring compliance with data protection legislation in the handling and storage of WHS records.

The meticulous recording and reporting of WHS incidents are not merely a compliance requirement but serve as a pivotal tool in enhancing organizational safety. By distinguishing between incidents and emergencies, ensuring precise record-keeping, and adhering to robust reporting protocols, organizations fortify their commitment to safeguarding the wellbeing of all stakeholders within the workplace.

## Chapter 3: Supporting WHS Training and Consultation

### 3.1 The Importance of WHS Training and Learning in the Workplace

Workplace Health and Safety (WHS) training and learning are pivotal in fostering a safe and healthy working environment. This section will delve into the significance of WHS training, exploring its multifaceted benefits and its integral role in ensuring a secure, compliant, and productive workplace.

#### Defining WHS Training and Learning

WHS training encompasses a range of educational activities and programmes designed to enhance the knowledge and skills of employees, employers, and other stakeholders in maintaining a safe working environment. This involves understanding regulations, recognising hazards, and implementing safe practices.

#### Key Benefits of WHS Training

- **Risk Mitigation:** Training empowers individuals to identify and manage risks effectively, thereby reducing the likelihood of workplace incidents.
- **Legal Compliance:** Ensures that the organisation and its employees adhere to statutory WHS requirements.
- **Enhanced Productivity:** A safe workplace promotes well-being and, consequently, enhances productivity and morale.
- **Cost Reduction:** Minimising incidents reduces associated costs such as compensation, medical expenses, and potential legal fees.

#### Components of Effective WHS Training

- **Accessibility:** Ensuring that training materials and programmes are accessible to all employees.
- **Relevance:** Tailoring training content to be pertinent to the specific roles and responsibilities of different employee groups.
- **Engagement:** Utilising interactive and engaging training methods to enhance learning and retention.
- **Assessment:** Incorporating mechanisms to evaluate the effectiveness of the training and the participants' learning.

#### Continuous Learning and Development

- **Ongoing Training:** Implementing regular training sessions to keep WHS knowledge and practices up to date.
- **Refresher Courses:** Offering courses that revisit key WHS concepts and updates to ensure sustained compliance and safety awareness.

- **Career Development:** Integrating WHS training into career development plans to foster a culture of safety across all organisational levels.

### 3.1.6 Challenges in WHS Training

- **Diverse Workforce:** Catering to the varied learning needs and preferences of a diverse workforce.
- **Technological Advances:** Keeping abreast of technological advancements and integrating them into WHS training programmes.
- **Remote Work:** Adapting WHS training to be relevant and effective for remote or hybrid working environments.

### 3.1.7 Conclusion

WHS training and learning are not mere statutory obligations but are instrumental in safeguarding the well-being of all workplace stakeholders. By investing in comprehensive, relevant, and engaging WHS training programmes, organisations lay a robust foundation for a culture that prioritises safety, health, and overall organisational prosperity.

## 3.2 Identifying and Addressing WHS Learning Needs

### 3.2.1 Introduction

Identifying and addressing Workplace Health and Safety (WHS) learning needs is paramount to ensuring that all individuals within an organisation are equipped with the requisite knowledge and skills to navigate their roles safely and effectively. This section will explore strategies for identifying WHS learning needs and implementing training initiatives to address them.

### 3.2.2 The Significance of Identifying WHS Learning Needs

- **Ensuring Safety:** Tailoring training to address specific learning needs enhances the safety and well-being of all workplace participants.
- **Legal and Ethical Compliance:** Ensuring that all employees are adequately trained is not only a legal obligation but also an ethical one.
- **Optimising Productivity:** When employees are well-versed in WHS practices, they can execute their roles more efficiently and safely.

### 3.2.3 Strategies for Identifying WHS Learning Needs

- **Surveys and Questionnaires:** Employing tools to gather data on employees' current knowledge levels and areas requiring further training.
- **Risk Assessments:** Identifying areas where lack of knowledge or skills may present risks.
- **Performance Reviews:** Utilising performance reviews to identify gaps in WHS knowledge or application.

