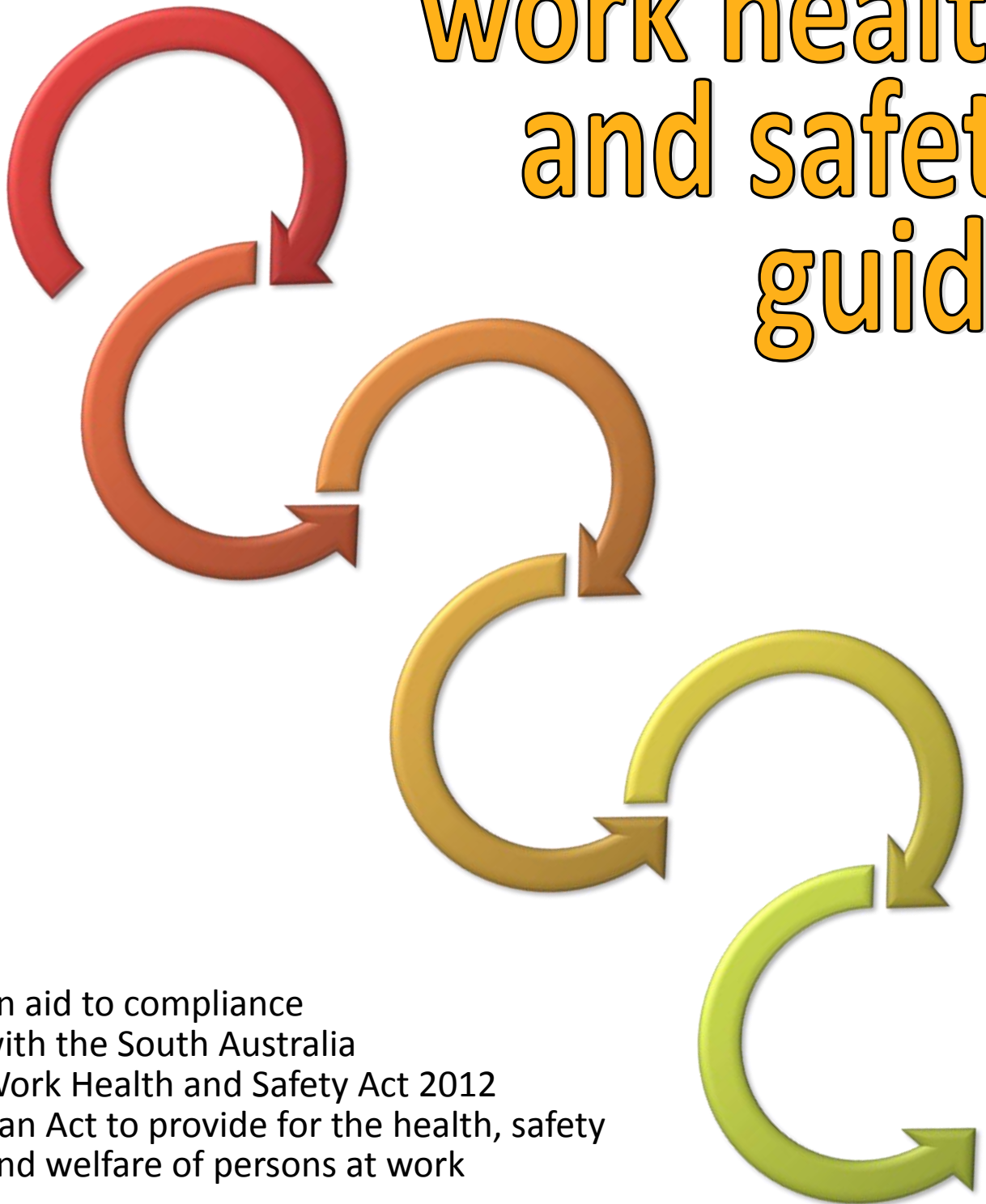


work health and safety guide



an aid to compliance
with the South Australia
Work Health and Safety Act 2012
- an Act to provide for the health, safety
and welfare of persons at work

This Guide is an aid to compliance
with the South Australia
Work Health and Safety Act 2012
- an Act to provide for the health,
safety and welfare of persons at work



Work Health and Safety Guide produced by
Baptist Churches of South Australia Inc. October, 2014

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S:\Chris Butler\Work Health and Safety project\BCSA WHS Manual November 2014.pub

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work health and safety



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what?

SOMETHING HAS CHANGED!

The Work Health and Safety Act 2012 (WHS Act) came into effect on 1 January 2013, and repealed the Occupational Health, Safety and Welfare Act 1986.

The WHS Act provides a framework to protect the health, safety and welfare of all workers at work and of other people who might be affected by the work. The WHS Act aims to:

- protect the health and safety of workers and other people by eliminating or minimising risks arising from work or workplaces
- ensure fair and effective representation, consultation and cooperation to address and resolve health and safety issues in the workplace
- encourage unions and employer organisations to take a constructive role in improving work health and safety practices
- assist businesses and workers to achieve a healthier and safer working environment
- promote information, education and training on work health and safety
- provide effective compliance and enforcement measures, and
- deliver continuous improvement and progressively higher standards of work health and safety.

All **churches** should take all reasonable steps to comply with the requirements of the WHS Act 2012.

Safety is important

Safety is important and people expect that any **workplace** will be safe. For churches this applies to premises that will be used or visited by their congregation and/or individuals or groups that may visit or hire premises.

Making sure that your **workplace** is safe doesn't have to be an overwhelming task, but it does need to be addressed.

Work Health and Safety relates not only to the physical elements of your church, but also to the biological, chemical, ergonomic and psychological conditions that your church provides as a healthy and safe place for all **workers** and visitors.

About this Guide

This Guide is designed to help you understand what your church will need to do to ensure that it complies. Any words in **bold italic** print will be in the Glossary with an explanation.

**We need to take safety and health
seriously.**



what? (contd)

Changes to terminology

When the new WHS Act was introduced, there were changes made to some of the terminology used. Below is a table giving a comparison of a few of the most significant old and new descriptions.

OHWS 1987	WHS 2012	Explanation
Employer	Person Conducting a Business or Undertaking (PCBU)	A <u>Person</u> may be an organisation (body corporate (company), unincorporated body or association and a partnership) or an individual (sole trader or self-employed). A <u>Business</u> is an enterprise usually conducted with a view to making a profit and have a degree of organisation, system and continuity. An <u>Undertaking</u> may have elements of organisation, systems and possibly continuity, but are usually not profit-making or commercial in nature. *** A church is considered to be a PCBU. ***
Officer	Officers	An officer is a person who makes or participates in making decisions that affect the whole or a substantial part of the organisations activities. Previously, there was only one officer—this would have generally been the lead pastor. The responsibilities of this role can now be distributed over several people. *** In a church, the leadership group (e.g. Elders, church council, church board) will generally be considered officers. ***
Employee	Workers	The term workers includes: employees; contractor or subcontractor; an employee of a contractor or subcontractor; an employee of a labour hire company who has been assigned to work in the PCBU; an outworker; an apprentice or trainee; a student gaining work experience; a volunteer; or a person of a prescribed class.

Resources

There is much good information freely available and you are encouraged to take advantage of these many resources.

You will find useful information on the following websites:

- www.legislation.sa.gov.au
- www.safework.sa.gov.au
- www.safeworkaustralia.gov.au
- www.baptistinsurance.com.au
- www.safetyculture.com.au
- australia.gov.au/topics/employment-and-workplace/information-for-employers
- www.comcare.gov.au/preventing/managing_risks_in_the_workplace

Titus 3:1: Remind the people to be subject to rulers and authorities, to be obedient, to be ready to do whatever is good ... (NIV)

why?



Each church has a legislative responsibility to comply with the WHS Act. Complying also expresses a commitment to the ethical responsibility to people using, working and worshipping in the church and at church functions.

Under the WHS Act, new offences and penalties for breaches of duties, including duties not to discriminate against persons engaged in safety processes, have been established.

Offences for breaches of health and safety duties

The WHS Act establishes three main categories of criminal offence penalties for a breach of a work health and safety duty:

- Category 1** – for reckless conduct that exposes an individual to a risk of death or ***serious injury or illness*** that is engaged in without reasonable excuse;
- Category 2** – failure to comply with a health and safety duty that exposes an individual to a risk of death or ***serious injury or illness***, and
- Category 3** – failure to comply with a health and safety duty.

