

# Safety made simple

QBE Connect



# Contents

<b>An Introduction to 'Safety made simple'</b>	3
Safety management system self assessment checklist	4
<b>OHS risk management</b>	
<b>What is a hazard?</b>	5
<b>Hazard register</b>	
<b>Do you understand your risks?</b>	9
Hazard register	11
<b>Job Safety Analysis</b>	
<b>What is Job Safety Analysis?</b>	12
Job Safety Analysis	14
<b>Pre-employment screening</b>	
<b>What is pre-employment screening?</b>	16
Application for employment	19
Pre-employment medical questionnaire	20
Job description and physical requirements	22
<b>OHS induction</b>	
<b>What is an OHS induction?</b>	25
OHS induction checklist	27
<b>Training</b>	
<b>What is training?</b>	28
Training matrix (Sample)	30
<b>Hazard reporting</b>	
<b>What is a hazard?</b>	31
Hazard report form	33
<b>Workplace safety inspection</b>	
<b>What is a workplace safety inspection?</b>	35
Workplace safety	37
Inspection checklist	37
Office-based workplace safety inspection checklist	41
<b>Consultation</b>	
<b>What is workplace consultation?</b>	44
Safety meeting agenda	46
Toolbox meeting record	47
<b>Incident reporting and investigation</b>	
<b>What is an incident?</b>	48
Part A - Incident report form	51
Part B- Incident investigation report form	53
<b>Emergency response</b>	
<b>What is an emergency?</b>	55

## An Introduction to 'Safety made simple'

### Good OH&S management is vital

Managing the Occupational Health and Safety risks within your business is just as important as managing any other aspect of your business activities. Understanding the requirements in relation to Occupational Health and Safety risks can be daunting for many employers and they will often ask, 'where do I start?'

This 'Safety made simple' package is designed to provide you with guidance in relation to some of the important aspects of a safety management system. The safety management system is simply the policies, procedures and processes that you have in place to systematically manage your OHS risks.

The 'Safety made simple' package is inclusive of a number of 'fact sheets' and templates that can be used as a starting point to develop your system. The fact sheets are intended to outline the requirements in easy to understand language and provide practical guidance on how to develop and implement these processes within your workplace.

There are also a number of common OHS templates, which can be modified to suit your needs. Many of the fact sheets will outline how these templates can be used in the workplace.

Please note that the fact sheets and the templates that have been provided are guidance documents only and do not fulfil all of your OHS legislative requirements. They are designed as your starting point to managing OHS.

### Where to start?

To know where you need to start, you need to know the status of how you currently manage OHS in your organisation. It is recommended that your first step is completing the self assessment checklist. This will give you a quick overview of your safety management system and assist you to identify the areas where gaps exist, and where improvements are required. Once you have completed this, refer to the fact sheets and templates to assist you in addressing these gaps.

The hazards that exist in each workplace will differ and as such, 'Safety made simple' focuses on the overall management of safety which applies to every workplace, rather than addressing specific hazards.

It is extremely important (and a legal obligation) to ensure that you have a good understanding of the hazards that exist in your workplace. A hazard is anything that can lead to injury or harm to health. 'Safety made simple' will assist you to develop some of the risk management processes to assist you in identifying and managing these workplace hazards.

Industry knowledge and experience, consultation with employees and accessing resources such as the Occupational Safety and Health Act and Regulations (WA), codes of practices and guidance notes will assist you to accurately identify and address the hazards in your workplace.

### The commitment

For your safety management system to be successful you need to demonstrate a true commitment to OHS. You can do this by:

- Ensuring you invest adequate resources, such as time and money into managing your OHS risks,
- Consult with your staff and ensure they have input into the decisions that are made regarding OHS in the workplace,
- Ensure your staff have the required skills and knowledge to perform their jobs safely and;
- Ensure that your team leaders, supervisors and line managers have a good understanding of OHS and their responsibilities in relation to this,
- Most importantly, lead by example, as the owner or manager of the organisation, your attitudes and behaviours will influence others. The greatest impact you will have is in demonstrating a true commitment to your people and their safety in the workplace.

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# Safety management system self assessment checklist

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



## Safety management system self assessment checklist

This form is to be completed by the employer immediately after the occurrence and should be accompanied by the employee's claim for compensation and first medical certificate. Please read carefully the explanation on page three of this form regarding weekly compensation calculation. To ensure early refund of compensation this area must be completed.

### A. Details of applicant

Company name	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
Person completing	<input type="text"/>	Position	<input type="text"/>

### B. Checklist

1. There is a formal Occupational Health and Safety Policy, signed by Senior Management, that is displayed in the workplace.  Yes  No
2. OHS roles and responsibilities have been allocated, documented and communicated to all employees.  Yes  No
3. Prospective employees are required to complete an employment application form which includes questions relating to their:
  - Qualifications, training and experience  Yes  No
  - Medical history
  - Workers compensation history
4. There is a formal process for risk management, which includes:
  - the identification of hazards,
  - assessment of the risk of those hazards,
  - and the implementation of control measures for eliminating or reducing those risks.  Yes  No
5. All hazards have been identified in the workplace and action has been taken to control risks.  Yes  No
6. There are processes in place for identifying and accessing legal and other requirements (such as industry standards) relating to OHS hazards/risks associated with business activities.  Yes  No
7. There is a formal induction process, which provides information on company OHS policies and procedures, as well as the hazards specific to the business/job role.  Yes  No
8. Job Safety Analysis (JSA) or Safe Work Procedures have been developed for work activities, and compliance with these is monitored.  Yes  No
9. Training needs have been identified (including internally and externally provided training), and a training program has been established to ensure that all identified training requirements are met.  Yes  No
10. Records of all induction and training are retained, and the currency of licences, certificates and qualifications is tracked.  Yes  No
11. Regular inspections of the workplace are undertaken, using an inspection checklist to identify hazards.  Yes  No
12. Employees are regularly consulted regarding safety matters, through forums such as toolbox meetings.  Yes  No
13. An inspection, service and maintenance program exists for plant and equipment to ensure that it is in safe operating condition.  Yes  No
14. Near misses, incidents and injuries are reported, recorded and investigated.  Yes  No
15. Adequate first aid facilities are provided and maintained, and there is a suitable number of trained first aid staff with current first aid qualifications.  Yes  No
16. Possible emergency situations have been identified, and an emergency evacuation plan and procedure has been developed and is displayed in the workplace. Emergency evacuation drills are conducted on a regular basis.  Yes  No
17. An injury management system has been established, which outlines the steps to be taken in the event of a workplace injury.  Yes  No
18. A person responsible for injury management and workers compensation has been nominated.  Yes  No
19. All chemicals used in the workplace have been identified, the Material Safety Data Sheets (MSDS's) obtained, and the MSDS's reviewed to ensure that all safety pre-cautions have been followed.  Yes  No

**OHS risk management**

**What is a hazard?**

A hazard is a source or a situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these (Australian Standard/New Zealand Standard 4801: 2001 Occupational health and safety management systems).

**What is risk?**

Risk is the likelihood and consequence of injury or harm occurring (Australian Standard/New Zealand Standard 4801: 2001). Risk is simply the potential for a hazard to result in harm.

**What is risk management?**

Risk management is the process of identifying hazards, assessing the risks of these hazards, and then putting measures in place to minimise or eliminate the risk of these hazards.

**Risk management legal requirements?**

In Western Australia, as well as other OHS jurisdictions, it is a legal requirement for employers to, as far as practicable:

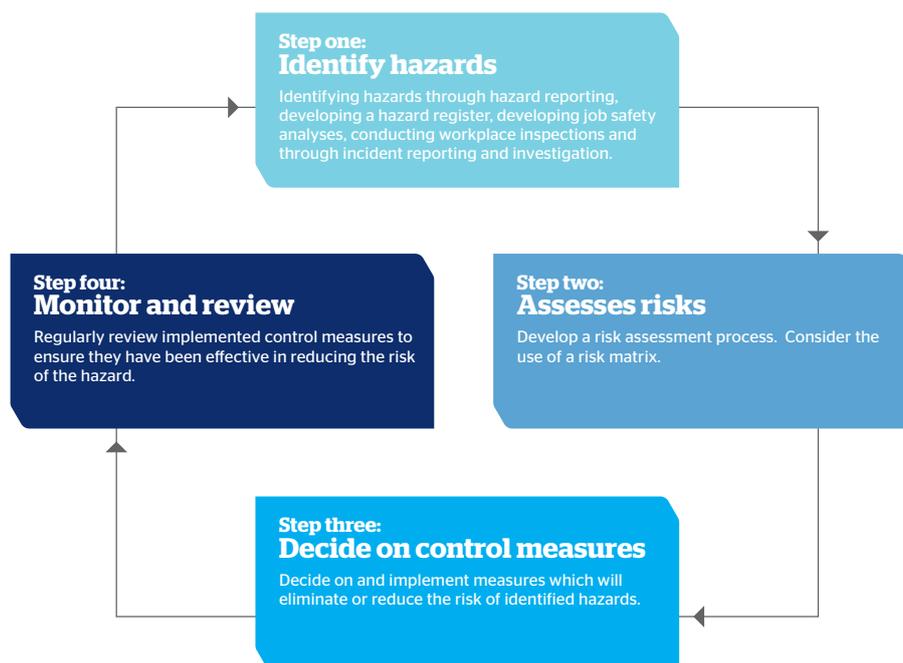
- (a) identify each hazard to which a person at the workplace is likely to be exposed;
- (b) assess the risk of injury or harm to a person resulting from each hazard, if any,
- (c) consider the means by which the risk may be reduced.

*[Section 3.1 Occupational Safety and Health Regulations 1996 (WA)]*

**Benefits of risk management**

An effective risk management process should reduce the number and severity of workplace incidents and injuries. This can result in improvements in staff retention, staff morale, productivity, and the potential for a reduction in workers compensation premium.

**Risk management steps**



As outlined in the diagram, risk management is a continuous process involving four steps:

**Step one: Identify hazards**

There are many different ways of identifying hazards in your workplace.

Hazards can be identified proactively and reactively. Proactively identifying hazards is important as it can lead to the identification of a hazard, and the minimisation of the risk of that hazard, before harm or injury occurs. Job safety analyses, workplace inspections and hazard reporting are all examples of proactively identifying hazards.

Reactively identifying hazards involves determining what hazards were involved in incidents and injuries in the workplace through incident reporting and incident investigations. This is an important activity as it can lead to the prevention of future similar incidents or injuries.

**Step two: Assessing the risk of hazards**

Risk assessment involves determining the significance of the hazard by reviewing:

1. Likelihood of the hazard resulting in harm.
2. Consequences or severity of any harm or injury.

Likelihood ratings are not based on how often a hazard **does** result in harm, but rather how often a hazard **could** result in harm in most circumstances. It involves considering how often employees are exposed to the hazard, how many employees are exposed to the hazard, whether similar outcomes (incidents/injuries) have resulted in the past, and whether the outcomes (incidents/injuries) are common in the industry under the same or similar circumstances.

Consequence ratings look at the severity of the outcome if the hazard was to result in harm. For example if we were to consider a finger injury sustained by a worker, would this be a simple cut to the finger or a finger amputation.

There are numerous methods in which a risk assessment can be undertaken and a method should be adopted which best suits your organisation. We have included a sample risk assessment method below. Review the consequence and likelihood descriptions, and modify these to suit your business if required.

**The risk assessment process**

1. Identify hazard.
2. Determine the consequence rating of the hazard.
3. Determine the likelihood rating of the hazard.
4. Using the risk matrix, find where the consequence rating meets with the likelihood rating on the risk matrix table, to get the overall risk rating (of low risk, medium risk or high risk)
5. Refer to the legend at the bottom of the risk matrix to assist in determining what action is required.

**Risk assessment matrix**

Likelihood	Consequence		
	Major (A) Permanent injury or fatality, high financial loss, significant property or equipment damage, long term environmental harm	Moderate (B) Lost time injury or restricted capacity for work injury, medium financial loss, medium property or equipment damage, short term environmental harm	Minor (C) First aid or medical treatment only injury, low financial loss, minimal property or equipment damage, no environmental harm
<b>Likely (1)</b> Could occur frequently	<b>High risk</b>	<b>High risk</b>	<b>Medium risk</b>
<b>Moderate (2)</b> Could occur occasionally	<b>High risk</b>	<b>Medium risk</b>	<b>Low risk</b>
<b>Unlikely (3)</b> Could occur at some time	<b>Medium risk</b>	<b>Low risk</b>	<b>Low risk</b>

**Legend**

**Low risk:** Acceptable risk and no further action required as long as risk has been minimised as much as possible

**Medium risk:** Further action required to minimise risk

**High risk:** Unacceptable risk and further urgent attention required to minimise risk

**For example:**

Brian reports to his supervisor that he witnessed a near miss incident in which an employee was nearly hit by a forklift in the workshop.

Consequence Rating if hazard was to lead to harm **Major (A)**

Likelihood Rating of hazard leading to harm **Moderate (2)**

Overall Risk Rating A2 = **High risk**

If we refer to the legend at the bottom of the risk matrix, a risk rating of high risk indicates that this is an unacceptable risk and urgent attention is required to minimise the risk.

### Step three Risk controls

Once you have conducted a risk assessment of the identified hazard, consideration needs to be given to how the risk of the hazard can be eliminated or reduced. Risk controls are simply those measures that lead to the risk of a hazard being reduced or eliminated.

The hierarchy of control is a list of the categories of control measures, in priority order, that can be used to eliminate or minimise exposure to the hazard.