- **Incident Analysis:** Examining past incidents for any knowledge or skill deficits that may have contributed to their occurrence.

### 3.2.4 Addressing Identified Learning Needs

- **Customised Training Programmes:** Developing training initiatives that specifically address the identified learning needs.
- **External Training Providers:** Engaging external experts to provide specialised training where appropriate.
- **Online Learning Platforms:** Utilising online platforms to provide accessible and flexible learning opportunities.
- **On-the-Job Training:** Implementing practical, hands-on training within the workplace environment.

### 3.2.5 Monitoring and Evaluation

- **Feedback Mechanisms:** Establishing channels for feedback to assess the effectiveness of training initiatives.
- **Assessment and Certification:** Implementing assessments to ensure learning objectives are met and providing certification upon completion.
- **Continuous Improvement:** Regularly reviewing and refining training programmes in response to feedback and evolving organisational needs.

### 3.2.6 Case Studies and Practical Application

- **Case Study Analysis:** Engaging participants in analysing case studies to apply learned concepts in practical scenarios.
- **Practical Workshops:** Conducting workshops that allow participants to apply their learning in a controlled, practical environment.

### 3.2.7 Conclusion

Identifying and addressing WHS learning needs is a continuous process that demands regular assessment, tailored training initiatives, and robust feedback mechanisms. By ensuring that all individuals are adept in WHS practices pertinent to their roles, organisations bolster their commitment to maintaining a safe, healthy, and productive working environment.

## 3.3 Encouraging and Facilitating Participation in WHS Training

### 3.3.1 Introduction

Encouraging and facilitating participation in Workplace Health and Safety (WHS) training is pivotal for ensuring that all employees are well-versed in safe and healthy practices within the workplace. This section will delve into strategies and approaches to foster engagement and facilitate active participation in WHS training initiatives.

### 3.3.2 The Importance of Participation in WHS Training



- **Enhanced Safety:** Ensuring all employees actively participate in training promotes a safer working environment.
- **Compliance:** Active participation aids in adhering to legal and regulatory WHS requirements.
- **Organisational Culture:** Fostering a culture that prioritises safety and health within the workplace.

### 3.3.3 Strategies to Encourage Participation

- **Incentive Programs:** Implementing rewards and recognition systems for active participation in WHS training.
- **Flexible Training Options:** Offering various training formats, such as online, in-person, and hybrid models, to accommodate diverse needs and preferences.
- **Engaging Content:** Ensuring that training material is relevant, practical, and engaging to maintain participant interest.

### 3.3.4 Facilitating Participation in WHS Training

- **Accessible Training Materials:** Ensuring that training materials are accessible, considering various learning styles and any potential disabilities.
- **Supportive Environment:** Creating an environment that supports learning and application of WHS knowledge and skills.
- **Feedback Channels:** Establishing mechanisms for participants to provide feedback and have their queries and concerns addressed promptly.

### 3.3.5 Overcoming Barriers to Participation

- **Addressing Time Constraints:** Providing options such as recorded sessions or modular training that can be accessed as per individual availability.
- **Technological Support:** Offering assistance and resources to navigate through online training platforms.
- **Addressing Language and Literacy Barriers:** Ensuring that training materials are available in various languages and considering literacy levels.

### 3.3.6 Case Studies and Practical Application

- **Real-world Scenarios:** Incorporating real-world scenarios that allow participants to apply their learning in a practical context.
- **Interactive Sessions:** Facilitating workshops and interactive sessions to encourage active participation and practical application of knowledge.

### 3.3.7 Conclusion

Encouraging and facilitating participation in WHS training is instrumental in enhancing the safety and well-being of all workplace participants. Through strategic planning, flexible options, and supportive environments, organisations can ensure active engagement and effective learning outcomes from their WHS training initiatives.

## 3.4 Utilising Coaching and Mentoring to Enhance WHS Skills

### 3.4.1 Introduction

Coaching and mentoring play a crucial role in the development and enhancement of WHS skills within the workplace. This section will explore the significance, strategies, and best practices of employing coaching and mentoring to bolster WHS competencies among employees.