Table of Maximum Penalties:			
Duty Holder	Category 1	Category 2	Category 3
Individual worker or other person at the <i>workplace</i>	\$300,000 or 5 years imprisonment or both	\$150,000	\$50,000
Individual <i>PCBUs</i> or <i>Officers</i>	\$600,000 or 5 years imprisonment or both	\$300,000	\$100,000
Body Corporate or Government body	\$3,000,000	\$1,500,000	\$500,000

To read more regarding fines and penalties please refer to the WHS Act (and Regulations) (www.legislation.sa.gov.au). There is also information regarding other penalties that may be issued and penalty notices SafeWork SA may issue due to discriminatory, coercive and misleading conduct.

Any words in ***bold italic*** print will be in the Glossary with an explanation.



when?

The Work Health and Safety Act 2012 (SA) came into being on 1 January 2013.

This guide will assist you and your ***church*** to address and manage work health and safety.



where?

Complying with the WHS Act pertains to your ***church***—your ***workplace***. A ***workplace*** is a place where work is carried out and includes any place where a ***worker*** goes, or is likely to be, while at work.

You (employees, visitors, ***volunteers***) need to act safely in any ***workplace*** situation (wherever that may be).

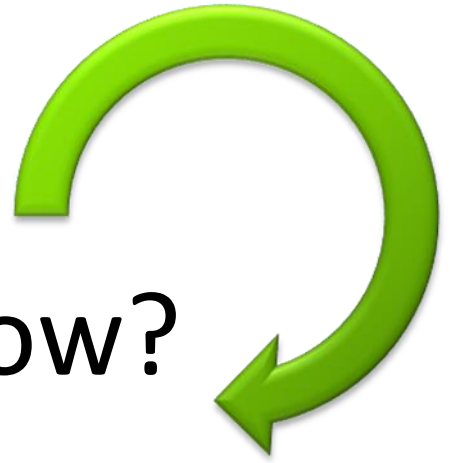


who?

You!

- ***PCBU***
- ***Officers***
- ***Workers***
 - Employees
 - ***Volunteers***
 - Care of children
- Visitors

how?



- 1. Appoint** a WHS Officer to your church to oversee compliance with the WHS Act.
- 2. Understand** your responsibilities.
- 3. Rate** your church's compliance.
- 4. Set up** a General Risk and Workplace Management Plan.



how? (contd)

1. **Appoint** a WHS Officer to your church to oversee compliance with the WHS Act

The WHS Officer's role:

The key tasks of the WHS Officer are to oversee and co-ordinate the process of:

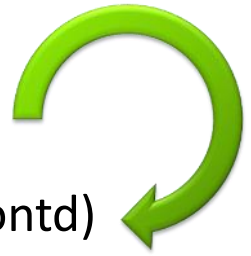
- understanding and implementing Health and Safety duties as defined within the WHS Act;
- the introduction of the WHS Act and its implications to your church;
- arranging an audit of how your church is compliant with the aims and objects of the WHS Act;
- identifying areas that may need attention;
- assigning tasks required to appropriate personnel to achieve compliance;
- ensuring ongoing compliance under the WHS Act;
- keeping any Registers that may be necessary; and
- handling any enquiries or complaints.

If the WHS Officer thinks it is necessary or reasonable, a WHS Committee can be formed to assist with the management of the church's duty of care.

NOTE: Unless the WHS Officer is a member of the leadership group of the church, they should not be considered one of the **officers** of the **church**.

Responsibility for ensuring that the **PCBU** is meeting all of its WHS obligations stays with the **officers**.

how? (contd)



2. Understand your responsibilities

It is necessary to understand and fulfil your responsibilities to comply with the intent of the WHS Act (e.g. the WHS Act 2012 aims to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces).

Duty of care embraces the responsibilities of the PCBU, officers and workers.

Responsibilities of the PCBU:

PCBUs must ensure, as far as reasonably practicable, the **health** and safety of **workers**. A **church** is considered to be a **PCBU**.

Responsibilities of Officers:

Officers must ensure that the **PCBU** is meeting all of its work **health** and safety obligations. An **officer** has to take actions to ensure that the **PCBU** is compliant. In a **church**, the leadership group will generally be considered as **officers**.

Responsibilities of Workers:

While at work, a **worker** must take reasonable care for their own **health** and safety and ensure that their acts or omissions do not adversely affect the **health** and safety of others. A **worker** must comply with reasonable instructions by the **PCBU** in their duties and obligations under the WHS Act and Regulations; and comply with any reasonable policy or procedure on work **health** and safety that has been issued by the **PCBU** and communicated to the **workers**. This also applies to other persons who may be at the **workplace**. The WHS Act considers a **volunteer** to be a **worker**.

How does the church manage this?

The duties or obligations of a church under this **Act** include:

- Setting up a safe workplace;
- Consulting;
- Managing Hazards;
- Informing, training and supervising;
- Maintaining a safe workplace;
- Keeping Records; and
- Monitoring, reviewing and improving.



how? (contd)

3. Rate your church's compliance

Accompanying this Work Health and Safety Guide is an information pack from SafeWork SA titled **"Seven Steps for Small Business?"**. (Appendix 6)

This information pack starts with an easy "WHS Snapshot — How do you Rate?" checklist that is valuable in ascertaining where you are in relation to achieving a safe workplace.

**It is important that your church
completes the compliance checklist
honestly and accurately.**

Once completed use this reference to review and improve:

1. the areas where you are not compliant;
2. the areas where compliance needs increasing; and
3. to ensure continual improvement.

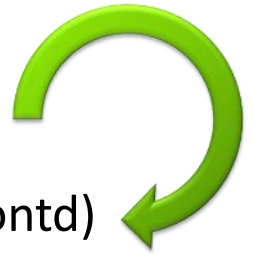
In addition to the checklist, the information pack also includes Advice Sheets to give you guidance in how to achieve improved compliance in each area of your responsibilities:

- Setting up a safe workplace;
- Consulting;
- Managing hazards;
- Informing, training and supervising;
- Maintaining a safe workplace;
- Keeping records; and
- Monitoring, reviewing and improving

This checklist should be used often to help the church determine how health and safety is improving.

If your church needs assistance in how to improve health and safety at your facilities, please refer to the resources listed previously or contact the Baptist Centre office.

how? (contd)



4. Set up a General Risk and Workplace Management Plan

The following is taken from the SafeWorkSA website:

A hazard is a situation in the **workplace** that has the potential to harm the health and safety of people or to damage plant and equipment. The situation could involve a task, chemical or equipment used. Hazard management is a continuous process that can be used to improve the health and safety of all workplaces.

Hazard management is essentially a problem-solving process aimed at defining problems (identifying hazards), gathering information about them (**risk assessment**) and solving them (risk control). This is followed up by checking to see that the controls were successful (evaluation) and reviewing the whole process (review) after a period of time or when something changes.

A simple way of describing the hazard management process is the SAFER approach:

See it (identifying hazards)

Assess it (risk assessment)

Fix it (risk control)

Evaluate it (evaluation)

Review it (review)

[The SafeWorkSA] site is organised according to the five stages listed above. Together the five stages comprise a hazard management program. To be effective the program should be supported with a documented system. There are examples of documents in the tools section which you could adapt to your situation.



how? (contd)

4.1 See it ...

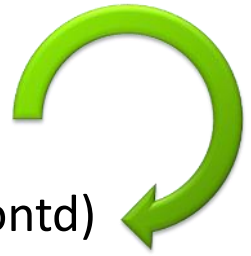
Please spend some time to review your church based events, activities and facilities to determine your level of risk .

Set out below is a sample of church based facilities for which an activity risk assessment may be appropriate.

Please refer to Appendix 1 for a more general list of events, activities and facilities.

Events/Activities/Facilities Requiring Risk Assessment	Risk assessed as	Solution implemented
1. Physical premises		
○ Auditorium	possible	yes
○ Meeting rooms	unlikely	yes
○ Offices		
- local facilities	unlikely	yes
- off-premises office	possible	in process
○ Counselling centre / rooms	rare	
○ Facilities for people with a disability	rare	
○ Catering / café	possible	yes

how? (contd)



4.2 Assess it ...

Once you have identified areas of concern, you need to determine what effect this may have on your WHS ratings.