It consists of two levels:

1. Consider elimination before all other options.
2. Minimisation options which substantially reduce the risk.

### The hierarchy of control

Effectiveness	Control measure	Description of control measure
	Elimination control measures	Elimination controls involve completely eliminating a hazard by removing the hazardous process altogether.
	Substitution control measures	Substitution control measures involve substituting the hazard for a safer alternative (for example, using a less hazardous chemical).
	Engineering control measures	Engineering controls involve any engineering changes or physical modifications which reduce exposure to the hazard (such as installing guarding across the rotating parts of machinery).
	Administrative control measures	Administrative controls are administrative measures such as the provision of training, safe work procedures, and supervision.
<b>Least effective</b>	Personal Protective Equipment (PPE) control measures	PPE controls are a short term or last resort control measure. It is used when other means of controlling the hazard are not adequate or practicable. It involves providing PPE to employees which can reduce the harm a hazard can cause, such as hearing protection, safety boots, and safety glasses.

Administrative and PPE controls when used alone are the least preferred risk control method, as they rely on human behaviour and compliance to be effective, rather than physically controlling the risk.

In most cases a combination of engineering controls, administrative controls and PPE are chosen to effectively control the risks. If we return to our example of the near miss forklift incident, risk controls could include:

- Elimination discontinue use of forklifts.
- Substitution replace forklifts with pedestrian operated forklifts or walkie stacker.
- Engineering have a mechanic restrict the speed limit of all forklifts.
- Administrative develop a traffic management plan; line marking the workshop for forklift driving and pedestrian areas; and establish safe working procedures for forklift use in the workshop area.
- Ppe purchasing high visibility workwear.

Once risk controls have been selected for an identified hazard, it is important that a plan is put in place to ensure that the risk control is implemented. Responsibility for implementing the risk control should be allocated and a due date set for when the control must be implemented by.

For example:

Control measures	Person responsible	Target completion date	Date completed

### Step four: Review and monitor

It is important that once risk controls have been identified and implemented, that these controls are regularly reviewed. This is to ensure that:

- the implemented controls have been effective in reducing the risk of the hazard
- no new hazards have been introduced as a result of the implemented control.

Monitoring and reviewing of risk controls can be completed in a number of ways. This may range from discussion at your toolbox meetings to monitoring of incident and first aid reports.

### Where to from here?

It is important that your organisation develop procedures for risk management.

Risk management procedures should include:

- How hazards are identified in the workplace (ensure you include proactive methods).
- How risk assessments are conducted.
- Responsibility for developing and implementing control measures.
- Reviewing effectiveness of controls.
- Communicating the risk assessments with employees.

### References and other resources

*Australian Standard/New Zealand Standard 4801: 2001 Occupational health and safety management systems*

*Occupational Safety and Health Regulations 1996 (WA)*

### Related Safety made simple documents

*Hazard register fact sheet*

*Hazard reporting fact sheet*

*Workplace inspection fact sheet*

*Incident reporting and investigation fact sheet*

*Job Safety Analysis fact sheet*

*Job Safety Analysis template*

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## factsheet

## Western Australia

### Hazard register

## Do you understand your risks?

Risk management can sometimes seem overwhelming and the most common question is “where do I start?”. To know where to start you need to understand what your hazards are and where your greatest risks lie.

#### What is a hazard register?

A hazard register is a record of the hazards in your organisation, where they occur, and the tasks, machinery or situations in which they are associated. The hazard register details the risk assessment of these hazards, the control measures already in place, and any further control measures required to minimise these risks. A hazard register is a ‘live’ document that can be reviewed and modified at anytime (for example, when a new hazard is identified or when work practices change).

#### Why develop a hazard register?

1. Minimise risk - identify those hazards which are not well controlled so that these can be addressed.
2. Be proactive - control risks before an incident or injury occurs.
3. Increase awareness - increase your understanding of the hazards in the workplace and the risk they present.

A hazard register, when done properly, can also provide the basis of information for several other OHS activities such as determining your OHS legislative requirements, identifying your training needs, and developing quality workplace inspection checklists.

#### What are the legal requirements?

It is a legislative requirement that employers, as far as is practicable;

- (a) identify each hazard to which a person at the workplace is likely to be exposed;
- (b) assess the risk of injury or harm to a person resulting from each hazard, if any and
- (c) consider the means by which the risk may be reduced.

[Section 3.1 Occupational Safety and Health Regulations 1996 (WA)]

A hazard register will assist you to comply with these OHS legal obligations and provide evidence that you are working to minimise risk.

#### How to develop a hazard register

Please refer to the [Hazard register template](#).

##### 1. Hazard identification

Review each task conducted across the organisation and then identify each of the hazards associated with those tasks. Determine a system to ensure that all work areas and job activities will be included.

##### 2. Hazard description

Outline how the identified hazard could lead to harm. Sometimes, there is more than one way a hazard can lead to harm so be sure to mention all of these. Be specific.

##### 3. Document the existing control measures already in place

Remember, control measures are those factors which reduce the risk of harm. A hazard register will assist you in identifying those hazards for which there are no controls in place.

##### 4. Assess the risk of each identified hazard

Refer to the OHS risk management fact sheet for details on how to assess the risk of each hazard. The risk rating should take into consideration your existing controls.

##### 5. Identify those hazards which require additional control measures

For those hazards which have no control measures, or the existing control measures are inadequate, determine what additional control measures are required and document these. **Re-assess the risk rating of each identified hazard**

Determine what your new risk rating will be once you have implemented your new control measures.

##### 6. Allocate responsibility and timeframes

It is recommended that an individual is allocated the responsibility for implementing each new control measure within an agreed timeframe.

##### 7. Monitor and review controls

It is important that both new and existing control measures are regularly reviewed to ensure they are effective in minimising risk.

#### Common misconceptions about hazard registers

- Hazards are not just things that HAVE gone wrong, they are things that CAN go wrong. Remember a hazard is anything with a potential for harm.
- Hazard registers are not training or warning devices.
- Generic hazard registers have very limited use. The hazard register needs to be specific to your work environment.

#### Tips for doing it properly

- (i) Spend quality time on developing your hazard register: Your hazard register is your most important tool to assist in truly understanding and minimising your risks. Spend quality time developing a useful, comprehensive register that will actually help you to reduce harm.

(ii) Involve employees at all levels of the organisation:

When developing your hazard register, consult with your workers. Those who do the work, know the work best, therefore frontline employees are often the most knowledgeable on hazards and controls in the workplace.

(iii) Be specific about the hazards and control measures that you document.

Please see below for some poor and some better examples

Hazard	Hazard description	Existing controls	Risk rating	Additional controls required	Risk rating	Timeframe	Responsibility
Glass	Hand injury 	PPE 	2B	None 	2B	N/A	N/A
<i>Poor example</i>							
Glass	Hand lacerations from handling glass	All employees are required to wear protective gloves	2B	Investigate automation of the glass handling process to reduce handling requirements	3B	6 months	Workshop manager and director
<i>Better example</i>							
Manual handling	Lifting More detail required	None	2B	Good manual handling More needs to be considered here (refer to hierarchy of controls)	3B	1 month	OHS manager
<i>Poor example</i>							
Manual handling	Repetitive lifting and carrying of archive boxes	None	2B	Purchase a trolley for transporting boxes to eliminate carrying Develop task specific manual handling training for all staff	3B	1 month 3 months	OHS manager
<i>Better example</i>							

**References and other resources**

*Occupational Safety and Health Regulations 1996 (WA)*

**Related Safety made simple documents**

*Hazard register template*

*OHS risk management fact sheet*

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Please read the OHS risk management fact sheet before proceeding

### Job Safety Analysis

## What is Job Safety Analysis?

A Job Safety Analysis (JSA) involves looking at a work task and considering the safest way of performing that task. When developing a JSA, a work team will outline the job steps involved in the task, and the hazards associated with each step. They will then determine and document the control measures that they will put in place to eliminate or minimise the risk of those hazards.

Job Safety Analyses are also commonly referred to as:

- Safe Work Method Statements.
- Job Hazard Analyses.
- Standard Operating Procedures.

#### Why conduct a JSA?

A job safety analysis is a detailed form of risk management for a specific work task. Conducting a job safety analysis ensures that:

- all hazards and risks are identified
- risk is minimised and the task is performed in the safest way possible
- the number and severity of workplace injuries is reduced.

#### What are the legal requirements?

It is a legal obligation for employers to:

- (a) identify each hazard to which a person at the workplace is likely to be exposed;
- (b) assess the risk of injury or harm to a person resulting from each hazard, if any, and
- (c) consider the means by which the risk may be reduced.

*[Section 3.1 Occupational Safety and Health Regulations 1996 (WA)]*

Under the *Occupational Safety and Health Act 1984 (WA)*, the employer is also obligated to provide safe systems (methods) of work and the JSA provides documented evidence of your system of work for a specific task.

#### How to plan and develop a JSA

Following the completion of your hazard register, it will be easier to identify your 'high' risk activities, and where a JSA is required to be developed. When

prioritising those tasks that require a JSA consider how often the high risk tasks are performed and the number of employees/persons who may be at risk.

It is essential that consultation with your employees occurs during the JSA process. Those that perform the work, know the work best. Knowledge of the hazards involved in a task, and how these are currently controlled, is best obtained from the employees who perform these tasks on a regular basis. It is also worthwhile obtaining input from new and inexperienced employees who perform the task as they will often see things from a different perspective.

Prior to commencing the JSA process, it is beneficial to research whether any incidents or injuries have occurred which are related to the task. This will provide important information on the hazards involved and the types of incidents and injuries which can occur.

#### Steps in the JSA Process

##### 1. Task analysis

Task analysis involves obtaining as much information as possible on how the work is performed. This is achieved most commonly by observing the work being performed, consulting with employees that perform the task, and reviewing relevant documents (such as operating manuals and training manuals).

##### 2. Task breakdown

The starting point of the task needs to be defined and from there, the task is broken down into steps and the sequence of task steps is outlined.

It is important not to get overly detailed and only the general, critical steps are listed. The task step should include enough information to describe each step (again without getting overly detailed) and note what is done, rather than how it is done.

##### 3. Hazard identification

Once the task has been broken down into steps, the hazards associated with each step need to be identified.

##### 4. Risk assessment

Risk assessment involves determining the significance of the hazard by reviewing;

1. Likelihood of the hazard resulting in harm.
2. Consequences or severity of any harm or injury.

The risk assessment will outline where the highest risk of harm/injury exists. There are several methods for conducting risk assessments. Please refer to the [OHS risk management fact sheet](#) for a sample risk assessment method. The person conducting the risk assessment should have sufficient knowledge and experience of the task so as to accurately assess the employees who may be at risk, how often the hazard may lead to harm and the potential severity of that harm.

##### 3. Risk controls

Risk controls are simply those measures that lead to the risk of a hazard being eliminated or reduced.

Please refer to the OHS risk management fact sheet which outlines the hierarchy of controls. The hierarchy of controls is a list of the categories of control measures, in priority order which are used to eliminate or reduce the risk of a hazard.

The JSA should reflect what risk controls are currently in place at the time of the work being performed, not those risk controls that are planned to be implemented down the track.

**Document the JSA**

It is important to document your JSA's to ensure your safe system of work can be verified. Please refer to the [Job Safety Analysis template](#) for an indication of what information should be documented.

**Communicating the JSA**

Once the JSA has been developed, it is important to communicate the JSA to the relevant employees. This might include those performing the task, those in the work area or those who may be affected by the work involved. This should be done prior to undertaking the task in which the JSA relates.

**Reviewing the JSA**

Where the work to be performed, and/or the work environment changes regularly, the JSA should be reviewed and updated for each job. Where the

work to be performed, and/or the work environment remains the same, the JSA can be scheduled for review less often.

A review of the JSA should also be conducted:

- at the start of any new projects
- if there have been changes to work practices, materials, plant or equipment
- if there have been changes to legislation, codes or practices, or standards relating to the JSA
- if an incident occurs related to the task covered by the JSA.

**Important points on JSA's**

- The JSA should be a 'live' document and should have the flexibility to be modified when required.
- It is important that your JSA's are specific to the task you are undertaking, the work methods used and the work environment (including different sites). Where you are using generic JSA's, these should be adapted to suit.
- Training should be provided for those employees who are required to follow or develop a JSA.
- JSA's are often the basis for 'on the job' training for new employees. Refresher training on JSA's should also be provided at appropriate intervals. Safety alerts and refresher

training related to JSA's can be provided during toolbox meetings.

- Ensure records are kept of any JSA training.
- The employer has a legal obligation to adequately supervise employees. This supervision is required to ensure that the task is being performed as documented in the JSA. The level of supervision required will increase for inexperienced workers and/or for higher risk work.
- Please note that your JSA's may be used as legal evidence if a serious incident were to occur in your workplace. It is therefore important that care is taken in thoroughly completing the JSA template and ensuring that adequate risk controls are in place.