### 3.4.2 Significance of Coaching and Mentoring in WHS

- **Skill Development:** Enhancing specific WHS skills and knowledge through targeted coaching.
- **Continuous Improvement:** Fostering a culture of continuous improvement and learning in WHS practices.
- **Support and Guidance:** Providing ongoing support and guidance to navigate through WHS challenges and scenarios.

### 3.4.3 Strategies for Effective Coaching in WHS

- **Targeted Skill Development:** Identifying and focusing on specific WHS skills that require enhancement.
- **Practical Application:** Facilitating opportunities for employees to apply learned skills in real-world scenarios.
- **Feedback Mechanism:** Implementing a robust feedback mechanism to assess and improve the coaching process.

### 3.4.4 Implementing Mentoring Programs for WHS

- **Pairing and Matching:** Aligning mentors and mentees based on skills, knowledge, and developmental needs.
- **Structured Programs:** Developing structured mentoring programs that outline clear objectives, timelines, and outcomes.
- **Monitoring and Evaluation:** Regularly monitoring the mentoring relationship and evaluating its effectiveness in enhancing WHS skills.

### 3.4.5 Overcoming Challenges in Coaching and Mentoring

- **Time Management:** Ensuring that coaching and mentoring sessions are scheduled effectively without hampering regular work.
- **Quality Assurance:** Maintaining the quality and consistency of coaching and mentoring sessions.
- **Engagement:** Keeping both mentors and mentees engaged and invested in the process.

### 3.4.6 Case Studies and Practical Application

- **Success Stories:** Exploring case studies where coaching and mentoring significantly improved WHS outcomes.
- **Scenario Analysis:** Engaging participants in analysing and discussing various WHS scenarios and the role of coaching and mentoring in them.

### 3.4.7 Conclusion

Utilising coaching and mentoring as strategic tools can significantly enhance WHS skills and foster a culture of continuous learning and improvement within the organisation. Implementing structured, targeted, and monitored programs ensures that these initiatives are effective and yield tangible improvements in WHS practices.

## Chapter 4: Emergency Procedures and Safety Requirements

### 4.1 Understanding and Preparing for Workplace Emergencies

Understanding and preparing for workplace emergencies is pivotal to safeguarding employees and maintaining operational continuity. This section will delve into the various aspects of identifying potential emergencies, developing preparedness plans, and ensuring that the workplace is equipped to manage and mitigate the impacts of such events.

#### Distinguishing Between Emergencies and Incidents

- **Emergencies:** Situations that pose an immediate risk to health, life, property, or environment, typically requiring assistance from external emergency services. Examples include bomb threats, fire, and natural disasters.
- **Incidents:** Events that can generally be managed internally without the need for emergency services, such as minor accidents, theft, or security breaches.

Understanding the distinction between these two is crucial for implementing appropriate response strategies and utilising resources effectively. There is a difference between an emergency situation and an incident. In an emergency situation you will always need the assistance of outside help, generally, emergency services. However, in many cases an incident can be handled internally by security.

#### Emergency situations may include:

- Bomb threats
- Threatening/challenging/aggressive persons
- Accidents
- Armed/unarmed robbery
- Fire
- Natural disasters

#### Incidents may include:

- Accidents resulting in injury
- Situations affecting the security of self, others or property
- Theft

- Fatigue
- Security breaches

### Developing an Emergency Preparedness Plan

- **Plan Formulation:** Creating a comprehensive emergency plan that outlines procedures, responsibilities, and response strategies.
- **Resource Allocation:** Ensuring that necessary resources, such as emergency kits and safety equipment, are available and easily accessible.
- **Communication Strategy:** Establishing clear communication channels and protocols to ensure effective information dissemination during emergencies.

### Training and Drills

- **Training Programs:** Implementing training programs to educate employees about the emergency plan and their respective roles.
- **Simulation Drills:** Conducting regular drills to simulate emergency scenarios and practice response strategies.
- **Feedback and Improvement:** Gathering feedback post-drills and refining the emergency plan accordingly.