Follow the steps below to determine the priority of the identified repairs.

4.2.1 Likelihood of Risk

Likelihood factors attempt to measure the frequency with which events might be expected to occur, taking into account the effectiveness of existing control measures. The following table contains examples of likelihood values used within different churches or activity types.

Likelihood Factors and Values

Factors	Example Values		
Almost certain	Expected to occur in most circumstances	Once a day	Once a year or more frequently
Likely	Expected to occur occasionally (more than 50% of time)	Once a week	Once every 1-3 years
Possible	Expected sometimes (less than 50% of time)	Once a month	Once every 3-10 years
Unlikely	Occurs only in unusual circumstances	Once a year	Once every 10-30 years
Rare	Possible but not expected to occur	Once in 10 years	Once every 30-50 years

It is important that relevant likelihood factors are adopted for both whole of church and individual activity risk analyses. They should be agreed and understood by the church community to be the appropriate measures for the church and/or activity being assessed and that they are consistently applied to similar activity types.

The likelihood or expected frequency of occurrence should be expressed in terms that enable effective distinction between frequently occurring and seldom occurring events.

Please note: *The information provided is of a general nature only and may not identify all matters that need to be included in the design of effective controls for the subject area. Professional advice should be obtained on individual circumstances.*



how? (contd)

4.2.2 Consequence of Risk

Consequence factors consider the impact of events, should they occur. In considering impact, the effectiveness of existing control measures should be taken into account. The following table contains examples of consequence factors and values used within different churches or activity types.

Consequence Factors and Values

Factors	Example values		
	Physical Injury	Reputation	Financial
Extreme	Death	Sustained negative national media coverage	5% of value of own funds
Major	Extreme / permanent injuries	Major negative state media coverage	2% - 5% of own funds
Moderate	Medical treatment	One off state media or sustained local media coverage	1% - 2% of own funds
Minor	First Aid	One off digital media TV or newspaper coverage	0.5% - 1% of own funds
Insignificant	No treatment	One off local media coverage	Less than 0.05% of own funds

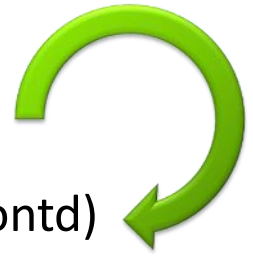
Other values that might be considered could include: property loss dollars, activity interruption, legal and compliance impacts, and environmental impacts.

Some churches use a single value type for consequence while others consider multiple values.

Values may vary according to the types of activity being assessed. For example, when looking at church strategic issues, multiple measures are more likely to be relevant while a youth group activity may only be concerned with physical injury.

What is important is that the factor(s) used are agreed and understood by the church community to be the appropriate measures for the church and activity being assessed and that they are consistently applied to similar activity types.

how? (contd)



4.2.3 Determination of Risk Rating

Combine the *Likelihood* with *Consequence* to find the *Risk Rating* for each area of concern:

		Consequence				
		Insignifi- cant	Minor	Moderate	Major	Extreme
Likelihood	Almost cer- tain	Medium	Medium	High	High	High
	Likely	Low	Medium	Medium	High	High
	Possible	Low	Medium	Medium	High	High
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Low	Medium	Medium

EXAMPLE:

Problem: Safely collecting and depositing offerings.

Situation: Money from the collection is mainly in cash—could be up to \$5,000; no safe on church premises to hold cash; responsibility of an elderly person to take this to the bank alone after the service (including evening services), usually at the same time every week using the same route to the same branch to deposit.

Likelihood of Risk: **Possible:** using the table on page 14 the likelihood of an incident occurring is “Possible”. (The incident under these circumstances would be the likelihood of the person being attacked and the money stolen.)

Consequence Factors and Values: **Between “Moderate” and “Major”:** using the table on page 15 the consequence could be rated as between “Moderate” and “Major”. This is a conservative estimate—the consequence could be anything up to “Extreme”.

Risk Rating: **Medium:** see the table above.



how? (contd)

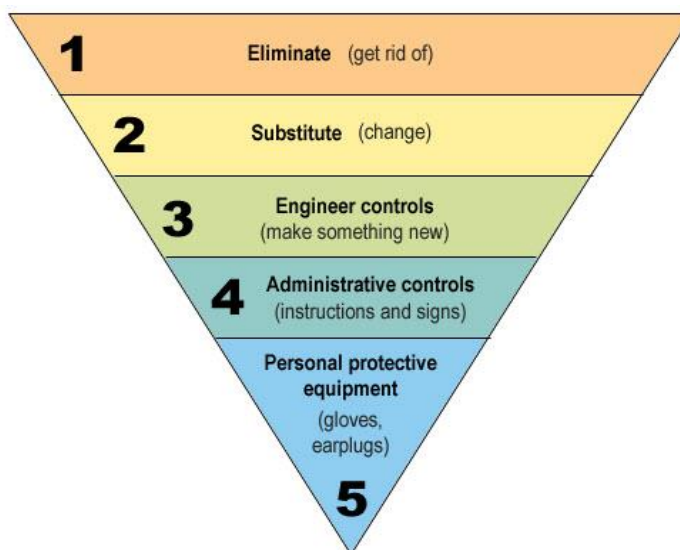
4.3 Fix it ...

If problems are identified you
need to fix them.

The Hierarchy of Control is a sequence of options which offer you a number of ways to approach the hazard control process.

Apply the highest level of control commensurate with the risk level—lower value controls may be used in the interim until long-term controls are implemented.

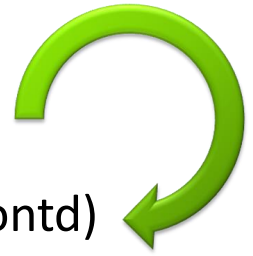
Hierarchy of Control



Using the Hierarchy of Control to solve the example on the previous page:

1. **Elimination:** No banking on Sundays.
Administrative: The money is to be put in a safe and banked at earliest practicable time during business hours by staff.
2. **Substitution:** A security company is to be engaged to collect the money after the service.
3. **Behaviour:** Always have two people for banking; bank at different branches and/or take different routes.

how? (contd)



Resources that will guide you to solutions can be found at the following websites:

- *Australian Standards* (www.standards.org.au)
- *WHS Approved Codes of Practice* (www.safework.sa.gov.au)

Codes of Practice give detailed practical guidance on how to comply with requirements and obligations under work health and safety laws. They are used in addition to the **Act** and **Regulations** and should always be followed, unless there is another solution which achieves the same or a better standard of health and safety in your workplace.

The following **Codes of Practice** have been operational in SA from 1 January 2013.

- Abrasive Blasting
- Confined Spaces
- Demolition Work
- Excavation Work
- First Aid in the Workplace
- Hazardous Manual Tasks
- How to Manage Work Health and Safety Risks
- How to Manage and Control Asbestos in the Workplace
- How to Safely Remove Asbestos
- Labelling of Workplace Hazardous Chemicals
- Managing Noise and Preventing Hearing Loss at Work
- Managing the Risks of Plant in the Workplace
- Managing Risks of Hazardous Chemicals in the Workplace
- Managing Electrical Risks in the Workplace
- Managing the Risks of Falls at Workplaces
- Managing the Work Environment and Facilities
- Preparation of Safety Data Sheets for Hazardous Chemicals
- Spray Painting and Powder Coating
- Welding Processes
- Work Health and Safety Consultation Cooperation and Coordination

It is suggested that the following **Codes of Practice** are read, understood and implemented first:

- Managing the Work Environment and Facilities
- Work Health and Safety Consultation Cooperation and Coordination
- How to Manage Work Health and Safety Risks

The remaining **Codes of Practice** should be implemented based on:

- relevance to your church environment
- and
- priority of importance.