**References and other resources**

*Occupational Safety and Health Act 1984 (WA)*

*Occupational Safety and Health Regulations 1996 (WA)*

**Related Safety made simple documents**

*Job Safety Analysis template*

*Risk management fact sheet*

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# Job Safety Analysis



QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

## Organisation details

Organisation name	<input type="text"/>	Job supervisor contact name	<input type="text"/>
Organisation address	<input type="text"/>	Contact phone number	<input type="text"/>

## Job Safety Analysis details

Work activity	<input type="text"/>	Location	<input type="text"/>
Team members involved in the activity	<input type="text"/>		
Qualifications, licences, training and experience required to undertake the task	<input type="text"/>		
Plant/Equipment required	<input type="text"/>		
Inspection or maintenance checks required	<input type="text"/>	Materials required	<input type="text"/>
Personal protective equipment required	<input type="text"/>		
Certificates, permits and/or approvals required	<input type="text"/>		
Relevant standards, MSDS's, operating manuals etc. that apply to this activity	<input type="text"/>		

## Risk assessment matrix

Likelihood	Consequence		
	Major (A) Permanent injury or fatality, high financial loss, significant property or equipment damage, long term environmental harm	Moderate (B) Lost time injury or restricted capacity for work injury, medium financial loss, medium property or equipment damage, short term environmental harm	Minor (C) First aid or medical treatment only injury, low financial loss, minimal property or equipment damage, no environmental harm
<b>Likely (1)</b> Could occur frequently	<b>High risk</b>	<b>High risk</b>	<b>Medium risk</b>
<b>Moderate (2)</b> Could occur occasionally	<b>High risk</b>	<b>Medium risk</b>	<b>Low risk</b>
<b>Unlikely (3)</b> Could occur at some time	<b>Medium risk</b>	<b>Low risk</b>	<b>Low risk</b>

### Legend

**Low risk:** Acceptable risk and no further action required as long as risk has been minimised as much as possible

**Medium risk:** Further action required to minimise risk

**High risk:** Unacceptable risk and further **Urgent** attention required to minimise risk

Step no.	Job step description	Potential hazards	Risk rating	Risk controls

**Job Safety Analysis authorisation**

This job safety analysis has been authorised by:

Name  Position

Signature  Date

**This JSA has been developed in consultation with our employees and has been read, understood and signed by all employees undertaking the activity**

Print names	Signatures	Date
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /
		/ /

## factsheet

## Western Australia

### Pre-employment screening

## What is pre-employment screening?

Pre-employment screening processes are used to assess a prospective employees suitability for the role for which they are applying. This can include ensuring that applicants have the required qualifications, skills and experience to undertake the role, and ensuring that they are medically and physically able to undertake the role safely.

#### Why undertake pre-employment screening?

Pre-employment screening processes aim to ensure that the prospective employee can safely carry out the role for which they are applying, without risk of harm to themselves or others. These processes are important tools for maintaining a safe and productive workplace. The impact of poor or non-existent pre-employment screening processes can be far reaching and very costly to your organisation. The costs can include serious workplace incidents and injury, lost productivity, poor reputation, staffing costs and workers compensation (to mention only a few).

#### What are the legal requirements?

Employers have a duty of care to provide and maintain a safe working environment, so far as is practicable, and to ensure employees are not exposed to hazards (*Occupational Safety and Health Act 1984 WA*).

#### When should pre-employment screening processes occur?

It is important that your organisation establishes a structured and documented process for the screening of applicants prior to the offer of employment. It is very difficult to legally retract an offer of employment once it has been made.

#### What should you include in your pre-employment screening processes?

There are various processes that can assist in ensuring you employ the right person for the job. The three major factors to include in your pre-employment screening processes in order to minimise OHS risks are:

(i) background checks

(ii) character reference checks and

(iii) medical screening processes.

Other areas that may be applicable to your organisations pre-employment processes include criminal history checks and working visa checks. These areas are not covered in this fact sheet, however, links to government websites that can assist you have been included in the resources section below.

#### (i) Background checks

Background checks involve verifying the qualifications, training and experience which an applicant claims to have and which are required for the position. Unfortunately, the incidence of job seekers who lie, 'stretch' the truth, or omit information when applying for jobs continues to increase. This might include providing false academic and training records and overstating work experience.

Background checks should therefore involve:

- Obtaining copies of education and training awards, licences and other qualifications.
- Contacting previous employers to verify employment and experience stated.
- For critical qualifications and licences for the role, contacting the training institution to confirm successful completion.

#### (ii) Conducting a character reference check

A character reference is a recommendation from a previous employer (or other person of distinction) to vouch for the applicants employability.

Character reference checks provide valuable information on the applicants character and suitability for the position they are applying for. It is also an important tool for verifying the information contained in the job application.

Note that the job applicant must provide their consent for you to contact any referees.

It is recommended that more than one professional referee be contacted, to check for consistency of the information being sought. It is suggested when you contact any professional referees, that information on how the referee knows the person applying for the position and how long they have known the person, be obtained. Typically, professional referees are people that know the applicant in a working capacity therefore information on the following should also be sought:

- Verification of employment details such as the position, employment dates and duties.
- Job performance and competency in the role.
- Why the applicant left the job.
- Opinion on the applicants character and suitability for the position they are applying.
- Information specific to the role for which they are applying.

QBE have developed an ['Employment application form'](#) which may assist your organisation with your recruitment processes.

**(iii) Pre-employment medical screening processes**

Pre-employment medical screening processes are about ensuring the prospective employee is medically and physically suited to the role for which they are applying. **The more physical the role, the more comprehensive the pre-employment medical screening process should be.**

For pre-employment medical screening processes to be effective, the following steps should be taken:

1. Identify and document the physical requirements of the job role.
2. Analyse those requirements of the role which are essential requirements (that is, the inherent requirements of the role) and those which are non-essential requirements.
3. Identify the attributes required to perform both the essential and non-essential requirements of the role.
4. Provide this information to prospective employees.
5. Provide this information to health practitioners to ensure that pre-employment medical examinations take into account the requirements of the job role.

QBE have developed a '[Job description and physical requirements form](#)' which may be able to assist you in identifying and documenting the job description, duties and physical requirements of the roles in your organisation.

**Pre-employment medical questionnaire's**

The purpose of a pre-employment medical questionnaire is to identify whether the applicant can meet the inherent health requirements of the position. An inherent requirement is something that is essential to the position. The questionnaire may also assist the employer in identifying any work related adjustments that may be required.

It is important that pre-employment medical questionnaires be fair, consistent, non-discriminatory and related to the job.

Pre-employment medical questionnaires should be a standard organisational procedure. It is essential that these are completed and reviewed prior to any offer of employment. The information that should be requested includes:

- Information on any illness, medical condition or injury that may impact on the ability to perform the role for which they are applying.
- Previous and current workers compensation claims.
- Reference to Section 79 of the *Workers Compensation and Injury Management Act 1981* (WA).

Under Section 79 of the Act, workers who have wilfully misrepresented themselves (by falsely declaring they have not had previous workers compensation claims or work injuries when they have) may be denied future workers compensation relating to that claim or injury.

QBE have developed a '[Pre-employment medical questionnaire](#)' template that may be of use for your organisation. Please note that this is a generic template that may require some adjustment to make it more suitable to the positions in your organisation.

**Pre-employment medical examinations**

Pre-employment medical examinations are committed to assessing the prospective employees capacity to perform the critical physical and mental aspects of the position. The medical examination aims to clarify that the applicant is fit to perform the task without risk to their own safety and/or the safety of others.

Pre-employment medical examinations can be as comprehensive or as basic as the positions requires. Along with an examination of general health, some of the more commonly used pre-employment medical examination options include:

- Functional capacity evaluations (a series of standardised tests used to evaluate a workers functional capacities for work, for example, lifting capacity).
- Musculoskeletal examination.
- Audiometry (hearing test).
- Spirometry (lung capacity).
- Vision testing.
- Drug and alcohol testing.
- ECG (electrocardiogram).
- Chest X rays.

**Important considerations for ensuring a non-discriminatory pre-employment medical screening process:**

- Pre-employment medical screening processes should be specific to the physical and mental attributes required for the role.
- Pre-employment screening processes can only assess current fitness to perform the work role and not attempt to predict future deterioration.
- An employer cannot refuse employment to someone who has a medical condition or disability that has no impact on their ability to perform the inherent requirements of the job for which they are applying.
- Employers should not make assumptions on what applicants can and cannot do based on a disclosed medical condition or disability.
- Even if a prospective employee does have a medical condition or disability that may impact on their ability to perform the job, the employer needs to consider reasonable ways of accommodating them.
- Employment can only be refused to someone with a medical condition or disability that prohibits them from being able to perform the 'inherent requirements' of the role (that is, the essential aspects of the role).

It is important to note that where a decision is made to not employ on the basis of pre-employment medical screening, there must be sufficient medical evidence that strongly supports your reasoning.

**Privacy considerations**

Information in relation to pre-employment screening processes should be provided to the applicant on why the organisation is collecting the information, how the information will be used, and how the employee/applicant can access the information.

*Under the Privacy Act 2000* (Cth), personal information such as pre-employment screening information, must be:

- stored securely and be safe from unauthorised access
- used only for the purpose for which it was sought; and
- not be disclosed to any other party without the person's consent.

**References and other resources**

*Occupational Safety and Health Act 1984 (WA)*

*Workers Compensation and Injury Management Act 1981 (WA)*

*Privacy Act 2000 (Commonwealth)*

*"Do your workers have a valid visa to work in Australia" (Department of Immigration and Citizenship).*

*[http://www.immi.gov.au/managing-australias-borders/compliance/employer-obligations/\\_pdf/booklet-valid-visa.pdf](http://www.immi.gov.au/managing-australias-borders/compliance/employer-obligations/_pdf/booklet-valid-visa.pdf)*

*<http://www.checkwwwc.wa.gov.au/checkwwwc>*

*<http://www.police.wa.gov.au/OurServices/PoliceChecks/tabid/1202/Default.aspx>*

*[http://www.hreoc.gov.au/Human\\_Rights/criminalrecord/Criminal\\_record.pdf](http://www.hreoc.gov.au/Human_Rights/criminalrecord/Criminal_record.pdf)*

**Related Safety made simple documents**

*'Employment application form' template*

*'Job description and physical requirements form' template*

*'Pre-employment medical questionnaire form' template*

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**Western Australia contacts**

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**Perth****+61 8 9213 6100****Bunbury****+61 8 9721 9200**

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# Application for employment

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



Position applied for						
Last name			First name			
Address						
			State		Postcode	
Telephone			Date of birth		Age	
Country of birth			Preferred language			
Drivers licence number		State	Class		Expiry date	
Emergency contact		Relationship			Emergency contact telephone	
Emergency contact address						
			State		Postcode	

Are you legally entitled to work in Australia?

Yes, I am an Australian/New Zealand citizen or permanent resident  
 Yes, I hold a valid work visa      Type       Expiry date  /  /   
 No

*\*\*Please note that you will be asked to provide evidence of citizenship, permanent residency, or working visa*

## Education, training and qualification

Name of institution	Course name	Year completed	Qualification achieved

## Details of previous employment or work experience

Date	Company	Position	Duties	Reason for leaving	Contact details

Have you been previously employed by this company?  Yes  No

If so, dates employed  Job position  Reasons for leaving

## List three professional referees

Name	Company	Address	Position	Telephone

*\*\*Please note that by providing the contact details of the above professional referees, you are also providing your consent for us to contact the professional referee to discuss your suitability for this position. Where possible, the professional referee should be someone who knows you in an work capacity.*

## Statement

In signing this application for employment, I solemnly declare that each and every answer above is true to the best of my knowledge and belief. I understand that any false or misleading information may result in termination of employment.

Signature  Date  /  /

# Pre-employment medical questionnaire

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



## Purpose

Our organisation has a duty of care to provide and maintain a safe working environment, so far as is practicable, and to ensure employees are not exposed to hazards. This form allows us to obtain relevant medical information so we can ensure, as much as possible, that you are a suitable physical and medical match to the role for which you are applying, and can carry out the role without the risk of harm to yourself or others.

Please note that it is discriminatory to deny a person employment solely because they have a disability or illness, and that is not the intention of this questionnaire.

### Important information:

- Please ensure you have read the accompanying job description and physical requirements form before proceeding **delete if you are not using this form.**
- If you have any difficulties with any of the questions in this form, please discuss them with your treating doctor.
- All details provided on this form are treated as strictly confidential, and will be kept in a personal file.

## Personal details

First name			Last name		
Address					
		State		Postcode	
Telephone			Date of birth	Age	
Treating/Family doctor	Doctor contact details				
Drivers licence no.	State	Class	Expiry date		
Emergency contact	Relationship				Emergency contact telephone
Position applying for					

## Medical details

**Note to employer - delete those that do not apply to the position, and add any extra that do apply**

	Please tick	If 'Yes', please explain
Are you currently receiving any medical treatment for any illness, injury or medical condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have any pre-existing/chronic/long term injuries or illness?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you been hospitalised and/or had any operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you taking any medications that can impact on your ability to work?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you had any prolonged time off work in the last year due to injury or illness?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have a current workers' compensation claim?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you had a workers' compensation claim or a work-related injury or illness in the past?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Do you have any known allergies to:

Medication?	Foods?	Other?