### Coordinating with External Emergency Services

- **Collaboration:** Establishing a collaborative relationship with local emergency services.
- **Information Sharing:** Ensuring that emergency services are aware of the workplace layout, potential hazards, and internal emergency protocols.
- **Joint Drills:** Engaging in joint emergency drills with external services to enhance coordination and response during actual events.

### Legal and Ethical Considerations

- **Compliance:** Adhering to legal requirements regarding emergency preparedness and response.
- **Employee Wellbeing:** Prioritising the safety and wellbeing of employees during emergency planning and response.
- **Transparency:** Maintaining transparency and clear communication with all stakeholders, including employees, during and after emergencies.

### Providing Assistance During Emergencies

Even when emergency services take control during an emergency situation, the assistance of internal personnel may still be crucial. This can involve:

- **Providing Back-Up Support:** Offering additional manpower and resources.
- **Explaining/Clarifying:** Providing insights into internal processes and infrastructure.

- **Problem Solving:** Assisting in navigating through workplace-specific challenges.
- **Providing Encouragement:** Supporting and motivating team members.
- **Providing Feedback:** Offering insights post-incident to refine future response strategies.
- **Undertaking Extra Tasks:** Managing additional responsibilities to ensure continuity and support.
- **Updating Situation Reports:** Keeping management and clients informed about the ongoing situation and actions taken.

A well-structured and practised emergency preparedness plan is instrumental in navigating through workplace emergencies effectively. By identifying potential risks, training employees, coordinating with external services, and ensuring legal compliance, workplaces can mitigate the impacts of emergencies and safeguard all stakeholders.

## 4.2 Implementing and Adhering to Emergency Procedures

Effective emergency procedures are pivotal in ensuring the safety and wellbeing of all individuals within a workplace. Implementing and adhering to these procedures not only safeguards individuals but also minimises the potential damage to property during emergency situations.

### Action When Fire is Detected

In the event of a fire, immediate and structured action is paramount. The following steps should be adhered to:

- **Control and Action:** Maintain calm and take decisive action until further assistance arrives or alternative instructions are provided.
- **Raise the Alarm:** Ensure the alarm is activated and contact emergency services or delegate this responsibility.
- **Evacuation:** Direct individuals away from danger and towards designated safe areas.
- **Containment:** If safe, attempt to contain the fire by closing windows and doors to restrict oxygen flow.
- **Combat Fire:** Only if safe, utilise appropriate on-site equipment to combat the fire, ensuring the correct equipment is used for the specific fire type.
- **Protect Assets:** If practicable and safe, shield sensitive equipment from potential smoke or water damage.

### Emergency Services Involvement

In larger emergencies, such as significant fires, the involvement of emergency services is vital. Your role may encompass:

- Directing them to the emergency site.
- Restricting access to non-essential personnel.

- Providing detailed information regarding hazardous materials, potential fuel sources, and on-site firefighting equipment.
- Ensuring all persons are accounted for post-evacuation.
- Facilitating access and maintaining site security.
- Managing vehicular traffic and maintaining communication.

### Evacuation Protocols

Evacuations may be necessitated by various emergencies, including fire, gas leaks, or security threats. Key points during an evacuation include:

- Assisting mobility-impaired individuals.
- Securing cash and valuable documents when safe.
- Closing doors and windows in fire situations, and opening them in bomb threat scenarios.
- Preventing panic and obeying directions from emergency personnel and security.
- Keeping all exits and entrances clear.

### Bomb Threat Response

In the face of a bomb threat, even if presumed to be a hoax, certain protocols must be followed:

- **Information Gathering:** Extract as much information as possible from the caller, noting details like background noises and estimating the caller's age and accent.
- **Search and Evacuation:** Depending on company policy and the nature of the call, a search or evacuation may be initiated post-police notification.
- **Search Guidelines:** Ensure searches are conducted methodically, checking all potential hiding spots for devices and marking cleared rooms.
- **Suspicious Indicators:** Be vigilant for indicators like strange locations, unusual shapes and sizes, wires protruding, unclaimed bags, strange odours, or noises emanating from an article.