NOTE: **Codes of Practice** and Australian Standards will be added to, removed and amended from time to time. Please ensure you always reference the most recent documentation.



how? (contd)

- *Policies and Procedures*

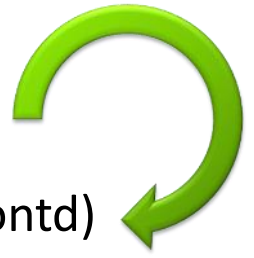
Create and review your church's policies and procedures. Creating a good set of policies and procedures gives a basis for providing a safe and healthy workplace.

The first Policy you should have is a Work Health Safety Policy (see Appendix 2).

The Baptist Churches of South Australia also has a number of policies available for churches to build their own library of Policies and Procedures (see the following list).

1. Alcohol, Drug and Fatigue Policy and Procedure
2. Code of Conduct Policy and Procedure
3. Compliance Policy and Procedure
4. Confidentiality Policy and Procedure
5. Copyright Policy and Procedure
6. Discipline / Suspension / Termination Of Employment Policy and Procedure
7. Electrical Appliances Policy and Procedure
8. Equal Opportunity Policy and Procedure
9. Exit Interview Policy and Procedure
10. Finance: Cash Handling Policy and Procedure
11. Finance: Purchases and Reimbursements Policy and Procedure
12. Fire / Emergency Evacuation / Fire Extinguishers Policy and Procedure
13. First Aid Policy and Procedure
14. Food Handling Policy and Procedure
15. Grievance Policy and Procedure
16. Incident / Hazard / Safety Policy and Procedure
17. Induction Policy and Procedure
18. Information Technology Policy and Procedure
19. Leave Policy and Procedure
20. Liability – Repairs / Maintenance Policy and Procedure
21. Pastoral Care / Counselling Policy and Procedure
22. Pastors Expense Account Policy and Procedure
23. Performance Management / Appraisal Policy and Procedure
24. Privacy Policy and Procedure
25. Property Policy and Procedure
26. Recruitment Policy and Procedure
27. Security Policy and Procedure
28. Sexual and Workplace Harassment Policy and Procedure
29. Smoke Free Workplace Policy and Procedure
30. Travel Policy and Procedure
31. Use of Premises Policy and Procedure
32. Work, Health, Safety and Welfare Policy and Procedure
33. Workers Compensation Policy and Procedure

how? (contd)



4.4 Evaluate it ...

Has the action taken fixed the problem?

If “**YES**” ... Go to the next problem.

If “**NO**” ... you may need to implement a higher level of control. **Go back and fix it.**

4.5 Review it ...

Maintain your commitment to WHS in your church by:

- Monitoring and reviewing your safety performance to continually improve;
- Building safety into your future plans;
- Promoting safety to your **workers** as a core value;
- Providing feedback to your **workers** regarding their successful contribution to safety;
- Providing ongoing training so that everyone can enhance their skills;
- Making up-to-date information available to your **workers** so they improve their knowledge of safety issues and solutions;
- Determining if any technological changes have evolved since your last review that could make the task safer;
- Making WHS an agenda item for discussion in your leadership meetings; and
- Using your safety reports as a management tool to continually improve safety in your workplace.

See **Appendix 3: Hazard Identification Form** for any ad hoc risk identification.

See **Appendix 4: Incident Report Form** for incident reports.

Appendices



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Appendix 1: risk information—churches

Set out below are **examples** of the sorts of church based events, activities and facilities for which an activity risk assessment may be appropriate.

This is not an exhaustive list—*please add any additional items specifically relating to your church.*

Events/Activities/Facilities Requiring Risk Assessment	Risk assessed as	Solution implemented
1. Physical premises		
Auditorium		
Meeting rooms		
Offices		
– Local facilities		
– Off- premises office		
Counselling centre / rooms		
Facilities for people with a disability		
Catering / café		
Manse		
Recording facilities		
2. Regular activities		
Worship services		
– English speaking		
– Non-English speaking		
Small groups		
Kids' church / Sunday school		
Pre-school		
Play groups		
Mainly music		
Youth group		
– On church premises		
– Off premises events		
<input type="checkbox"/> Concerts		
<input type="checkbox"/> Adventure		
<input type="checkbox"/> Excursions generally		
– Clubs		

examples (continued)

Events/Activities/Facilities Requiring Risk Assessment	Risk assessed as	Solution implemented
2. Regular activities (continued)		
Senior citizens activities		
Men's shed		
Care activities		
– Community dinner		
– Counselling		
– Food hampers		
– Tuition		
– Legal advice		
Courses		
Café / meals		
Sporting teams		
Pre-school		
Transport		
– Church (owned) bus		
– Hired vehicles		
– Private vehicles		
Hiring facilities		
3. Events		
Working bee		
Fair / fun day		
Christmas carols		
Fund raising event		
Camps		
– Family		
– Youth		
– Children		
– Men		
– Ladies		
Mission trips		
– In Australia		
– Overseas		



Appendix 2—sample WHS policy

This policy recognises that (..... your church name here) is responsible for the health and safety of all workers in the workplace. In fulfilling this responsibility we have a duty to provide and maintain a working environment that is safe and without risks to health.

To meet the objectives of this policy, we are committed to regular discussions with workers to ensure that health and safety issues are regularly reviewed. Health and safety is most effective when a joint approach is used to identify and solve problems.

We are committed to continuously improving WHS by addressing hazards and reviewing outcomes.

PCBU and managers/supervisors must ensure:

- Effective implementation of this policy.
- Their responsibilities under the Act and Regulations are met.
- Agreed procedures for regular discussion between managers and workers are followed.
- All workplace hazards are identified and risks assessed and controlled.
- Regular workplace inspections are conducted.
- Information, training and supervision are provided for all workers in the correct use of plant, equipment, chemicals and other substances used.

Workers:

- Have a duty to take care of their health and safety and that of others.
- Must comply with safety procedures and directions.
- Must follow reasonable instructions.
- Must not wilfully interfere with or misuse items or facilities provided in the interest of health and safety.
- Must inform their manager or supervisor of hazards, accidents and near accidents occurring at the workplace.

Visitors and contractors must:

- Not put themselves or any of our workers at risk.
- Abide by our safety policy and rules.
- Not enter restricted areas without permission.

This policy will be regularly reviewed in the light of changes to the workplace and changes in legislation.

The PCBU seeks cooperation from all workers in achieving our health and safety objectives and creating a safe work environment.

PCBU (signature):

Officer name:

Date: / /

Review Date: / /

Appendix 3—hazard identification form



See over page for an example of a Hazard Identification Form you may wish to adapt for your church and copy.

(..... your church name here)

HAZARD IDENTIFICATION FORM

**Name of Person
identifying hazard**

Date reported

/ /

Location of hazard

**Description of Hazard including
contributing factors**

Corrective Action

What needs to happen

By When

Person Responsible

Appendix 4—incident report form



See over page for an example of an Incident Report Form you may wish to adapt for your church and copy.

(..... your church name here)

INCIDENT REPORT FORM

Name of injured person							
Date of incident	/	/		Date reported	/	/	
Please circle appropriate response	First Aid		Medical treatment		Lost time		Potential hazard/near miss
Name of person reporting (if different from affected person)							
Nature of injury							
Part of body injured							
Description of incident							
How the incident occurred (contributing factors)							
Property damage (if any)							
Corrective action	What needs to happen		By when		Person responsible		

Appendix 5—glossary



Definitions simplified!

Within the context of this guide you may come across some terms relating to Work Health and Safety that you are unfamiliar with.

We have compiled the essential terms you will need to know to make sense of your responsibilities within WHS. For even further depth, please refer to the WHS Act 2012.

Please take some time to familiarise yourself with the explanations given in **definitions simplified!**

Terms within the text of this guide will be in ***bold italic*** print.