Please tick (✓) in the box beside any condition/s that you have now or have had at any time in your life:

**Note to employer - delete those that do not apply to the position, and add any extra conditions that do apply**

<input type="checkbox"/> Back pain/injury	<input type="checkbox"/> Neck pain/injury	<input type="checkbox"/> Knee pain/injury	<input type="checkbox"/> Repetitive strain/overuse injury
<input type="checkbox"/> Blood pressure	<input type="checkbox"/> Lung problems/Asthma/ Bronchitis	<input type="checkbox"/> Tuberculosis	<input type="checkbox"/> Hernia
<input type="checkbox"/> Fits/Seizures/Blackouts	<input type="checkbox"/> Persistent or frequent headaches/migraines	<input type="checkbox"/> Diabetes (sugar)	<input type="checkbox"/> Any joint problems/fractures
<input type="checkbox"/> Dizziness/fainting	<input type="checkbox"/> Arthritis/Rheumatism	<input type="checkbox"/> Heart trouble/angina	<input type="checkbox"/> Speech impairment
<input type="checkbox"/> Anxiety/depression	<input type="checkbox"/> Mental or nervous troubles	<input type="checkbox"/> Loss of hearing/ringing in the ears	<input type="checkbox"/> Visual impairments
<input type="checkbox"/> Stomach problems/Ulcers	<input type="checkbox"/> Hepatitis/Jaundice/Liver trouble	<input type="checkbox"/> Skin disorders/Dermatitis	<input type="checkbox"/> Infectious disease
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please comment below on those you have ticked:

Please tick (✓) any activities listed below that you have difficulty with:

**Note to employer - delete those that do not apply to the position, modify others to suit, and add any extra activities that do apply**

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> Crouching/bending/<br>kneeling                           | <input type="checkbox"/> Walking on uneven ground                                 | <input type="checkbox"/> Standing for up to<br>30 minutes                         | <input type="checkbox"/> Sitting for up to<br>30 minutes                          |
| <input type="checkbox"/> Working above<br>shoulder height                         | <input type="checkbox"/> Repetitive movements of the<br>hands or arms             | <input type="checkbox"/> Walking up or down stairs                                | <input type="checkbox"/> Lifting heavy weights<br>above 15kg                      |
| <input type="checkbox"/> Wearing protective<br>personal equipment                 | <input type="checkbox"/> Working in hot/cold extremes                             | <input type="checkbox"/> Climbing ladders   | <input type="checkbox"/> Shift work   |
| <input type="checkbox"/> Working at heights                                       | <input type="checkbox"/> Confined spaces  | <input type="checkbox"/> Operating machinery                                      | <input type="checkbox"/> Using hand tools   |
| <input type="checkbox"/> <input style="width: 100px; height: 15px;" type="text"/> | <input type="checkbox"/> <input style="width: 100px; height: 15px;" type="text"/> | <input type="checkbox"/> <input style="width: 100px; height: 15px;" type="text"/> | <input type="checkbox"/> <input style="width: 100px; height: 15px;" type="text"/> |

Please comment below on those you have ticked:

**Have you had any exposure to the following in your past jobs?**

If 'Yes', please explain

- |                               |  |   |
|-------------------------------|--|---|
| Loud noise/explosives/gunfire | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input style="width: 100%; height: 20px;" type="text"/> |
| Asbestos                      | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input style="width: 100%; height: 20px;" type="text"/> |
| Toxic or hazardous chemicals  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input style="width: 100%; height: 20px;" type="text"/> |
| Radiation                     | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input style="width: 100%; height: 20px;" type="text"/> |
| Dust                          | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input style="width: 100%; height: 20px;" type="text"/> |

Are you aware of any circumstances relating to your health or capacity to work, that have not already been mentioned, that would interfere with your ability to perform the duties of the position?  Yes  No If 'Yes', please outline below:

**Important notice**

Section 79 of the Workers' Compensation and Injury Management Act 1981 in Western Australia gives the Workers' Compensation Dispute Resolution Body discretion to refuse to award compensation which would otherwise be payable where it is proved that the worker has at the time of seeking or entering employment, wilfully and falsely represented him/herself as not having previously suffered from the disability, which is the subject of the claim for Compensation.

**Declaration**

I solemnly declare that each and every answer above is true to the best of my knowledge and belief. I understand that any false or misleading information may result in termination of employment.

Signature

Date  /  /

# Job description and physical requirements

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



## Purpose

Our organisation has a duty of care to provide and maintain a safe working environment, so far as is practicable, and to ensure employees are not exposed to hazards. The purpose of this form is to provide detailed information about the physical requirements of a specific job position. This information may be used in conjunction with:

- pre-employment medical information to assist in determining your physical and medical suitability for the role
- medical information relating to injury or illness (whether work-related or not) to assist in determining whether we can accommodate an injured or ill worker on a restricted return to work
- medical information to determine whether aids or equipments can be provided that may assist in the performance of work duties for injured, ill or impaired workers.

In the case of injury, illness or impairment to an employee, this form may be provided to treating Doctors and health practitioners to assist in determining capacity for work and developing a return to work program.

For pre-employment purposes, this form should be read carefully and fully understood before completing the pre-employment medical questionnaire.

## Job description

Position title

Job description and duties

Required education and training

Hours per day and days per week

## Physical requirements of the role

On an average work day, employee is required to: **please check applicable box**

Activity	Not at all	Occasionally (required less than 1/3 of the time)	Frequently (required between 1/3 to 2/3 of the time)	Constantly (required more than 2/3 of the time)
Ability to change posture regularly (eg from sitting to standing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift from floor height				
Usually <input type="text"/> kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
But up to <input type="text"/> kg				
Lift from waist height				
Usually <input type="text"/> kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
But up to <input type="text"/> kg				
Lift above shoulder height				
Usually <input type="text"/> kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
But up to <input type="text"/> kg				
Lift, carry, and/or move humans or animals				
Usually <input type="text"/> kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
But up to <input type="text"/> kg				
Carry loads				
Usually <input type="text"/> kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
But up to <input type="text"/> kg				
Push/pull loads				
Usually <input type="text"/> kg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
But up to <input type="text"/> kg				
Lift and/or carry awkward sized loads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting or kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with arms above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in awkward and/or constrained postures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend or twist the back	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive vehicles (such as cars, trucks or forklifts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use tools, machinery or vehicles which vibrate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer or other visual display unit use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive movements of the hands or arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive movements of the feet (such as operating foot controls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Firm grasping (of objects, tools or controls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation of hands/fingers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other requirements for this role**

(Note to employer - delete those that do not apply to the position, modify others to suit, and add any extra activities that do apply)

If 'Yes', please provide further detail

- Working at heights  Yes  No
- Working in confined spaces  Yes  No
- Working with dusts, fumes, gases and chemicals  Yes  No
- Operating heavy machinery  Yes  No
- Working in extreme temperature and/or humidity conditions  Yes  No
- Wearing of personal protective equipment  Yes  No
- Travel by plane  Yes  No
- Shift work  Yes  No
- Working in noisy environments or with noisy machinery  Yes  No


## factsheet

## Western Australia

### OHS induction

## What is an OHS induction?

An OHS induction involves introducing new workers to safety in your organisation.

#### Why do I need to induct new workers?

It is well understood that new workers are among the most vulnerable to workplace injury. It is important not to assume any prior knowledge of new workers, even if they have come from a similar job, similar workplace or industry. This is because each workplace, the plant and equipment used, and the methods of work, will be different. An assumption that a new worker already knows about a key safety issue or hazard in your industry when they don't, could lead to a serious workplace injury or incident, for which the employer could be held negligent.

#### What are the benefits of providing an OHS induction?

An OHS induction aims to provide key information, instruction and training on the organisations OHS policies, procedures and processes, along with the known hazards in the industry and organisation. The OHS induction ensures new workers are familiar with all relevant OHS information prior to their commencement of work activities, and this should prevent many workplace injuries or illness. By ensuring all new workers receive the same OHS induction information (relevant to their position), you will ensure consistency of information, knowledge and work behaviour.

#### Who should I induct into the workplace?

All workers need to be inducted into the workplace, including full time, part time, casual, labour hire and seasonal employees. Contractors, subcontractors and visitors should also be inducted, however the induction for these parties can be modified and customised to suit their level and customised to suit their level of safety risk.

#### What are the legal requirements for providing OHS inductions?

In accordance with Section 19 of the *Occupational Safety and Health Act*

1984 (WA), it is the employers duty of care to provide employees with adequate information, instruction, training and supervision to enable them to perform their work in such a manner that they are not exposed to hazards.

It should also be mentioned that both the labour hire agency and labour hire host employer have a duty of care to provide an induction for labour hire employees (WorkSafe WA 2005). See the resources section for a link to further information on this topic.

#### What information should be included in the induction?

The information covered during an induction will vary dependent on the type of workplace and the industry involved, however there are three main components to any workplace induction:

##### 1. Organisation and job introduction

- Organisation staffing structure and reporting lines.
- Job description and main tasks.

##### 2. Terms and conditions of employment

- Pay, superannuation, leave and other entitlements.

##### 3. OHS induction

- OHS policy (which emphasises your commitment to provide a safe workplace).
- OHS responsibilities of both the employer and employee (Section 19 and 20 of the Occupational Safety and Health Act 1984 WA).
- Specific staff OHS responsibilities.
- OHS communication and consultation processes you have in place (such as OHS committees, safety and health representatives, toolbox meetings, OHS notice board).

- Hazards in the workplace and how these are controlled.
- Safe work procedures and instructions (or Job Safety Analyses) relevant to the workers job.
- Issue resolution processes
- Risk management procedures (how you identify, assess and control hazards).
- Hazard reporting.
- Injury/Incident reporting and investigation.
- Injury management system.
- Emergency procedures.
- First Aid.
- Manual Handling.
- Training program.
- Housekeeping.
- Safety signage.
- How OHS documents can be accessed (location of safe work procedures, hazard reporting procedures etc).

This is the basic information that should be included in your induction. Further areas of OHS information should be included dependent on your business activities and industry (for example, personal protective equipment and hazardous substances).

#### OHS induction checklist

It is advisable to develop an [OHS induction checklist](#). This will ensure that all aspects of the OHS induction are covered.

QBE have developed a sample OHS Induction Checklist. This is a simple and generic sample only and should be modified and customised to suit your organisation.

**OHS induction delivery**

Each organisation will deliver their OHS inductions differently and delivery will depend on the size of the organisation, the available resources, and recruiting processes. There are several ways of delivering the OHS induction information and some of these include:

Developing an OHS induction handbook for the employee to read through

Developing an OHS induction Microsoft PowerPoint (TM) or similar presentation which can be read from a computer by the new employee

- Developing an OHS induction video(s).
- Developing an interactive classroom type presentation (with a handbook and/or power point presentation as a resource).
- Outsourcing the OHS induction to an online or other training provider.

You will need to determine which method best suits your business.

If you bombard new workers with too much information on their first day, they may miss key safety messages. Your OHS induction will cover a fairly large amount of information, so it is suggested that delivery of the OHS induction be broken up with other activities such as introductions to key staff, worksite tours, provision of personal protective equipment, and observation of relevant work tasks. It may be better to deliver some key safety messages on the first day, and then revisit over the next few days while adding further OHS induction material with each day.

Consider an annual induction refresher for all workers, including contractors. Things change!

**OHS induction questionnaire**

It is recommended that an OHS induction questionnaire be developed for employees to complete at the conclusion of their induction. The OHS induction questionnaire can be multiple choice or short answer, but does not need to be lengthy or complicated. It should focus on the key safety messages from the induction and the key OHS issues and hazards for your organisation.

The OHS induction questionnaire will ensure that employees have developed an awareness and understanding of the content covered during the induction. Similarly, any areas that are not well understood will be identified and can be revisited.

**Language and literacy considerations**

It is the employers responsibility to ensure that employees understand the content of the OHS induction, (and any other OHS training). Where there are language and/or literacy barriers, these need to be taken into consideration and accommodated to ensure that employees have full understanding.

Some suggestions for overcoming language and literacy barriers include:

- Outsourcing the OHS induction to an online or other training provider.
- Developing induction handbooks and questionnaires in other languages.
- Use of an interpreter and/or scribe.
- Use of computer based/online induction resources which can come in several languages.
- Use of video and/or picture based induction resources.

**OHS induction record keeping**

Records of all training undertaken, including induction, should be kept and archived for at least seven years. The retention of occupational health and safety records, such as induction records, provide proof of compliance with legal obligations and evidence that actions have been undertaken.

**References and other resources**

*Occupational Safety and Health Act 1984 (WA)*

*Labour Hire Industry and Duty of Care (WorkSafe WA 2005)*

[http://www.commerce.wa.gov.au/Worksafe/PDF/Bulletins/Duty\\_of\\_Care-Labour\\_.pdf](http://www.commerce.wa.gov.au/Worksafe/PDF/Bulletins/Duty_of_Care-Labour_.pdf)

**Related Safety made simple documents**

*Training fact sheet*

*OHS induction checklist*

**Western Australia contacts**

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# OHS induction checklist



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Employee name			
Position		Date of commencement	/ /
Location			
Person conducting induction			

Topic	Date completed	Comments
1. Site tour		
2. Organisation staffing structure and reporting lines		
3. Explanation of job description and work tasks		
4. OHS policy		
5. OHS responsibilities of both the employer and employee		
6. Specific staff OHS responsibilities		
7. OHS communication and consultation processes in place		
8. Issue resolution processes		
9. Risk management procedures		
10. Hazard reporting		
11. Injury/incident reporting and investigation		
12. Injury management system		
13. Emergency procedures and location of emergency exits, assembly areas and emergency equipment		
14. First aid - location of facilities and identification of first aiders		
15. Manual handling		
16. Housekeeping		
17. Safety signage		
18. How OHS information can be accessed		
19. Training program		
20. Known relevant hazards to role		
21. Relevant safe work procedures and instructions		

Manager/supervisor	<input type="text"/>	Signed	<input type="text"/>	Date	/ /
New employee	<input type="text"/>	Signed	<input type="text"/>	Date	/ /

## factsheet

## Western Australia

### Training

## What is training?

Training is an activity designed to assist the learning and development of new and existing skills so as to improve the performance of a specific task or role.

#### Why train your employees?

Training will provide employees with the required skills and knowledge to perform a task competently and safely, therefore reducing the likelihood of harm to themselves or to others in the workplace.