### Addressing Suspicious Articles or Devices

If a suspicious device is located:

- Do not tamper with it.
- Notify the police with detailed information.
- Isolate the device and cordon off the area.
- Evacuate individuals to a safe distance.
- Avoid using mobile phones or radios in the vicinity.
- Treat it as a genuine explosive device until confirmed otherwise.



### Conclusion

Implementing and adhering to emergency procedures is crucial for maintaining safety during incidents and emergencies. Understanding the distinction between incidents and emergencies, and knowing how to respond to various situations, such as fires and bomb threats, is vital. This knowledge, combined with effective communication and adherence to established protocols, ensures that risks are minimised and that individuals and property are safeguarded during emergencies.

### 4.3 Reporting and Managing WHS Incidents

Effective management of Workplace Health and Safety (WHS) incidents is pivotal in maintaining a safe working environment and ensuring compliance with legislative and organisational requirements. This involves accurate reporting, adept management of incidents, and proficient handling of relevant documentation and media interactions.

#### Relevant Reports and Documentation

Ensuring that all relevant reports and documentation are accurately completed and processed is crucial in managing WHS incidents. As a Security Officer, you may be tasked with maintaining various documents, and it is imperative that you comprehend the documents and the specifics that must be recorded. Reports and other necessary documentation must be prepared and submitted to your supervisor in a timely manner, ensuring all relevant facts and information are presented. This must be done in accordance with organisational requirements, assignment instructions, post orders, and legislative requirements.

#### Documentation may encompass:

- **Daily Activity Reports:** Chronicling daily operations and notable occurrences.
- **Occurrence Reports:** Detailing specific incidents or occurrences within the workplace.
- **Emergency Systems Report Forms:** Documenting the usage and status of emergency systems.
- **Incident Reports:** Recording details of specific incidents, including WHS incidents.
- **Patrol Run Sheets:** Logging patrol routes and any incidents encountered during patrols.
- **Key Issue Register:** Keeping track of keys issued, returned, and their respective holders.
- **Crowd Control Register:** Monitoring and managing crowd sizes and movements.
- **Equipment Issued Register:** Documenting equipment issued to staff members.
- **Visitor Log:** Recording details of visitors, including entry and exit times.

#### Handling News/Media

In the context of emergency situations, it is paramount that interactions with the news/media are handled with utmost discretion and adherence to organisational policy. Staff members should refrain from discussing emergency situations with the media. All inquiries should be directed to the owners or management of the building. The media should only be provided

with accurate information to prevent the dissemination of irresponsible statements from uninformed sources, which could potentially instigate copycat incidents or crank calls.

The proficient reporting and management of WHS incidents are integral to maintaining a safe and compliant workplace. This involves not only the adept handling of incidents as they occur but also ensuring that all relevant documentation is accurately and promptly completed and processed. Furthermore, interactions with the media must be managed cautiously and in line with organisational policy to safeguard the integrity of information disseminated to the public.

## 4.4 Review and Continuous Improvement of Emergency Procedures

The dynamic nature of workplace environments necessitates a robust and adaptable approach to managing Workplace Health and Safety (WHS). Emergency procedures, while meticulously crafted, must be subject to regular reviews and continuous improvement to ensure their efficacy and relevance in safeguarding the wellbeing of all individuals within the workplace.

### The Imperative of Reviewing Emergency Procedures

Ensuring that emergency procedures remain effective and pertinent involves a commitment to regular reviews. These reviews should scrutinise the applicability, efficiency, and effectiveness of the procedures in the context of potential emergency scenarios. Factors such as changes in the physical workplace, staff turnover, technological advancements, and alterations in work processes can all influence the relevance and efficacy of existing emergency procedures.