To begin with:

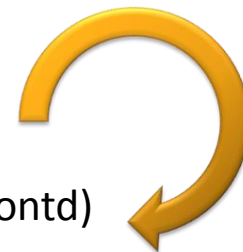
<i>Legislation</i>	Legislation consists of Acts of Parliament and other laws made under Acts of Parliament. The term legislation can refer to a single law (also known as a statute) or a collection of laws. All persons are required to comply with legislation that applies to them.
<i>Acts</i>	The primary legislation that enables and establishes the law is referred to as an Act of Parliament or more simply referred to as an Act. An Act establishes principles and objectives including the expectations for compliance with the law.
<i>Regulations</i>	An Act often allows for the making of Regulations which provide the ability to administer the Act. The regulations detail how the principles, objectives and expectations are achieved.
<i>Codes of Practice</i>	Codes of Practice give detailed practical guidance on how to comply with requirements and obligations under law. They are used in addition to the Act and Regulations and should always be followed, unless there is another solution which achieves the same or a better standard in your workplace. Where a Code of Practice is referenced by an Act or Regulation, it is compulsory for you to comply with that Code.
<i>Australian Standards</i>	Standards are published documents setting out specifications and procedures designed to ensure products, services and systems are safe, reliable and consistently perform the way they were intended to. Standards are generally voluntary when first published, but compliance is compulsory if referenced by an Act or Regulation or a referenced Code.



Appendix 5 — glossary (contd)

church	Where the term “ church ” is used in this Guide, it means the Baptist Churches of South Australia Inc. (BCSA Inc.) and any member Baptist church in South Australia.
dangerous incident	means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety. (See also reckless conduct .)
due diligence	<p>Due diligence includes taking reasonable steps:</p> <ul style="list-style-type: none"> (a) to acquire and keep up-to-date knowledge of work health and safety matters; (b) to gain an understanding of the nature of the operations of the business or undertaking of the PCBU and generally of the hazards and risks associated with those operations; (c) to ensure that the PCBU has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the PCBU; (d) to ensure that the PCBU has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; (e) to ensure that the PCBU has, and implements, processes for complying with any duty or obligation of the PCBU under this Act; and (f) to verify the provision and use of the resources.
duty of care	means that a PCBU must ensure, so far as is reasonably practicable , the health and safety of (a) workers engaged, or caused to be engaged by the person; and (b) workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.
health	means physical and psychological health .
notifiable incident	means (a) the death of a person; or (b) a serious injury or illness of a person; or (c) a dangerous incident.
officers	An officer is a person who makes or participates in making decisions that affect the whole or a substantial part of organisations activities. In a church , the leadership group will generally be considered officers .
PCBU (person conducting a business or undertaking)	<p>A PCBU is a person conducting a business or undertaking whether the person conducts the business or undertaking alone (sole trader or self-employed) or with others (body corporate (company), unincorporated body or association and a partnership); and whether or not the business or undertaking is conducted for profit or gain.</p> <p>*A church is considered to be a PCBU.</p>

Appendix 5 — glossary (contd)



personal information	has the same meaning as it has in the <i>Privacy Amendment (Enhancing Privacy Protection) Act 2012</i> .
plant	includes any machinery, equipment, appliance, container, implement and tool; and any component of any of those things; and anything fitted or connected to any of those things.
reasonably practicable	means (in relation to a duty to ensure health and safety) that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters.
Risk management	Risk management is a duty imposed on a person to ensure health and safety requires the person to (a) eliminate risks to health and safety, so far as is reasonably practicable ; and (b) if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable .
risk assessment	A PCBU must ensure that a risk assessment is conducted by a competent person. In conducting a risk assessment , the person must have regard to (a) the nature of the hazard; (b) the likelihood of the hazard affecting the health or safety of a person; and (c) the severity of the potential health and safety consequences.
serious injury or illness	means an injury or illness requiring the person to have: immediate treatment as an in-patient in a hospital; or immediate treatment for the amputation of any part of his or her body, a serious head injury, a serious eye injury, a serious burn, the separation of his or her skin from an underlying tissue (such as de-gloving or scalping), a spinal injury, the loss of a bodily function, serious lacerations, or medical treatment within 48 hours of exposure to a substance.
volunteer	means a person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses). The WHS Act considers a volunteer to also be a worker .
workers	The term workers includes: employees; contractor or subcontractor; an employee of a contractor or subcontractor; an employee of a labour hire company who has been assigned to work in the PCBU ; an outworker; an apprentice or trainee; a student gaining work experience; a volunteer ; or a person of a prescribed class.
workplace	A workplace is a place where work is carried out for a PCBU and includes any place where a worker goes, or is likely to be, while at work.



Appendix 6 — Seven Steps for Small Business

Following is the “Seven Steps for Small Business, A guide to meeting your work health and safety responsibilities” supplied by SafeWork SA.

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Seven Steps for Small Business

An introduction



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SafeWork SA

Work health and safety is a key management responsibility in every business.

This series of fact sheets will help you identify what you need to do to make your workplace safer and outlines how to do it.

It provides a practical seven step approach to help you meet your legal obligations under the *Work Health and Safety Act 2012 (SA)* and involves:

1. demonstrating management commitment by clearly defining your own health and safety responsibilities and those of your workers, and providing the resources to meet those responsibilities
2. consulting with and involving your workers when identifying and resolving safety issues
3. identifying the tasks that can pose a risk to your workers, taking action to control the risks, and developing simple safe work procedures to manage any tasks where risks cannot be fully controlled
4. training and supervising your workers in safe work procedures and ensuring they are followed at all times
5. maintaining a safe workplace by carrying out regular safety checks; maintaining workplace tools and equipment; providing workers with easy to understand information and training on how to do their job safely; having an incident/injury reporting process; and planning for emergencies e.g. fire, medical trauma or chemical leaks.
6. having a process for reporting safety issues, such as hazards and incidents, and ensuring you act upon these reports
7. periodically monitoring and reviewing your approach to work health and safety to keep improving, because processes, equipment and staff can change over time.

WHS Snapshot

Use the *Work Health and Safety (WHS) Snapshot* checklist to determine how you rate and understand what you need to do to improve safety in your workplace.

Having completed your *WHS Snapshot*, work through all seven steps to identify where and how you can improve work health and safety in your business.

When thinking about your work health and safety issues, consider the following:

- The best way to identify and resolve safety issues in your workplace is to involve your workers, and it is essential to have a clear understanding of each other's responsibilities. As a first priority, address the issues in the fact sheets *Step 1 – Setting up a safe workplace* and *Step 2 – Consulting*.
- Together with your workers, prioritise those tasks that need to be addressed to improve workplace safety. Develop realistic timeframes for their completion based on the complexity of the task and the available resources.
- Implementation of safe work procedures involves training your workers to ensure they understand the procedures and perform them correctly. You must also supervise your workers to ensure they always follow the procedures.

This information has been adapted from *Serious about safe business* (WorkCover NSW).

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WHS SNAPSHOT

How do you rate? Tick the boxes that most apply to your business.