#### What are the legal requirements?

An employer is obligated to provide adequate training, information, instruction and supervision to enable their employees to perform their work in such a manner that they are not exposed to hazards (section 19 Occupational Safety and Health Act 1984 WA).

#### How do I determine what training is required?

Each organisation will have its own individual training requirements. The first step in developing a training program is to identify the training needs of the organisation and its job roles.

To gain an understanding of where training is required and what key knowledge and skills need to be learnt, as much information as possible should be obtained on each job within the organisation. This should include information on both the operational and safety requirements of the role.

Information on each job in the organisation can be obtained through:

- Job descriptions.
- Observing employees in action.
- Consulting with employees, supervisors and other stakeholders.
- Questioning employees on their current level of knowledge.
- Reviewing existing training materials and/or procedures.
- Reviewing existing job safety analyses and risk assessments.
- Reviewing related incident/accident reports and incident investigation reports.

- Researching industry standards, legally required training (such as high risk work licences) and specific safety training requirements (such as for emergency procedures and hazardous substances).

Once the job requirements have been identified, this should provide the basis for developing a formal training program. The training program should be aimed at getting a specific outcome (such as the specific knowledge, practical skills and abilities required to perform the role adequately and safely).

#### Developing your training program

##### (i) Delivery of training

Once you have identified your training needs, you must then consider how this can be best delivered to your workers.

It is essential that you identify what training is legally required for example,

- A High Risk Work licence is required to operate a forklift truck.
- Construction Industry General Induction (White Card); and
- responsible Service of Alcohol (RSA) is required for work involving the sale and service of alcohol.

Training that is legally required must be provided by a Registered Training Organisation (RTO). RTO's are education institutions, private providers and industry bodies registered to provide nationally accredited training and qualifications.

Induction and on the job training can usually be provided using your internal expertise and resources. There may be some occasions where you require or choose to outsource your training to an external provider

(or third party) that has expertise in a specific subject area for example, manual handling, health and safety representative training or hazardous substances.

Examples of training resources that can be developed internally or by an external provider include:

- Training handbook.
- Web-based or E-Learning.
- Training videos/DVDs.
- Demonstration and practical application under supervision.

##### (ii) 'On the job' training

'On the job' training is usually a key training method for many organisations. A common mistake made by employers is to implement a buddy system which has no structure for what employees are required to learn.

It is important that 'on the job' training is provided consistently in your workplace so that everyone receives the same training. 'On the job' training should also be verifiable, and the content and detail of what is covered documented and readily available.

Consistency and verification of training can be achieved by developing checklists for the knowledge and skills that will be obtained through 'on the job' training, or by training to a JSA/Safe Work Procedure. Importantly, only someone who is already deemed competent should be involved in facilitating 'on the job' training.

##### (iii) What about experienced employees?

There will be some instances in which a new employee comes with many years experience. Be mindful of a few common errors

that employers can make here:

- Not all models of vehicles, plant, machinery and equipment are the same.
- Employee may have previously learnt or developed unsafe work practices.
- Employee may not have undergone the necessary training in their previous employment.
- All workplaces (even those in the same industry) are different with different hazards and risks.

It is therefore recommended that assumptions of prior knowledge not be made when training new employees. At the very least, an employee who claims to have the required level of knowledge and skill should be assessed as being competent before being able to proceed in undertaking the work activity. Ensure that all key safety and operational requirements are assessed.

**(iv) Occupational health and safety training for Managers and Supervisors**

Managers and Supervisors are responsible for implementing and monitoring OHS policies and procedures and for proactively addressing OHS performance issues. Managers and Supervisors should therefore undergo OHS training which outlines their OHS legal responsibilities and their role in implementing and monitoring the organisations OHS policies and procedures. There are several training providers that regularly conduct OHS training for managers and supervisors and this may be a preferred option depending on your organisations available resources.

**(v) Refresher training**

It is important to provide periodic ‘refresher’ training and updates at appropriate intervals. This is particularly important in relation to high risk hazards or job activities, so that employees remain acutely aware of their safety requirements. Some examples for training that should be regularly ‘refreshed’ include (but are certainly not limited to) manual handling, emergency procedures, risk assessment and job safety analysis training. The frequency of refresher training should be outlined in your training matrix (discussed further below).

**Evaluation of learning**

Following the delivery of training, it is important to establish that your participants have actually achieved the required learning outcomes, they have understood the content, and acquired the necessary skills.

There are many ways to determine whether learning has occurred from training, for example demonstration of the skill learnt, or completion of a simple questionnaire/quiz.

**Training matrix**

It is important to document your training program once it has been developed. This is commonly achieved by using a training matrix. A training matrix outlines the training requirements of each role, including legally required training, and internally and externally provided training. A training matrix is also used to schedule training, to track the training that employees have completed, and to outline the currency of licences and certificates. Please refer to the [Training matrix template](#) for an example.

**Keeping records of training**

It is recommended that records of all training undertaken by employees be retained. The retention of occupational health and safety records, such as training records, provide proof of compliance with legal obligations and evidence that actions have been undertaken. It is recommended that training records be kept for 7 years.

Examples of training records that should be kept include:

- induction training
- on the job training (for example, completed and signed checklists)
- refresher training
- training undertaken during toolbox meetings
- copies of all certificates, licenses, tickets and qualifications
- records of the evaluation of learning.

**Reviewing your training program**

As with any OHS process, policy or procedure, it is important to continually evaluate whether your current training is achieving the learning required and meeting the needs of your organisation. It is recommended that a review of training be taken annually to identify where deficiencies may lie, and look for areas of improvement.

Be sure to also review your training when there are changes to legislation, guidance notes, standards or codes of practices, changes to technology, changes to plant and equipment or change to work practices.

**References and other resources**

*Occupational Safety and Health Act 1984 (WA)*

**Related Safety made simple documents**

- Training matrix template*
- OHS induction fact sheet*

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## factsheet

## Western Australia

### Hazard reporting

## What is a hazard?

A hazard is a source or a situation with a potential for harm in terms of human injury or ill health, damage to property, damage to the environment, or a combination of these (Australian Standard/New Zealand Standard 4801: 2001).

#### Why report hazards?

An effective hazard reporting process allows hazards to be identified and addressed before they result in harm. Remember, an organisation cannot correct hazards that they are not aware of. Reporting of hazards helps to prevent workplace incidents and injuries including personal injury, property and equipment damage and environmental damage.

#### How to report hazards

A formal process for the reporting of hazards should be established. It is recommended that you consult with the workforce to determine what will work best in your workplace. Often a hazard report form is an effective way to record hazards that have been identified.

#### Hazard reporting legal requirements

Please note the following legal requirements in relation to hazard reporting in the workplace in Western Australia:

- Employees have a duty of care under the *Occupational Safety and Health Act 1984 (WA)* to report all hazards immediately to the employer.
- The employer must, within a reasonable time of receiving a hazard report, investigate the matter that has been reported and determine the corrective action required (section 23K of the *Occupational Safety and Health Act 1984 (WA)*).
- The employer must also inform the employee who reported the hazard, of the corrective action to be undertaken.

It is also recommended that other employees in the workplace be informed of the hazard reported and subsequent corrective actions implemented, during a toolbox meeting or safety meeting.

#### What you should include in your hazard reporting process

Once you have decided how hazards will be reported and addressed in your business this should be documented. This can be done by developing a simple hazard reporting procedure that includes:

1. A description of the types of hazards that need to be reported. Those hazards which can be safely corrected by the employee immediately, do not need to be reported. For example, an employee who notes that a box on the floor is a tripping hazard does not need to report the hazard if they are able to store the box away safely.
2. Employees who identify hazards which cannot be immediately corrected, should take appropriate action to make the situation as safe as possible (for example, by barricading any dangerous areas and providing signage to advise of the hazard).
3. The requirement for completing a Hazard report form and submitting to the relevant staff member (usually a Supervisor/Manager).
4. Who is responsible for assessing the hazard. This is usually done through the completion of a risk assessment by the supervisor or manager in consultation with workers and safety representatives.
5. The format of the risk matrix that will be used to determine the risk rating. The same risk matrix should be used consistently throughout all your safety procedures and templates.
6. How corrective actions will be determined. Ensure that consultation is considered when deciding on your process.

7. The timeframes and responsibilities for putting corrective actions into place and ensuring these are documented on the hazard report form.
8. Information on how reported hazards will be communicated to employees. It is important to keep employees informed throughout the hazard assessment and resolution process. Suggestions include communicating the hazards and any identified corrections during toolbox meetings and displaying the completed hazard report form on the OHS notice board.

#### References and other resources

*Occupational Safety and Health Act 1984 (WA)*

*Occupational Safety and Health Regulations 1996 (WA)*

*Australian Standard/New Zealand Standard 4801: 2001 Occupational health and safety management systems*

#### Related Safety made simple documents

*Hazard report form template*

*OHS risk management fact sheet*

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# Hazard report form

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Hazard reported to   
Job position  Date reported  /  /

## Hazard details

### Date & time hazard observed

Day  Date  Time  am/pm

Exact location of hazard

Full description of hazard

\*\*Please attach a photo or drawing of the hazard if this would help with your description or explanation

### Immediate action taken

(Have you taken any action to correct the hazard; for example, lock out/tag out of faulty machinery or barricading the dangerous area)

## Hazard report completed by

Name  Position   
Signature  Date  /  /

Please submit this form to your supervisor, who will complete the rest.

**This section to be completed by a supervisor**

**Risk assessment matrix**

Likelihood	Consequence		
	Major (A) Permanent injury or fatality, high financial loss, significant property or equipment damage, long term environmental harm	Moderate (B) Lost time injury or restricted capacity for work injury, medium financial loss, medium property or equipment damage, short term environmental harm	Minor (C) First aid or medical treatment only injury, low financial loss, minimal property or equipment damage, no environmental harm
<b>Likely (1)</b> Could occur frequently	<b>High risk</b>	<b>High risk</b>	<b>Medium risk</b>
<b>Moderate (2)</b> Could occur occasionally	<b>High risk</b>	<b>Medium risk</b>	<b>Low risk</b>
<b>Unlikely (3)</b> Could occur at some time	<b>Medium risk</b>	<b>Low risk</b>	<b>Low risk</b>

**Legend**

**Low risk:** Acceptable risk and no further action required as long as risk has been minimised as much as possible

**Medium risk:** Further action required to minimise risk

**High risk:** Unacceptable risk and further **urgent** attention required to minimise risk

Using the above risk assessment matrix calculate the **hazard risk assessment rating:**

**Recommended corrective actions**

(Corrective actions are those actions which eliminate or reduce the risk of the identified hazard)

Corrective action	Person responsible	Target completion date	Date completed

*Please note: Sign off from supervisor required once all corrective actions have been implemented*

Name of supervisor  Position

Signature  Date

## factsheet

## Western Australia

### Workplace safety inspection

## What is a workplace safety inspection?

A workplace safety inspection is a planned, documented and comprehensive visual survey of the work area in order to proactively identify hazards.

#### Why are workplace safety inspections important?

Workplace safety inspections are a proactive form of risk management, with the aim to identify and correct hazards before an incident (including serious injury) occurs.

#### Workplace safety inspection legal requirements

Under the *Occupational Safety and Health Regulations 1996 (WA)*, it is a legal requirement for employers to, as far as practicable:

- identify each hazard to which a person at the workplace is likely to be exposed;
- assess the risk of injury or harm to a person resulting from each hazard, if any,
- consider the means by which the risk may be reduced.

Conducting workplace safety inspections is one of the methods to assist in meeting the above legal requirement.

#### How to prepare for workplace inspections

##### What to inspect?

Every workplace will differ and the activities that are undertaken will determine what needs to be included in your inspection checklist.

Below is a sample of some items that you may wish to include:

- Fire and emergency equipment.
- First aid facilities.
- Housekeeping and tidiness.
- Chemical storage.
- Provision and use of personal protective equipment.

If your organisation has developed a hazard register, this can assist you in identifying those hazards which

require regular monitoring (for example, use of plant and machinery, high risk processes/job tasks).

Where you do have high risk processes, it is a good idea to develop a safety checklist specific to that activity.

##### How often?

The frequency of workplace safety inspections will depend on the size of the organisation, the hazards involved in the work processes and materials used, the incident and accident history, reported hazards and staff concerns.

A schedule should be developed and accountability assigned for conducting workplace safety inspections. For example, low risk office environments might only require a workplace safety inspection once or twice per year, whereas a factory environment might require one every month.

##### Who should conduct them?

Inspections can be undertaken by more than one person, with the participation of Safety and Health Representatives or other employee representatives strongly encouraged so that their skills in identifying and correcting hazards can be developed. It may also be appropriate for different personnel to inspect different areas/sections of your workplace (for example, the area managers may each be responsible for conducting a workplace safety inspection of their own areas).

Where possible, the personnel designated to undertake workplace safety inspections should be able to demonstrate the following:

- knowledge of the existing hazards and controls in the workplace
- good understanding of risk management processes
- knowledge of the safe working procedures and applicable legislative requirements.

#### Developing a workplace inspection checklist

It is recommended that a documented workplace inspection checklist be developed, which is specific to the hazards and safety issues in your workplace. The use of a workplace inspection checklist will ensure consistency and prompt the inspector to foresee all of the possible situations or events that may lead to harm.

Your workplace inspection checklist should make room for:

- Prompts for identifying and recording hazards.
- Recording of hazards that were corrected during the inspection.
- Recording of any observations.
- Corrective actions required (that is, the action required to rectify the situation, who is responsible for implementing that action and by when).
- Risk ratings/score of identified hazards.