### Continuous Improvement: A Proactive Approach

#### Continuous improvement of emergency procedures involves:

- **Routine Audits:** Regularly evaluating the existing emergency procedures to identify potential areas of enhancement.
- **Incident Analysis:** Thoroughly analysing any incidents or near misses to glean insights into potential procedural improvements.
- **Staff Feedback:** Actively seeking and valuing feedback from staff members who may provide practical insights into the real-world applicability of procedures.
- **Technological Advancements:** Keeping abreast of technological advancements that may offer enhanced solutions for emergency management.
- **Legal and Regulatory Compliance:** Ensuring that procedures are consistently aligned with current legal and regulatory requirements.

### Implementing Improvements

Upon identifying areas for improvement, it is crucial to:



- **Develop an Action Plan:** Formulate a structured plan detailing the proposed improvements, implementation strategies, and timelines.
- **Engage Stakeholders:** Involve all relevant stakeholders in the improvement process to ensure buy-in and facilitate smooth implementation.
- **Training and Communication:** Ensure that all staff members are adequately trained in any new or altered procedures and that clear communication is maintained throughout the implementation process.
- **Monitor and Adjust:** Continuously monitor the effectiveness of the implemented improvements and be prepared to make further adjustments as required.

The review and continuous improvement of emergency procedures are not merely regulatory compliance but a fundamental practice to safeguard the health and safety of all individuals within the workplace. Through regular reviews, incident analyses, and the proactive pursuit of improvement, organisations can ensure that their emergency procedures remain robust, relevant, and effective in navigating the myriad of potential emergency scenarios that may arise.

Sample Risk Matrix

HSE RISK MATRIX							
		SEVERITY	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
		CONSEQUENCES		People	Slight Injury	Minor Injury	Major Injury / Health effects
		Environment	Slight Impact	Minor Impact	Moderate Impact	Major Impact	Massive Impact
		Asset	Slight Damage	Minor Damage	Local Damage	Major Damage	Extensive Damage
		Reputation	Slight Impact	Limited Impact	Considerable Impact	Major National Impact	Major International Impact
LIKELIHOOD	E Almost Certain	Incident has occurred several time in company	E1	E2	E3	E4	E5
	D Likely	Incident has occurred more than once per year in company	D1	D2	D3	D4	D5
	C Possible	Incident has occurred in company or more than once in industry world wide	C1	C2	C3	C4	C5
	B Unlikely	Incident has occurred in industry world wide	B1	B2	B3	B4	B5
	A Remotely likely to happen	Never heard of in industry world wide but could occur	A1	A2	A3	A4	A5

The regulators for each state/territory, the contact details are: **Work Health and Safety**