Step 1	Setting up a safe workplace	Step 2	Consulting	Step 3	Managing hazards	Step 4	Informing, training and supervising	Step 5	Maintaining a safe workplace	Step 6	Keeping records	RATING
<input type="checkbox"/>	Manager/s and worker safety responsibilities clearly understood and acted upon	<input type="checkbox"/>	Agreed consultation arrangements are used to discuss safety issues and are working effectively	<input type="checkbox"/>	All tasks with safety risks have been identified and the risks controlled	<input type="checkbox"/>	All workers inducted	<input type="checkbox"/>	Regular safety checks are carried out	<input type="checkbox"/>	Procedures for reporting safety issues and incidents are developed and implemented	Each tick in the green zone means you are more likely to be working safely. MONITOR AND REVIEW TO CONTINUALLY IMPROVE
<input type="checkbox"/>	Sufficient time and money allocated to meet safety responsibilities	<input type="checkbox"/>	Workers are involved in safety decisions and developing procedures	<input type="checkbox"/>	Safe work procedures are developed and implemented for these tasks	<input type="checkbox"/>	Workers trained in safe work procedures before starting tasks	<input type="checkbox"/>	Workplace tools and equipment maintained	<input type="checkbox"/>	Safety issues and incidents are reported and acted upon, including notifications required by law	
<input type="checkbox"/>	Manager/s promote safety as a high priority	<input type="checkbox"/>	Workers' views are valued and taken into account	<input type="checkbox"/>	Workers involved in developing safe work procedures	<input type="checkbox"/>	Workers understand procedures and demonstrate they can do the tasks safely	<input type="checkbox"/>	Workers are provided with easy to understand information and training on how to do their job safely	<input type="checkbox"/>	Safe work procedures and training reviewed following incident reports	
<input type="checkbox"/>	Manager/s involved in all safety initiatives			<input type="checkbox"/>	Procedures followed in day-to-day operations	<input type="checkbox"/>	Workers are supervised to ensure safe work procedures are followed	<input type="checkbox"/>	There is an incident/injury reporting process			
<input type="checkbox"/>	Manager/s lead by example			<input type="checkbox"/>	Safe work procedures are reviewed			<input type="checkbox"/>	Plans are in place for emergencies e.g. fire, medical or chemical			
Step 7 Monitoring, reviewing and improving: regularly review and monitor your effectiveness and make adjustments as necessary												
<input type="checkbox"/>	Safety responsibilities identified but not understood or operating effectively	<input type="checkbox"/>	Consultation arrangements in place but not working effectively	<input type="checkbox"/>	Only some of the tasks with safety risks have been addressed	<input type="checkbox"/>	Induction and training in safe work procedures is incomplete or inconsistently applied	<input type="checkbox"/>	Safety checks not carried out regularly	<input type="checkbox"/>	Reporting procedures developed but not always followed	Each tick in the orange zone means you are increasing your level of working safely. YOU STILL HAVE WORK TO DO
<input type="checkbox"/>	Insufficient time and money allocated to meet safety responsibilities	<input type="checkbox"/>	Workers not always involved in safety decisions and developing procedures	<input type="checkbox"/>	Limited development and implementation of safe work procedures	<input type="checkbox"/>	Some workers not able to demonstrate they can do the tasks safely	<input type="checkbox"/>	Some workplace tools and equipment are maintained	<input type="checkbox"/>	Some incidents reported, but follow-up action limited	
<input type="checkbox"/>	Safety not always a priority	<input type="checkbox"/>	Workers' views not always valued or taken into account	<input type="checkbox"/>	Limited involvement of workers in developing safe work procedures	<input type="checkbox"/>	Supervision does not always result in safe work procedures being followed	<input type="checkbox"/>	Workers not always provided with easy to understand information and training on how to do their job safely	<input type="checkbox"/>	Safe work procedures and training not always reviewed following an incident report	
<input type="checkbox"/>	Limited involvement of manager/s in safety initiatives			<input type="checkbox"/>	Procedures developed but not always followed in day-to-day operations	<input type="checkbox"/>		<input type="checkbox"/>	Incidents and injuries not always reported			
<input type="checkbox"/>	Manager/s do not always lead by example			<input type="checkbox"/>	Safe work procedures not reviewed			<input type="checkbox"/>	Plans in place for only one type of emergency e.g. fire or medical or chemical			
Step 7 Monitoring, reviewing and improving: regularly review and monitor your effectiveness and make adjustments as necessary												
<input type="checkbox"/>	No clear understanding of safety responsibilities	<input type="checkbox"/>	No consultation arrangements in place	<input type="checkbox"/>	Tasks with safety risks not identified nor the risk controlled	<input type="checkbox"/>	Workers not inducted	<input type="checkbox"/>	Safety checks not carried out	<input type="checkbox"/>	No reporting procedures	Each tick in the red zone means you are less likely to be working safely. ADDRESS THESE AREAS IMMEDIATELY
<input type="checkbox"/>	No time or money allocated to meet safety responsibilities	<input type="checkbox"/>	Workers not involved in safety issues	<input type="checkbox"/>	No safe work procedures developed	<input type="checkbox"/>	No safety training provided	<input type="checkbox"/>	Workplace tools and equipment not maintained	<input type="checkbox"/>	Incidents not reported	
<input type="checkbox"/>	Safety not a priority	<input type="checkbox"/>	Workers' views not valued nor taken into account	<input type="checkbox"/>	Responsibility for doing tasks safely left to workers	<input type="checkbox"/>	Workers not made aware of safety issues	<input type="checkbox"/>	Workers not provided with easy to understand information and training on how to do their job safely	<input type="checkbox"/>	No review of work practices following an incident	
<input type="checkbox"/>	No safety initiatives					<input type="checkbox"/>	Ability of workers to do tasks safely is not checked	<input type="checkbox"/>	No incident/injury reporting process			
<input type="checkbox"/>	Manager/s set a poor safety example					<input type="checkbox"/>	No safety supervision	<input type="checkbox"/>	No emergency plans in place			
Step 7 Monitoring, reviewing and improving: regularly review and monitor your effectiveness and make adjustments as necessary												

Seven Steps for Small Business

Step 1 – Setting up a safe workplace



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Management commitment to workplace safety is important. Responsibility for safety in your business starts with you.

Everyone agrees that a safe workplace is important, but it won't happen if you don't do all you can to make your workplace as safe as it can be. The primary responsibility for a safe workplace rests with the Person Conducting a Business or Undertaking (PCBU), sometimes referred to as 'the employer'.

Demonstrate your commitment to safety and ensure that everyone in your business is clear about their health and safety responsibilities.

Your workers are your greatest asset when establishing an effective safety management plan.

Develop a successful safety culture in your business by leading from the top, where your actions and attitudes send a message to your workers that you are serious about safety. From this commitment, effective partnerships are formed with your workers to achieve safer workplaces.

Typical PCBU responsibilities

- Consult your workers about all safety-related activity.
- Develop and implement safe work procedures.
- Train your workers in safe work procedures.
- Ensure safe equipment is purchased and maintained.
- Develop an incident and injury reporting procedure, and act upon the incident and injury reports.
- Supply safety gear (i.e. personal protective equipment).
- For WorkCoverSA purposes, have workers compensation, injury management and return-to-work procedures and information in place.

Worker responsibilities

- Follow safe work instructions and procedures.
- Participate in training.
- Use equipment properly.
- Report incidents and injuries.
- Use safety gear.
- For WorkCoverSA purposes, if injured, participate in your return-to-work plan.

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Where you ticked in the green zone

Your workers understand their role – and yours – in getting their work done safely.

Ticks in the green zone indicate that safety roles, responsibilities and procedures have been defined.

Maintain your commitment by:

- monitoring and reviewing your safety performance
- building safety into your future business plans
- promoting safety to your workers as a core business value
- providing feedback to your workers regarding their successful contribution to safety
- providing ongoing training so that everyone can enhance their skills
- making up-to-date information available to your workers so they improve their knowledge of safety issues and solutions.

Where you ticked in the orange zone

You're on the right track, but you need to do more to address the risks in your workplace.

Ticks in the orange zone indicate that you need to be more consistent with your commitment to workplace safety. Are safety responsibilities effectively communicated? Are there adequate resources to meet safety responsibilities? Are you appropriately involved in safety issues?

Ensure safety responsibilities are clearly defined and understood

Your workers will contribute to safety if they understand their responsibilities – and have the skills to meet those responsibilities.

Are your new workers given induction training that includes safety information and outlines their safety responsibilities? Do they have clear instructions on how to deal with safety issues? Do supervisors understand their role in ensuring safety in the workplace?

Review resources to support safety initiatives

Demonstrate your commitment by providing enough time and money to deal with safety problems – and fix problems when they arise. Where problems cannot be fixed immediately, provide an alternative solution.

Demonstrate your commitment

Get actively involved with safety issues when they arise. Attend workplace meetings regularly. Speak with your workers and act upon their feedback regarding safety issues. Ensure solutions to safety problems are implemented promptly by those responsible.

Inform your workers of any plans you may have regarding new technologies, work practices or equipment – they may have safety concerns of which you are unaware. Ask them how to best use the resources set aside for safety. Ask them what training they require.

Where you ticked in the red zone

Outline safety responsibilities in your workers' job descriptions. Be clear about who is responsible for safety.

It is unlikely that safety responsibilities in your business have been made clear or that safety is seen as a priority.

Ticks in the red zone indicate that you need to take immediate action to develop a safety culture by clarifying people's roles in managing safety, defining your role, allocating resources to meet your safety responsibilities and demonstrating your personal commitment to operating a safe business.

Time and money spent on safety is an investment in good business practice. It means reduced costs for workers compensation, less time lost due to injuries and better productivity.

Good communication between you, your workers and supervisors ensures that your workplace systems will be effective. Discuss safety issues at your regular workplace meetings, implement an incident reporting procedure for incidents and near misses, and follow up workers' safety issues as a priority.

For further information about levy payments contact WorkCoverSA on 13 18 55.