Remember, your workplace inspection checklist should be unique and tailored to your workplace. If you already have quality assurance or other types of inspection requirements in your organization, consider whether these can be combined with the workplace safety inspection.

QBE has developed the following workplace safety inspection checklists templates to assist you:

- Office-based workplace safety inspection checklist.
- General workplace safety inspection checklist.

#### Conducting workplace inspections

##### Preparation

Prior to conducting an inspection it is useful to review or take a copy of

the previous report of the area to be inspected. This review will highlight areas previously identified as requiring attention and allow the identification of recurring hazards. It is also useful to review any recent hazard reports and incident reports, so that 'problem' areas can be given due attention.

### Conducting the inspection

When hazards are identified, ask questions such as "why is that gas cylinder unsecured?" or "why is that box of files left in the passageway?". The purpose of these questions during the workplace safety inspection is to help the inspector identify the underlying cause of the issue. Hazards that are corrected during the inspection, for example remounting of a fire extinguisher, unblocking a fire exit, etc. should still be recorded so the next inspector can identify any recurrence.

### Consulting with employees

Employers are legally obligated to consult with workers on safety matters. Ensure you undertake discussions with employees that work in the area being inspected, as they are likely to be able to provide valuable information on the hazards associated with their work processes and area. They will equally be able to provide valuable input into identifying suitable corrective actions.

### Identifying corrective actions

The identification of suitable corrective actions for identified hazards is the most important aspect of conducting a workplace safety inspection. Ensure that there is a process in place for identifying and implementing suitable corrective actions which will eliminate or minimise the risk of the identified hazard. For example, who will make the decisions on what is a suitable corrective action?

To ensure that corrective actions are implemented, it is good practice to designate responsibility for implementing the corrective action, and to set a timeframe at which the corrective action should be fully implemented. Remember to then review these corrective actions during your next workplace safety inspection to ensure they have been effective in eliminating or reducing the risk of your identified hazard, and that the corrective action itself has not introduced any new hazards.

### Communicating inspection results

It is important that safety information is communicated to the rest of your organisation. It is recommended that the results of workplace safety inspections are discussed with employees (for example, during toolbox meetings and OHS committee meetings).

### Records of workplace inspections

The retention of occupational health and safety records provide proof of compliance with legal obligations and evidence that actions have been undertaken. We recommend that workplace safety inspection records be archived for a period of seven years. These records may provide valuable supporting evidence for you in the event of a prosecution.

### Review of workplace inspection procedures and checklist

If there are any changes to your workplace, ensure that your workplace safety inspection procedures and checklist are updated to capture these. As a minimum, a review of the workplace safety inspection procedures and checklist should occur annually to ensure it remains current.

### Still don't know where to start?

Check out WorkSafe WA's 'The First Step'. They have a number of workplace safety inspection checklists that you may find useful. They focus on the priority safety areas of:

- chemical safety
- electrical safety
- manual handling
- slips and trips
- working at heights
- machine guarding.

### References and other resources

*Occupational Safety and Health Regulations 1996 (WA)*

<http://www.commerce.wa.gov.au/WorkSafe/PDF/Thinksafe/FirstStep.pdf>

### Related Safety made simple documents

*OHS risk management fact sheet*

*Hazard register fact sheet*

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# Workplace safety Inspection checklist

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



Area inspected	Date of inspection	Time of inspection
Person(s) inspecting		
1.	2.	3.

## Instructions

1. Physically inspect the workplace for hazards using the checklist below for prompts. For any hazards not covered in the checklist, add them to the blank section at the bottom of the checklist. Where a hazard exists, check the **No** box.
2. For those areas marked **No**, use the risk assessment matrix contained at the end of the checklist to determine the risk score.
3. Once the risk score is determined, use the legend of the risk matrix to determine what further action is required.
4. For hazards which require further action, identify and document corrective actions that will eliminate or minimise the risk of the hazard (including the allocation of the responsibility for implementing the corrective action and the timeframe for completion).
5. Once corrective actions have been fully implemented, the workplace inspection can be signed off and then distributed to the relevant parties.

## Workplace inspection checklist

Fire/Emergency	Yes	No	N/A	Risk score	Comments/actions required
Extinguishers mounted, clearly marked for type of fire, & serviced within the last 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Exit signs clearly visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Exit doors operating correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Exits & emergency equipment clear of obstructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency procedures displayed (including a diagram displaying the location of emergency exits, escape routes and assembly areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency lighting operable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Electrical	Y	N	N/A	Risk score	Comments/actions required
Switchboards are labelled correctly and protected from damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Unauthorised access to switchboard/substation is restricted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Plugs, outlets and switches are in good repair and free from damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Electrical cords are in good repair and free from damage (such as fraying)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Cords are protected from water, from being damaged and from being cut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
No unprotected leads in access ways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Portable power tools in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Electrical equipment is inspected & tagged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Fixed and portable electrical equipment are protected by Residual Current Devices (RCD's) installed at switchboards or into fixed sockets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Powerpoints are not overloaded (no double adaptors or 'piggy back' plugs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Workplace inspection checklist

<b>Walkways &amp; stairs</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Risk score</b>	<b>Comments/actions required</b>
Walkways and stairs are kept tidy and free from obstruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Floor surfaces are maintained in good condition (no cracks or holes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Floor surfaces are free from oil, grease and spills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Floor surfaces are clear of trip hazards such as electrical leads and hoses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Floor surfaces are slip resistant, where required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Pedestrian walkways adequately marked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There is anti-slip tread on steps, where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Handrails in place where required (for example, stairs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Walkways and stairs are adequately lit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Plant &amp; equipment</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Risk score</b>	<b>Comments/actions required</b>
Tools in good condition and free from any visible damage (such as split handles, mushroom heads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Warning signs are clearly visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Mobile plant and vehicles (including forklifts) are fitted with seatbelts which are in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Starting & stopping (incl. emergency stops) devices appropriately positioned, clearly marked and within easy reach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Machine controls are protected to prevent unintentional operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There is adequate work space around machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There is adequate machine guarding (all nip points guarded, and guarding also protects the side and rear of the machinery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Lifting machinery, cranes, slings & chains have safe lifting capacity displayed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Work environment/housekeeping</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>	<b>Risk score</b>	<b>Comments/actions required</b>
Work areas uncluttered & free of rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There are adequate provisions for waste disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Drip pans are provided, where required, to prevent spillages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Work areas well ventilated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Adequate lighting for the job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Safety signage is displayed where required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Workplace inspection checklist

Storage	Y	N	N/A	Risk score	Comments/actions required
Items stored correctly & neatly, when not in use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Storage designed to minimise manual handling problems, ie heavier/ frequently used items located between knee & shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Racks marked with Safe Load Limits (SWL)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Racks & pallets in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
All containers correctly labelled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Storage stacks stable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Storage clear of lights & sprinklers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Storage above head height secured to pallet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Chemical safety	Y	N	N/A	Risk score	Comments/actions required
Material Safety Data Sheets (MSDS) for all chemicals are obtained and readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Chemical register has been developed and is readily available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Containers clearly labelled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Decanted containers are labelled with name, risk and safety instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Gas cylinders stored vertically and secured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There is designated storage for chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Flammable storage:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
- is clean & tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
- is locked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
- is licensed (where required)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
- is correctly signed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
PPE provided as per MSDS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency facilities and first aid facilities are provided where appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
First aid	Y	N	N/A	Risk score	Comments/actions required
Appropriate first aid kit(s) available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
First aid kits are adequately stocked, and stock is within expiry dates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency telephone numbers & names of first aiders displayed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Workplace inspection checklist

Amenities	Y	N	N/A	Risk score	Comments/actions required
Hygienic, clean and tidy kitchen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Fridge and cooking appliances are hygienic, clean and tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Adequate supply of drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Personal protective equipment	Y	N	N/A	Risk score	Comments/actions required
Areas where PPE is to be worn is signposted (and employees observed in these areas are wearing the required PPE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
PPE has been provided where required, and is readily available to employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other identified hazards	Y	N	N/A	Risk score	Comments/actions required
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Risk assessment matrix

Risk score = Consequence + Likelihood

Likelihood	Consequence		
	Major (A) Permanent injury or fatality, high financial loss, significant property or equipment damage, long term environmental harm	Moderate (B) Lost time injury or restricted capacity for work injury, medium financial loss, medium property or equipment damage, short term environmental harm	Minor (C) First aid or medical treatment only injury, low financial loss, minimal property or equipment damage, no environmental harm
<b>Likely (1)</b> Could occur frequently	<b>High risk</b>	<b>High risk</b>	<b>Medium risk</b>
<b>Moderate (2)</b> Could occur occasionally	<b>High risk</b>	<b>Medium risk</b>	<b>Low risk</b>
<b>Unlikely (3)</b> Could occur at some time	<b>Medium risk</b>	<b>Low risk</b>	<b>Low risk</b>

### Legend

**Low Risk:** Acceptable risk and no further action required as long as risk has been minimised as much as possible

**Medium Risk:** Further action required to minimise risk

**High Risk:** Unacceptable risk and further **Urgent** attention required to minimise risk

## Recommended corrective actions for identified hazards

Hazard Identified	Corrective action required	Risk rating	Management approval	Person responsible	Target completion date	Date completed

## Workplace inspection closed

Please note: A workplace inspection can only be closed once the corrective actions have been implemented and monitored for a period

Name

Signature

Date  /  /

# Office-based workplace safety inspection checklist

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



Area inspected	Date of inspection	Time of inspection
<input type="text"/>	<input type="text"/>	<input type="text"/>
Person(s) inspecting		
1. <input type="text"/>	2. <input type="text"/>	3. <input type="text"/>

## Instructions

1. Physically inspect the workplace for hazards using the checklist below for prompts. For any hazards not covered in the checklist, add them to the blank section at the bottom of the checklist. Where a hazard exists, check the **No** box.
2. For those areas marked **No**, use the risk assessment matrix contained at the end of the checklist to determine the risk score.
3. Once the risk score is determined, use the legend of the risk matrix to determine what further action is required.
4. For hazards which require further action, identify and document corrective actions that will eliminate or minimise the risk of the hazard (including the allocation of the responsibility for implementing the corrective action and the timeframe for completion).
5. Once corrective actions have been fully implemented, the workplace inspection can be signed off and then distributed to the relevant parties.

## Office-based workplace inspection checklist

General work environment	Yes	No	N/A	Risk score	Comments/actions required
Ambient temperature is comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Lighting is adequate and lights in good working order (consider stairways, foyers and amenities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There is sufficient ventilation (too high will result in an uncomfortable draft, while too little will result in 'stuffiness')	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Noise levels are not excessive or uncomfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Stairs in good condition and anti-slip tread on steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Electrical cords are adequately bundled and stored so as to prevent tripping, and are in good repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Electrical power points are in good repair and not overloaded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
There is adequate storage space to prevent clutter around the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Walkways, hallways and stairs are kept tidy and free from obstructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Area underneath workspaces/desks is kept free from objects and clutter so as to allow unrestricted movement around the workspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Filing cabinets and shelves are secured to avoid tipping over	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Storage designed to minimise manual handling problems (that is, heavier/frequently used items located between knee & shoulder height)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Step ladders and/or stools are provided for accessing items above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Loud photocopiers and printers are located in a separate room or are a reasonable distance away from workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Photocopier and printer cartridges are properly disposed (or recycled where possible)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Office-based workplace inspection checklist

Workstation	Y	N	N/A	Risk score	Comments/actions required
<b>**Note: This is not intended as an ergonomic assessment</b>					
Ergonomic chairs with adjustable height, back tilt and lumbar support are provided for workstations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Desktop space is sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Desktop set up allows the user to sit directly in front of the computer monitor without twisting/bending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Frequently used items are within easy reaching distance without overreaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Computer monitors are positioned away from direct glare (of sunlight, reflections etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Computer screens are clear, legible and stable (that is, they do no 'flicker')	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Laptop docking stations and/or external keyboard, mouse and monitors are provided for laptop users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Telephone headsets are provided for frequent telephone users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Document holders are provided for those that regularly view documents while keying, and it is positioned directly in front of the user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Footrests are made available to those that require them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
First aid and amenities	Y	N	N/A	Risk score	Comments/actions required
Appropriate first aid kit(s) available and easily locatable for staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
First aid supplies and injuries are monitored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency telephone numbers & names of first aiders displayed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Trained first aider available at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hygienic, clean and tidy bathrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Hygienic, clean and tidy kitchen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Fridge and cooking appliances are hygienic, clean and tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Adequate supply of drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Fire/Emergency	Y	N	N/A	Risk score	Comments/actions required
Extinguishers in place, clearly marked for type of fire & serviced within the last 6 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Adequate direction notices for fire exits and exit signs are clearly visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Exit doors operating correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Exits & emergency equipment clear of obstructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency alarms tested (check log books)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency procedures displayed (including a diagram displaying the location of emergency exits, escape routes and assembly areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Other identified hazards	Y	N	N/A	Risk score	Comments/actions required
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Office-based workplace inspection checklist

Other identified hazards	Y	N	N/A	Risk score	Comments/actions required
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

## Risk assessment matrix

Risk score = Consequence + Likelihood

Likelihood	Consequence		
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## Recommended corrective actions for identified hazards

Hazard identified	Corrective action required	Risk rating	Management approval	Person responsible	Target completion date	Date completed

## Workplace inspection closed

Please note: A workplace inspection can only be closed once the corrective actions have been implemented and monitored for a period

Name

Signature

Date  /  /

## factsheet

## Western Australia

### Consultation

## What is workplace consultation?

Workplace consultation is the open exchange of information between employers and employees about occupational health and safety (OHS) matters in the workplace.