Work Health and Safety	Websites
<b>Commonwealth contacts</b>	<b>Australian Maritime Safety Authority</b> Website: <a href="http://www.amsa.gov.au">www.amsa.gov.au</a> Telephone: (02) 6279 5000 <b>Comcare</b> Website: <a href="http://www.comcare.gov.au">www.comcare.gov.au</a> Telephone: 1300 366 979 <b>Federal Safety Commissioner</b> Website: <a href="http://www.fsc.gov.au">www.fsc.gov.au</a> Telephone: 1800 652 500
<b>National Contacts</b>	<b>Australian Chamber of Commerce and Industry (ACCI)</b> Website: <a href="http://www.acci.asn.au">www.acci.asn.au</a> Telephone: (02) 6273 2311 (Canberra) or (03) 9668 9950 (Melbourne) <b>Licensing Line News</b> Website: <a href="http://www.licensinglinenews.com.au">www.licensinglinenews.com.au</a> Telephone: (07) 3247 5505 <b>National Safety Council of Australia (NSCA)</b> Website: <a href="http://www.nasca.org.au">www.nasca.org.au</a> Telephone: 1800 655 510 <b>Safety Institute of Australia (SIA)</b> Website: <a href="http://www.sia.org.au">www.sia.org.au</a> Telephone: 1800 808 380 or (03) 8336 1993 <b>Standards Australia</b> Website: <a href="http://www.standards.org.au">www.standards.org.au</a> Email: <a href="mailto:mail@standards.org.au">mail@standards.org.au</a> Telephone: 1800 035 822
<b>Australian Capital Territory</b>	<b>WorkSafe ACT</b> Website: <a href="http://www.worksafe.act.gov.au">www.worksafe.act.gov.au</a> Email: <a href="mailto:worksafe@act.gov.au">worksafe@act.gov.au</a> Telephone: (02) 6207 3000
<b>New South Wales</b>	<b>WorkCover NSW</b> Website: <a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a> Telephone: 13 10 50
<b>Northern Territory</b>	<b>NT WorkSafe</b> Website: <a href="http://www.worksafe.nt.gov.au">www.worksafe.nt.gov.au</a> Email: <a href="mailto:ntworksafe@nt.gov.au">ntworksafe@nt.gov.au</a> Telephone: 1800 019 115
<b>Queensland</b>	<b>Workplace Health and Safety Queensland, Office of Fair and Safe Work Queensland, Department of Justice and Attorney-General</b> Website: <a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a> Telephone: 1300 369 915 or (07) 3225 2000 <b>WorkCover QLD</b> Website: <a href="http://www.workcoverqld.com.au">www.workcoverqld.com.au</a> Email: <a href="mailto:info@workcoverqld.com.au">info@workcoverqld.com.au</a> Telephone: 1300 362 128
<b>South Australia</b>	<b>SafeWork SA</b> Website: <a href="http://www.safework.sa.gov.au">www.safework.sa.gov.au</a> Telephone: 1300 365 255 <b>WorkCover SA</b> Website: <a href="http://www.workcover.com">www.workcover.com</a> Telephone: 13 18 55
<b>Tasmania</b>	<b>WorkCover Tasmania</b> Website: <a href="http://www.workcover.tas.gov.au">www.workcover.tas.gov.au</a> Email: <a href="mailto:wstinfo@justice.tas.gov.au">wstinfo@justice.tas.gov.au</a> Telephone: 1300 366 322 (inside Tasmania) or (03) 6233 7657 (outside Tasmania)
<b>Victoria</b>	<b>WorkSafe Victoria</b> Website: <a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a> Email: <a href="mailto:info@worksafe.vic.gov.au">info@worksafe.vic.gov.au</a> Telephone: 1800 136 or (03) 9641 1444 Other contacts: <b>Industrial Deaths Support and Advocacy Inc (IDSA)</b> Website: <a href="http://www.idsa.com.au">www.idsa.com.au</a> Telephone: (03) 9654 3353
<b>Western Australia</b>	<b>WorkSafe WA</b> Website: <a href="http://www.worksafe.wa.gov.au">www.worksafe.wa.gov.au</a> Telephone: 1300 307 877 Part of the WA Department of Commerce

**WorkCover WA** Website: [www.workcover.wa.gov.au](http://www.workcover.wa.gov.au)  
Telephone: 1300 794 744

## GLOSSARY

1. **Ergonomics:** The study of designing equipment and devices that fit the human body, its movements, and its cognitive abilities.
2. **Hazard:** A potential source of harm or adverse health effect on a person or persons.
3. **Health and Safety Legislation:** Laws and regulations that provide a framework for ensuring the health and safety of employees in the workplace.
4. **Incident Reporting:** The process of formally documenting any occurrences of injury, illness, or near misses in the workplace.
5. **Manual Handling:** The transporting or supporting of a load by hand or bodily force, including lifting, putting down, pushing, pulling, carrying, or moving.
6. **Personal Protective Equipment (PPE):** Equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses.
7. **Risk Assessment:** The process of evaluating the potential risks that may be involved in a projected activity or undertaking.
8. **Safety Protocols:** Established procedures and guidelines designed to maintain a safe working environment.
9. **Work Health and Safety (WHS):** Policies, procedures, and measures put in place to ensure the safety, health, and welfare of employees in the workplace.
10. **Workplace Hazard Identification:** The process of recognizing hazards that may cause injury or harm in the workplace.
11. **Workplace Safety Training:** Training provided to employees to ensure they are aware of and understand how to manage risks associated with their work.