Determine safety responsibilities

Speak with your workers about what is expected of them regarding safety in the workplace – and about what you need to do to help them achieve these expectations.

If you expect them to report incidents, they need a safety reporting procedure – and they expect you to act upon the safety reports. Similarly, if you expect them to work safely, they need safe work procedures – and they should expect you to involve them in the development of those procedures.

Consider these expectations as the safety responsibilities of you and your workers.

Commit time and money

When responsibilities have been identified, commit adequate time and money to ensure these responsibilities are met.

Spend time to:

- develop safe work procedures
- supervise and train your workers
- act on safety reports.

Spend money to:

- maintain and repair equipment
- provide personal protective equipment
- fix safety problems.

Make safety a priority

When you have identified safety responsibilities and committed resources to make your business safe, take the initiative to make safety a top priority.

Your safety management approach should include elements such as:

- developing and implementing safe work procedures for all tasks that expose your workers to risk
- ensuring that safe work procedures are followed at all times
- involving your workers in decisions about their health and safety
- training your workers to do their jobs safely
- ensuring safety problems are reported quickly – and acted upon
- reviewing procedures when there are changes in the workplace or after an incident
- providing resources to address your safety responsibilities
- for WorkCoverSA purposes, ensuring your workers compensation levy payments are up-to-date and accurately reflect your business activities and number of workers.

Seven Steps for Small Business

Step 2 – Consulting



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You need to consult with your workers because many decisions you make can have health and safety consequences for them.

Your workers are directly affected by your decisions and can often foresee things that you may overlook. They can provide suggestions about how to solve health and safety problems that could not only reduce injuries but also lead to increased savings and improved productivity for your business.

Introducing a new chemical or changing work tasks, for example, can create safety risks. Your workers can help you identify these risks and decide what to do to minimise them. This can help to avoid unnecessary expense and downtime.

As well as being a good idea, consultation about WHS is required under the *Work Health and Safety Act 2012* (SA).

Consultation enables you to share WHS information and get your workers' views before you make decisions. You and your workers must be alert to things that can cause harm.

Through consultation you can become more aware of hazards and issues experienced by your workers, and can involve them in addressing potential problems before they escalate and affect your business.

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Where you ticked in the green zone

SafeWork SA can provide advice. Phone the Help Centre on 1300 365 255. Industry groups also provide products and training that may assist you.

Your regular consultation arrangements are effective and workers are involved in decisions regarding safety.

Ticks in the green zone indicate that you have implemented regular consultation arrangements that suit your workplace, and that you actively encourage your workers' participation and value their views. If your consultation arrangements are working well, potential hazards and risks will be readily identified, and your workers will suggest and support timely improvements that benefit your business.

Review your consultation arrangements periodically with your workers and ensure the arrangements continue to work effectively

As your consultation process is working well, encourage your workers to contribute to broader issues, such as workplace design, organisation of work, future trends and the like.

Ensure that your vulnerable workers – young workers, those with a disability and those with language or literacy difficulties – are adequately represented in the consultation process and understand the safe work procedures, reporting measures, training systems and the like.

Where you ticked in the orange zone

Encourage your workers to become involved.

Give positive feedback to your workers – let them know why their suggestions are important (relevance). Discuss how they are helpful (benefits) and when they will be acted upon (schedule).

You have consultation arrangements in place but they may not be working effectively or capturing your workers' input.

Ticks in the orange zone indicate that you have undertaken some consultation but the arrangements may not be consistent or appropriate to the needs of your workers, or your business.

Are your consultation arrangements suitable for your workplace?

Your consultation arrangements may need to be changed to better suit the size, structure and nature of your workplace. Perhaps you require flexible arrangements in order to involve all your workers e.g. those on different shifts and sites, transport workers and outworkers may not be able to attend regular workplace meetings. As a result, both you and your workers may be missing vital WHS information in relation to the work tasks and work areas of these workers. Introduce regular discussions with these workers about their WHS concerns.

Are your workers interested in consulting?

Most workers are keen to foster a productive and safe workplace, but they may be discouraged by the consultation process rather than consultation itself.

Encourage worker participation through the following:

- Schedule safety as a priority – if you hold safety meetings at the end of a shift, you will often run out of time or your workers will feel rushed and too tired to contribute. Discuss safety issues at the beginning of your regular workplace meetings, when your workers are fresh and alert.
- Show you value your workers' views – develop an action plan and a schedule to demonstrate to your workers that you are acting upon their concerns. Sometimes, workers are informed about safety issues but not consulted. If your workers believe their safety concerns are summarily dismissed and not afforded proper consideration, they will be reluctant to participate in the consultation process. Don't make safety decisions without regard to your workers' feedback. When your decisions are contrary to workers' views, clearly outline the reasons for your decision.
- Involve your entire workforce – some of your workers may be unaware of their WHS roles and responsibilities. During induction, train all of your workers in WHS consultation procedures, particularly supervisors and Health and Safety Representatives (HSRs). Workers from non-English speaking backgrounds and those with special needs should be consulted individually to ensure their concerns are addressed.

Does consultation make any difference?

To be effective consultation needs to be consistent and inclusive, and safety issues need to be addressed in a timely way.

Conducting ad hoc safety meetings sends a strong message to your workers that consultation and safety issues are relatively unimportant. They will not feel encouraged to participate, and the opportunity to identify safety issues and possible solutions will be lost.

Discuss your consultation arrangements with all your workers and ensure that their safety concerns are addressed at your regular workplace meetings.

Sometimes, your workers may have varying opinions with regard to the best possible safety solution. It is your responsibility to determine the most appropriate action to be taken.

Also, ensure that you keep accurate safety records and complete recommended actions within the required timeframes.

Where you ticked in the red zone

Ensure that the consultation arrangements represent and involve all your workers, and capture all WHS issues and views.

Ensure that all your workers know about health and safety so they can comment on matters that affect them.

Consultation does not mean handing out papers or simply getting the views of your workers. It means valuing and acting upon your workers' ideas.

You are unlikely to be effectively consulting your workers and involving them in safety matters.

Ticks in the red zone indicate that you need to take immediate action to implement formal consultation arrangements to ensure that your workers have the opportunity to express their views and contribute to WHS issues.

Determine your consultation arrangements

PCBUs must consult with workers about workplace arrangements for WHS. Possible arrangements include:

- the election of an HSR by a group of workers
- the establishment of a WHS committee.

If your organisation has less than 20 workers, it is often easier to consult and discuss WHS issues in a less formal setting. Possible methods include:

- having WHS as a standard agenda item at staff meetings
- discussing WHS at toolbox meetings.

If workers are represented by a HSR in your workplace, then consultation must involve the HSR.

Ensure your consultation captures all WHS issues and views e.g. consider how shiftwork and remote workers, trainees and apprentices, people with disabilities and other issues (such as language, literacy, gender and age) will be addressed.


Record your consultation arrangements

Your agreed consultation arrangements should be recorded and displayed in the workplace. It is a good idea to include the names, roles and contact details of the HSR and others with specific WHS responsibilities. Let your workers know that these people may be contacted to discuss any WHS issues.

Ensure you consult effectively

At your regular workplace meeting, tell your workers about any plans you may have that could affect their health and safety e.g. purchasing new equipment, changing work tasks, re-modelling the workplace. Before making a decision, seek their views on how any safety issues may be addressed.

Encourage your workers to raise their safety concerns. Make an extra effort to include young workers, those with a disability and those from a non-English speaking background.



When discussing safety issues with your workers, try to reach an agreement. Ultimately, however, responsibility for safety rests with you.

If an HSR has been elected or a WHS committee established, ensure they are notified of any issues that may affect safety and discuss these with them.

Recording safety decisions

Keep records of significant safety decisions to demonstrate that you take safety issues seriously and are prompt in addressing them. It reinforces the actions that need to be taken, outlines who is responsible for undertaking them and indicates when they need to be completed.

Provide an agenda before your regular workplace meetings to inform your workers of the issues to be discussed. This affords them an opportunity to include other topics, and enables them time to consider possible suggestions and solutions.

Seven Steps for Small Business

Step 3 – Managing hazards



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Every business needs safe work procedures. These procedures ensure your workers are aware of the risks in their work tasks, and outline how to avoid injury or illness while doing these tasks.