#### Why is consultation important?

Consultation is a key component to providing and maintaining a safe workplace. Consultative processes enable employees to contribute to decisions that affect their safety and health, and ensure that employers and employees work together to resolve OHS issues.

Effective consultation is reliant on senior management valuing the views of their employees. When this occurs, employees will feel comfortable to raise safety concerns, contribute to the decision making process and are more likely to take ownership of OHS issues and outcomes.

The benefits of workplace consultation include:

- The opportunity to exchange knowledge, experience and ideas when making decisions related to OHS matters.
- Assisting in the identification of hazards before an incident or injury occurs.
- Improving commitment to OHS through employee involvement in decision making.
- Proactively dealing with OHS issues.

#### What are the legal requirements for consultation?

An objective of the *Occupational Safety and Health Act 1984 (WA)* is to foster consultation between employers and employees. As such, employers are obligated to consult with employees and safety and health representatives (where they exist), on safety and health matters at the workplace. To complement this, employees have a duty to cooperate with their employer on safety and health matters (*Guidance note: Formal Consultative Processes in the Workplace 2006, Commission for Occupational Safety and Health WA*).

#### When should consultation occur?

Consultation should occur where any decisions are being made that have the potential to impact on the OHS in the workplace. This may include;

- The identification of hazards, assessment of risk and making decisions about how to control risk.
- When making decisions about procedures related to consultation and the resolution of issues.
- When proposing changes to the workplace in relation to plant, equipment, substances or processes.

#### Methods of consultation

There is no right or wrong way to consult with employees in the workplace. Your process should suit the complexity and structure of your business. Consultation can be both formal and informal with examples including;

##### Informal

- Toolbox meetings.
- Pre start Meetings.
- Staff Meetings which include OHS as a regular agenda item.
- Safety focus groups.

##### Formal

- Electing safety and health representatives.
- Establishing an OHS committee.
- Developing issue resolution procedures.

Discuss with your employees what is best for your workplace and document this as your consultation procedure.

#### Informal consultation

While you may decide to implement informal consultative processes in your workplace it is important to ensure that these are effective and still allow employees to contribute to the decision making process.

#### Toolbox meetings

A common example of informal consultation is the conduct of 'Toolbox' meetings. Toolbox meetings are generally short, informal meetings of a work group, where the employer and employees can directly exchange their ideas regarding OHS. Employee input is essential in ensuring that the toolbox meeting is effective, it is therefore important to consider the format of meeting that would best engage your workers.

It is recommended that toolbox meetings are conducted on a regular basis and used to consult on matters such as;

- the outcome of workplace inspections
- incidents that have occurred in the workplace
- hazards that have been identified
- new or reviewed OHS instructions, procedures, forms etc.

#### Safety focus groups

While you may not wish to establish a 'formal' OHS Committee in accordance with legislation, you may still want to have a forum such as a 'focus group' or 'work group' where consultation can occur. The make up of this focus group can be tailored to your workplace. This group can be utilised to perform similar functions as an OHS committee (please see functions of OHS committee inserted below). While the safety focus group may not be a formal committee, to assist in their effectiveness members may still benefit from attendance at accredited safety and health representative training.

When developing procedures in relation to informal consultative processes (for example toolbox meetings, staff meetings, safety focus groups etc),

it is important to consider including information such as:

- the frequency of meetings
- who has responsibility for ensuring meetings are conducted
- what should be included as standard meeting agenda items
- how meeting minutes will be recorded and distributed.

**Formal consultation**

Formal consultative arrangements are most commonly based on the election of Safety and Health Representatives and the establishment of Occupational Safety and Health Committees. It is important to note that there are legislative requirements that surround both of these areas. If you are intending on establishing a committee or electing health and safety representatives ensure that you refer to the *Occupational Safety and Health Act 1984 (WA)* to familiarise yourself with these requirements.

*Safety and Health Representatives*

Safety and Health Representatives (SHR's) are employees elected by co-workers to represent them in consultation about safety and health matters with the employer.

Their main function is to represent employees in the consultative process and be the liaison between employees and the employer. SHR's should therefore communicate on their activities to the employees that they represent. It is a legislative requirement that SHR's attend an accredited safety and health representative training course. It is recommended that this training is attended as soon as possible after election to ensure that they have the skills, tools and knowledge to enable them to perform their role effectively.

*Safety and Health Committees*

Safety and Health Committees bring both employers/management and employee representatives together in a planned forum for discussion

of OHS matters. At least half of the OHS committee must be made up of SHR's and employee representatives. The function of the safety and health committee includes (but is not limited to):

- Making recommendations regarding OHS programs, measures and procedures.
- Making recommendations regarding hazards.
- Reviewing accident data.
- Staying informed of industry safety and health standards.
- Considering matters referred by employees.
- Enabling and assisting in the development and implementation of safety and health measures.

**Features of effective consultation**

- Provides an opportunity for everyone to be directly or indirectly involved in the decision making process, taking into consideration issues such as shiftwork, rostering and work location.
- Recognises the needs of different categories of participants, for example, volunteers, contractors, temporary staff and residents.
- The decisions that are made regarding OHS matters genuinely reflect employee input.
- Feedback on OHS issues is continuous and employees do not have to wait for a 'meeting' to raise an issue.
- Consideration is given to literacy level, language, and ethnicity.
- Meetings are conducted regularly and actually take place. Where there is a requirement to postpone a meeting they are rescheduled as soon as possible.
- There is a set agenda and all employees have the ability to contribute to the agenda prior to the meeting.

- Meeting minutes are taken, clearly recording action items and these are displayed or made available to employees.

QBE have developed some templates that may assist you with the recording of OHS Committee and Toolbox meetings.

**Records of consultation**

The retention of occupational health and safety records provides proof of compliance with legal obligations and evidence that actions have been undertaken. It is therefore recommended that consultative processes be documented, where possible, and retained for 7 years. While your consultative process may be informal it is important to ensure that you can demonstrate that you consult with your workers. Even when consultation is informal it is recommended that meeting minutes (and specifically action items) are recorded and where practicable, it is recommended that employees attendance at these meetings is recorded.

**References and other resources**

*Guidance note: Formal Consultative Processes in the Workplace 2006 (Commission for Occupational Safety and Health WA)*

*Occupational Safety and Health Act 1984 (WA)*

*Occupational Safety and Health Regulations 1996 (WA)*

**Related Safety made simple documents**

*OHS committee meeting agenda template*

*Toolbox meeting record template*

**Western Australia contacts**

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# Safety meeting agenda



QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545

Meeting no.

Date  /  /

Time

1. Chairperson opens the meeting
2. Attendance/Apologies
3. Minutes of previous meeting reviewed
4. Outstanding actions from previous meeting
  - i.
  - ii.
  - iii.
5. Standing items
  - i. Incident reports
  - ii. Workplace safety inspection reports
  - iii. Hazard reports
  - iv. New safe work policies and procedures
  - v. Training
  - vi. Planned changes to the workplace
6. General business
7. Close

**Note:** The chairperson controls and directs the meeting. You may wish to have the same person always chair the meetings, or rotate the responsibility for this.

**Note:** The status of action items should be reviewed and updated

**Note:** These items should be discussed at every meeting. The status of corrective actions/ control measures should also be discussed.



## factsheet

## Western Australia

### Incident reporting and investigation

## What is an incident?

An incident is any unplanned event resulting in, or having potential for injury, ill health, damage or other loss (Australian Standard/New Zealand Standard 4804: 2001 Occupational Health and Safety Management Systems).

An incident can include:

- Near misses.
- Work-related injury or illness.
- Property or equipment damage.
- Environmental incident.
- Other.

A 'near miss' is defined as any unplanned incident that occurred at the workplace which, although not resulting in any injury or damage in that instance, it had the potential to do so (Australian Standard 1885.1 - 1990 Workplace injury and disease recording standard).

Work-related injuries and illness can be further defined into categories:

**Lost Time Injury (LTI):** those injuries or illnesses that have resulted in the worker being medically certified as unfit for work for one day or more.

**Medical Treatment Injury (MTI):** those injuries or illnesses in which the worker has received medical treatment off site from a Doctor, Physiotherapist, Chiropractor or other health provider.

**First Aid Treatment (FAT):** those injuries in which the worker required first aid treatment on site only.

#### Why report and investigate incidents?

The key objective for reporting and investigating incidents is to determine what has caused the incident, and to take action to prevent this from occurring again. To determine what the cause of the incident is, you must investigate to identify all contributing factors. Taking action to address the contributing factors will prevent further similar incidents and/or injuries from occurring, which may be much more serious in nature.

Incident reporting also allows the identification of trends, provision of statistics on the frequency and severity of incidences, and the targeting of poor performing areas and activities.

Having incident reporting and investigation procedures in place in your organisation will ensure you learn from your mistakes, and take action to correct things when they have gone wrong. If a serious incident should occur, it is likely that your incident reporting and investigation history will be reviewed by WorkSafe WA, therefore it is important that these procedures exist and are implemented effectively.

#### Incident reporting and investigation legal requirements

All employees have obligations under *Occupational Safety and Health Act 1984 (WA)* to report hazards and incidents immediately to their employer. Employers equally have a legal obligation to, within a reasonable time of receiving a hazard or incident report, investigate the matter that has been reported and determine the corrective action required (*section 23K of the Occupational Safety and Health Act 1984 (WA)*).

#### What should you include in your incident reporting procedures

**Your organisations incident reporting procedures should outline:**

- What types of incidents need to be reported (it is recommended that all incidents, including near misses, be reported).
- What documentation needs to be completed (such as an incident report form, or incident register).
- State the staff member that incidents should be reported to.
- Outline the process for determining whether the incident requires an investigation.
- How the incident report is closed (or signed off) if no investigation is required.
- How and where the incident report form is to be stored/archived.

For some organisations it would be unfeasible to investigate every single minor injury and near miss, therefore a means for determining whether an investigation is required should be established. The most effective means for determining whether an incident investigation is required is to conduct a risk assessment of the incident. Using the provided **Incident report form template**, all incidents with a risk rating of medium or higher and all near misses with a potential risk rating of medium or higher, should be investigated. It is strongly recommended that all lost time injuries and medical treatment injuries be investigated. Refer to the **Incident report form and Incident investigation form template** for guidance.

#### What should you outline in your incident investigation procedures

Your organisation's incident investigation procedures should outline:

- **When the investigation should occur?**

Incident investigations must be carried out as soon as possible after the incident has occurred. All efforts should be made to visit and assess the scene before the evidence is disturbed.

- **Who should investigate?**

The incident investigation process should outline who should be involved in incident investigations. Those required to be involved in the incident investigation may differ depending on the nature and severity of the incident. For example, for minor incidents, it may be sufficient for a supervisor to undertake the investigation, however for an incident which resulted in a serious permanent injury, someone in senior management along with an independent external consultant may also be involved in the incident investigation.

Investigators should ideally be a group of people chosen by the organisation who know the systems of work and the organisational standards and procedures. Investigators can include Health and Safety Representatives, Managers/ Supervisors, Safety Committee members, and the OHS Coordinator.

• **Carrying out the investigation**

The incident investigation process should outline how information is to be obtained. Relevant and objective information should be obtained from:

- Injured person/s.
- Other employees/witnesses.
- Workplace supervisors and managers.

The relevant and objective information required may include:

- The sequence of events.
- Operating procedures.
- Training records.
- Emergency response procedures and/or injury management procedures.
- Maintenance and servicing records.
- Inspection records.

Photos of the incident area, witness statements, equipment maintenance logs, training and induction records, safe working procedures, reports on similar incidents, and any other evidence relating to the incident should be obtained as required, and copies attached as an appendix to the Incident investigation report form (this is particularly important for serious incidents and work injuries).

• **Identify the contributing factors**

Identifying the contributing factors to a workplace incident is the most important aspect of an incident investigation. Failing to address just one contributing factor is a missed opportunity to prevent a future similar incident. As such, prompts should be included in the incident investigation form for identifying **all** of the contributing factors (such as inadequate training, inadequate supervision, personal protective equipment, unsafe systems of work/procedures, unsafe equipment or equipment failure, human factors, environmental factors, poor housekeeping).

• **Determining the corrective actions**

Corrective actions are those actions required to prevent a re-occurrence of the incident and will be closely related to the identified contributory (or causal) factors. Every time there is a contributing factor, a corresponding corrective action must be identified.

Please refer to the **OHS and risk management fact sheet** for information on the hierarchy of controls, as the hierarchy of controls should be applied when determining corrective actions. The corrective actions should be identified and recorded on the Incident Investigation Report Form by the incident investigation team. The person responsible for authorising and approving corrective actions which will be implemented should be indicated.

The investigation team should determine and document the timeframes for implementation of the corrective actions and shall assign them to appropriate personnel. Obviously, any identified corrective actions should be implemented as soon as practicable. Some suggested corrective actions may include:

- Replace a hazardous chemical with a safer alternative.
- Install machine guarding.
- Upgrade machinery (for example, with lower noise emissions).
- Substitute heavy items by purchasing smaller packages.
- Provide lifting assistance such as hoists and trolleys.
- Review and modify induction and training.
- Conduct a job safety analysis and modify safe working procedures.
- Introduce housekeeping procedures to ensure work areas remain tidy.

Please be aware that the above list of suggested corrective actions is not exhaustive and there are several other corrective actions that may exist. It is important that the progress for the implementation of corrective actions be monitored until such time that the corrective action has been fully implemented.

• **Closing of incidents**

The person with authority for closing an incident investigation should be nominated. The incident

investigation can be ‘closed’ once it is signed off by this nominated person. The incident investigation should only be closed once the corrective actions have been fully implemented and monitored for a period.

• **Communication of incident investigation findings**

Details of all incident investigation findings should be communicated as soon as practicable to all employees. The details on how this communication occurs and who is responsible should be stated. Suggestions for communicating these findings include the OHS notice board, toolbox meetings and safety alerts.

• **Record keeping**

It is recommended that all completed Incident Report Forms and Incident Investigation Forms be archived for future reference for a minimum period of 7 years. Indicate the person responsible for archiving.

**Notifiable incidents**

Certain types of injuries and diseases are required to be reported to the Statutory Authority (WorkSafe WA). Failure to report these incidents may lead to prosecution. Refer to the WorkSafe WA website for the most up to date list of notifiable incidents (<http://www.commerce.wa.gov.au/WorkSafe/>).

Some examples of notifiable incidents:

- Death of an employee or visitor to the worksite.
- Injury resulting in lost time of more than 10 days.
- Fractures to the skull, spine or pelvis.
- Fracture to the arms and legs (excluding feet and hands).
- Loss of sight.
- Infectious diseases.
- Occupational zoonoses.

**References and other resources**

*Australian Standard/New Zealand Standard 4804: 2001 Occupational Health and Safety Management Systems*

*Australian Standard 1885.1 - 1990 Workplace injury and disease recording standard*

*Occupational Safety and Health Act 1984 (WA)*

**Related Safety made simple documents**

*Incident report form and Incident investigation form template*

*OHS risk management fact sheet*

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**Western Australia contacts**

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# Part A - Incident report form



QBE Insurance (Australia) Limited ABN 78 003191 035 AFSL 239 545

## Type of incident

Near Miss  Property/Equipment damage  Injury/Illness  Environmental  Other

## Details of employee involved

Surname  Date of birth  /  /   
First name  Male  female   
Date first employed  Job position   
Employment status full-time  part-time  contractor

## Witness details

Surname  Company   
First name  Occupation

## Incident details

Day/date incident occurred	Time incident occurred	Specific location of incident
<input type="text"/>	<input type="text"/>	<input type="text"/>

Incident reported to  Job position

Full description of incident (attach sketch if required)

*\*\*Please attach a photo or drawing of the incident if this would help with your description or explanation*

## Work-related injury/illness details

Part of body injured  Type of injury/illness

Severity of injury: First Aid Treatment (FAT)  Medical Treatment Injury (MTI)  Lost Time Injury (LTI)

Date first attended Doctor or Hospital:  /  /

## Property or equipment damage details

Property or equipment type and location details

Equipment operator  Trained and authorised to use? Yes  No  (If no, provide further details in section below)

Brief description of damage

## Immediate action taken to reduce risk of hazards

(for example, barricading the hazardous area, chemical spill clean up, lock out/tag out of damaged machinery)

## Incident report completed by

Name  Position   
Signature  Date  /  /

\*\*\* Please submit this form to your supervisor, who will complete the remainder of the form\*\*\*

**Risk assessment (To be completed by supervisor only)**

**Risk assessment matrix**

Likelihood	Consequence		
	Major (A) Permanent injury or fatality, high financial loss, significant property or equipment damage, long term environmental harm	Moderate (B) Lost time injury or restricted capacity for work injury, medium financial loss, medium property or equipment damage, short term environmental harm	Minor (C) First aid or medical treatment only injury, low financial loss, minimal property or equipment damage, no environmental harm
<b>Likely (1)</b> Could occur frequently	<b>High risk</b>	<b>High risk</b>	<b>Medium risk</b>
<b>Moderate (2)</b> Could occur occasionally	<b>High risk</b>	<b>Medium risk</b>	<b>Low risk</b>
<b>Unlikely (3)</b> Could occur at some time	<b>Medium risk</b>	<b>Low risk</b>	<b>Low risk</b>

Using the risk assessment matrix above, calculate the risk assessment rating of the reported incident.

Incident risk rating (Low, Medium, or High):

Is full investigation recommended?

Yes  No

**Please note: MTI and LTI injuries along with incidents with a risk rating of medium or higher, MUST be investigated**

If a full investigation is required, please ensure that 'Part B - Incident investigation report form' is also completed.

If a full investigation is not required, please note any corrective actions which are required to prevent future re-occurrences of the incident.

**Please note:** Do not complete this section if you are undertaking an incident investigation as this will be noted on the incident investigation report form.

Corrective action	Person responsible	Target completion date	Date completed

**Property or equipment damage**

Estimated cost of damage repair/replacement of property or equipment (if applicable):

**Workplace injury or illness**

Lost time incurred: Yes  No  Number of days lost (to date):

Has the injured/ill employee obtained a First WorkCover medical certificate? Yes  No  Unsure

Has a workers compensation claim been lodged? Yes  No  Unsure

Is WorkSafe WA notification of the injury/illness required? (See WorkSafe WA website) Yes  No  Unsure

**Incident report closed**

**Please note:** Incident report can only be closed by the supervisor who completed the above information, and only if no investigation is required, and corrective actions have been fully implemented.

Name  Position

Signature  Date  /  /

If a full investigation is required, please proceed to **Part B – incident investigation report form** on the following page.

# Part B- Incident investigation report form

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239 545



## What were the events leading up to the incident?

Consider the system of work, instructions and training provided, any variation from instructions, workplace conditions, environment, exact location of incident, materials being handled, type of transport or equipment in use, and whether adequate supervision was provided.

## What are the facts of the incident itself?

Consider the state of the system, people directly and indirectly involved, tools, equipment, materials and fixtures, and the time of the incident.

## What are the facts regarding what occurred immediately after the incident?

Describe the injuries or damage resulting from the incident, the people involved (including those providing aid), any problems dealing with the injury or incident (eg faulty isolation switch), whether anything has been removed from the scene, and whether the scene has been otherwise disturbed.

## Appendixes

(For example, diagrams or photos relating to incident, witness statements, reports relating to previous similar incidents, applicable safe working procedures, training records, equipment manuals/maintenance records etc)

Number	Description of appendix

**Contributing factors?**

Contributing factors are any deficiencies, conditions, circumstances, behaviours or omissions, which, if corrected, eliminated or avoided, would have prevented the incident from occurring.

Consider contributing factors relating to:

Induction and training	
Supervision	
Personal protective equipment	
Safety of equipment	
Safety of the procedures and/or processes involved	
Design and layout of workstation	
Staffing levels and/or pace of work required	
Housekeeping/tidiness	
Environment	
Human factors (such as failure to follow procedures or fatigue)	
Other	

**Recommended corrective actions to prevent re-occurrences:**

Corrective action	Person responsible	Target completion date	Date completed

**Incident investigation report closed**

**Please note:** An incident investigation can only be closed once the corrective actions have been fully implemented. Ensure you monitor the effectiveness of the corrective actions.

**Investigating person**

Name  Position   
Signature  Date

**Manager approval if required)**

Name  Position   
Signature  Date

## factsheet

## Western Australia

### Emergency response

## What is an emergency?

An emergency is a significant, generally unforeseen event that threatens life, property and/or the environment.

Emergencies can include (but are not limited to) bomb threats, natural disasters (earthquakes, floods, bushfires, cyclones), fire, explosion, chemical spills, gas leaks (explosives, flammable, toxic), off-site events (road accidents), hold ups and terrorist attack.

#### Why is an emergency evacuation procedure important?

An emergency is an incident that is generally unexpected; they can happen anywhere, at anytime and to anyone. Few people can think logically in an emergency, so it is best to prepare for emergencies before they happen.

The purpose of the emergency response procedure is to minimise the impact on health, safety and the environment by ensuring that emergencies are planned for and dealt with effectively. Emergency response procedures will ensure that everyone knows what to do in the event of an emergency, and this should reduce the risk of significant injury, loss and damage. This can only be achieved by ensuring that everyone is familiar with the emergency response procedures.

#### What are the legal requirements?

Under section 3.10 of the Occupational Safety and Health Regulations 1996 (WA), the employer, main contractor, self-employed person or person having control of the workplace must ensure that there is an evacuation procedure to be followed in the event of a fire or other emergency at the workplace.

The following points outline the legal requirements relating to emergency evacuations in the workplace:

- An evacuation procedure has been prepared.
- The evacuation procedure is clearly and prominently displayed throughout the workplace, inclusive of diagrams displaying the emergency exits, location of emergency equipment, escape routes and assembly areas.
- Evacuation drills are conducted at reasonable intervals.

- The workplace is maintained so that emergency exits, walkways and the means of access and egress are kept free from obstructions.
- Emergency exits are clearly marked and in good working order.
- Portable fire extinguishers are provided and regularly maintained.

#### Where do I start?

It is important that emergency evacuation plans are specifically developed for a particular workplace, and the specific hazards applicable to that workplace.

Prior to developing your emergency evacuation procedures it is important to brainstorm the worst case scenarios and what you would do in the event of these identified potential emergencies. Consider the activities that you conduct in your workplace and also those activities that are conducted by neighbouring businesses that may impact on you.

#### What needs to be included in your emergency evacuation procedures?

The amount of detail required in the emergency evacuation procedures will differ based on the complexity of the workplace and the range and scale of potential emergencies that the organisation is faced with.

In accordance with the WorkSafe WA guidance note: preparing for emergency evacuations at the workplace 2004, it is recommended that the following should be included in you evacuation procedures:

- the range of emergency situations that may arise
- activation of alarms

- emergency evacuation routes, assembly areas and emergency phone numbers
- consideration for all people who may be at the workplace, including visitors and tradespeople
- clear definition of roles and responsibilities, including clear reporting lines, communication of information and who is in control of a particular area
- selection of key people to manage the evacuation procedures (chief warden, floor warden, area wardens etc)
- training of all staff and specialist training for those with key roles
- employees or other people who will require special assistance to evacuate
- frequency and conduct of evacuation drills
- access of emergency services to the workplace (such as ambulances)
- processes for conducting head counts and determining when it is safe to return to work
- placement of instructions and maps around the building or site
- use and maintenance of fire extinguishers
- regular review of emergency procedures and training.

#### Emergency wardens

The guidance note recommends that emergency wardens (such as a chief warden, deputy chief warden and area/floor wardens) be appointed for the workplace and trained to deal with emergency situations. Wardens are responsible for facilitating and

implementing the organisations emergency evacuation procedures, with the chief warden being responsible for the overall leading and coordinating of the emergency evacuation. There is specialist nationally accredited training available for emergency wardens. Emergency warden training will ensure that they can competently deal with an emergency situation.

### Training and review of emergency evacuation procedures

Emergency evacuation procedures should include provisions for the training of all staff in emergency evacuations, and the specialist training of those with key roles in an evacuation. Effective training of staff is essential in reducing the risk of injury or loss of life in an emergency.

Your training requirements will be determined by the size and complexity of your organisation, number of employees, processes and materials handled, and the available resources. Your training should ensure that employees are aware of:

- Individual roles and responsibilities in an emergency.
- Types of emergencies they may face.
- How emergencies are reported.
- Alarm systems and communications.
- Evacuation procedure.
- Shutdown procedures (if applicable).
- Location and use of common emergency equipment.

It is recommended that emergency evacuation 'refresher' training be conducted annually.

### Emergency evacuation drills

Once your emergency evacuation procedures have been developed and all employees have received the necessary training, emergency evacuations should then be practised regularly through the conduct of emergency evacuation drills.

After each drill, the effectiveness of the emergency evacuation plan should be evaluated so that deficiencies in the plan can be identified and addressed. It is recommended that records of all evacuation drills are retained. The retention of occupational health and safety records provides proof of compliance with legal obligations and evidence that actions have been undertaken.

### Emergency equipment

All required emergency equipment must be properly located, installed, and consistently maintained in good working order. Regular maintenance and servicing of emergency equipment such as portable fire extinguishers is not only legally required, but it will ensure that the equipment remains in good working order when it is needed most (that is, in an actual emergency).

People must remain aware of the location of, and correct use of emergency equipment, and this should be well signposted. It is recommended that your emergency equipment is included within your workplace inspection checklist. This can include ensuring that;

- portable fire extinguishers are located and mounted correctly, signposted and have been serviced within the past six months
- exit signs are clearly visible and illuminated
- emergency exit doors and fire equipment are not obstructed
- emergency procedures, maps and emergency contact numbers are displayed.

### Further information

For further information and guidance, please refer to the **WorkSafe WA guidance note: Preparing for Emergency Evacuations at the Workplace (2004)**. This guidance

note also contains information on emergency evacuation legislative responsibilities for those in public buildings, multi-tenanted buildings, shopping centres, construction sites, and sites in which people sleep on site (such as accommodation).

### References and other resources

*Occupational Safety and Health Act 1984 (WA)*

*Occupational Safety and Health Regulations 1996 (WA)*

*WorkSafe WA guidance note: Preparing for Emergency Evacuations at the Workplace (2004)*

[http://www.commerce.wa.gov.au/WorkSafe/PDF/Guidance\\_notes/Guide\\_evacuation.pdf](http://www.commerce.wa.gov.au/WorkSafe/PDF/Guidance_notes/Guide_evacuation.pdf)

### Related Safety made simple documents

*General workplace inspection checklist.*

## Western Australia contacts

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