Sometimes, risks associated with a work task may be obvious, such as dangerous machinery and chemicals used in a manufacturing or construction environment.

For other tasks, the risks may not be as obvious. For example loading, unloading, packing, unpacking and handling goods in a retail environment may expose workers to back injuries or repetitive strain injuries.

Safe work procedures are a means of briefly documenting the risks associated with a work task and incorporating the appropriate risk control measures into a sequence of steps for doing the task safely.

Safe work procedures provide a useful tool for training and supervising your workers, and responding to incident reports and changes in the workplace. They are most effective when developed in consultation with your workers.

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Where you ticked in the green zone.

Your workers are using safe work procedures to help them do their jobs safely.

Ticks in the green zone indicate that you are effectively managing safety risks in your workplace through your safe work procedures. Be aware, however, that changes in your workplace and work processes can render your procedures obsolete. Review them periodically to ensure they continue to reflect existing conditions. Revise them, as appropriate.

Determine if any technological changes have evolved since your last review that could make the task safer. Review the effectiveness of your training and supervision.

Periodically, verify that your vulnerable workers, including young people, people with disabilities and those with language difficulties, are able to understand the safe work procedures and use them effectively – and are properly represented during consultations about safe work procedures and related matters.

Where you ticked in the orange zone

If you have not already begun documenting your safe work procedures, refer to the RED zone section for advice on how to do it.

You are on the right track, but you need to do more to address the risks in your workplace.

Ticks in the orange zone indicate that you have started to address the risks associated with work tasks but you may need to look more closely at the work tasks, identify any hazards you may have overlooked, and ensure that your safe work procedures are appropriate and help your workers do their jobs safely. You may need to take the following action.

Review work tasks

Thoroughly inspect your workplace and review all work tasks. Check for any risks associated with:

- using chemicals
- lifting and moving products
- working at heights
- slips, trips and falls
- electrical equipment
- housekeeping.

Talk to your workers. Involve them in identifying the hazards associated with their work. Develop and implement safe work procedures for those tasks that pose the greatest risk.

Plan your approach

Sometimes, business pressures or uncertainty about what to do next may stall the development and implementation of safe work procedures.

Ask yourself the following:

- Have work tasks been prioritised for the development of safe work procedures?
- Are workers involved in developing safe work procedures?
- Have workers been trained in the safe work procedures for the tasks they perform?

Plan the process carefully so that you are able to develop safe work procedures gradually, within the constraints of your other business demands. A good plan will help you overcome limitations in time and resources.

Involve your workers

Consult your workers in all stages of developing safe work procedures for the jobs they do – it will ensure that the procedures are comprehensive, accurate and useful.

Involve your workers in identifying the hazards associated with their work and developing suitable measures to control the risks arising from these hazards.

Ensure procedures are up-to-date

If you find that your workers are not always following safe work procedures, review the procedures to ensure they provide appropriate safeguards and reflect current work processes, equipment and substances used in the task. Ensure that the procedures consider the different circumstances under which the task may be performed.

If the procedures appear up-to-date and appropriate, is the problem related to training or supervision? Have your workers been trained against the procedures before commencing the task? Are they adequately supervised in accordance with the procedures? Do you and your supervisors always follow the procedures?

For further information, see *Step 4 – Informing, training and supervising*.

Where you ticked in the red zone

South Australian legislation requires that foreseeable hazards are identified and the risks arising from these hazards are eliminated.

Your workers are unlikely to have documented instructions to help them do their jobs safely.

Ticks in the red zone indicate that you need to take action immediately to identify the tasks your workers do that may expose them to safety risks. Work with them to develop simple procedures to do their work safely.

Identify tasks that require safe work procedures

Develop safe work procedures for tasks that are likely to harm your workers if any risks are not addressed.

Speak with your workers about the tasks they perform and identify those tasks that could place them at risk. Consider the aspects of each task that expose them to risk and determine the likely consequences if the risks are not managed. This is known as risk assessment.


Prioritise the tasks that require safe work procedures

Develop safe work procedures for the tasks that present the greatest risk and pose the most serious consequences, and work gradually through those that present less risk.

Develop safe work procedures

Develop safe work procedures as follows:

- Involve your workers – they are more likely to follow a safe work procedure if they have been involved in its development, and they will often know the best and safest way to perform a task. Involve those workers who are experienced in performing the tasks.
- Identify the elements of each task and the associated risks – a production line may involve the lifting of objects onto a bench, shaping them with an electrical grinder, cleaning them with solvents and stacking them on a pallet.
- Identify the hazards and risks that each of these activities pose to those performing the task. Are there any risks of manual task injuries from lifting and stacking? Does the grinder have moving parts that could cause injury? Are there dangerous fumes from the solvents? Ask your workers about the risks, check the operator's manual before using the grinder, read the solvent's Safety Data Sheet.
- Control the risks – once the hazards and their associated risks have been identified and assessed, decide how to control them. Consider the most effective way of minimising the risk of harm. Is a mechanical lifting device a better alternative to manual tasks and lifting? Is personal protective equipment, such as goggles and gloves, available? Is a less hazardous solvent available? Can the moving parts of the grinder be enclosed to protect workers? Read the Safety Data Sheet and the operator's manual for advice on appropriate control measures. List all the control measures and determine the best option.

- 
- Document your safe work procedures – the easier your safe work procedures are to understand, the more likely your workers will follow them. List all the control measures you have identified as a series of steps set out in the sequence they need to be used.
 - Distribute the safe work procedures for review – have your experienced workers review them and make amendments as appropriate.

Implement safe work procedures through training

Proper implementation of safe work procedures involves training and supervision. Your workers must be trained to do their work tasks safely and must demonstrate an ability to follow the safe work procedures.

Simply reading the documented procedure is not enough. You must ensure that the safe work procedures are followed at all times. Discipline your workers when they are not followed.

Review your procedures

Review your safe work procedures when there is a change to your workplace, or after an injury or near miss associated with the task. As a general rule, do a periodic review of all your safe work procedures to ensure they are current and effective. Involve your workers in this review.

Seven Steps for Small Business

Step 4 – Informing, training and supervising



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Training and supervision are important. Workers need to know how to do their jobs safely and be aware of issues that affect their health and safety.

Training is one of the best ways to ensure that your workers are safe while at work. By providing them with effective training and adequate supervision, they will become aware of safety issues and will perform their jobs competently, consistently and safely.

South Australian legislation requires the PCBU, sometimes known as the employer, to provide their workers with any information, instruction, training and supervision necessary to ensure their health and safety at work.

Training will ensure that your workers know about issues that will affect their health and safety. It will provide your workers with information about potential risks associated with their work, the safety policies and procedures you have in place, how to work safely and how to deal with emergencies.

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Where you ticked in the green zone

You are ensuring that your workers are trained, assessed and supervised to be safe at work.

Ticks in the green zone indicate that you have the correct processes in place. To ensure they remain effective, review them – and don't stop there.

Consider how you can improve your training methods, and how you can enhance the consultative arrangements between your workers and supervisors. Consider broader training in work health and safety, risk management and first aid.

Where you ticked in the orange zone

Your workers are being trained and supervised, but you need to ensure this is done more consistently and effectively.

A highly competent worker does not necessarily make an effective trainer. Be sure that your supervisors understand their responsibilities regarding training, assessing and supervising – and are appropriately skilled to carry them out.

Ticks in the orange zone generally indicate that there are areas in your training and supervision that you may not be addressing.

Identify any areas where there are gaps in your training and supervision

Are your casual and part-time workers adequately trained and supervised? Are contractors and sub-contractors given on-site induction?

Are maintenance workers and installers of new equipment provided training in your safe work procedures? Have your labour-hire workers (and their agency) been informed of the potential risks associated with their work tasks?

Inconsistent performance by your workers may indicate that your training, assessment and supervision need improving. Was training completed successfully before the work task was undertaken? Do your supervisors understand their responsibilities regarding training and supervision? Are they appropriately skilled to undertake training and supervision? Are your workers following the safe work procedures?

Retrain your workers when appropriate – and provide adequate supervision. Ensure the training records have a sign-off to indicate that training was completed. Undertake periodic assessments of your workers' performance to identify where further training may be required.

Whenever there is a change to the workplace or to the way work tasks are undertaken, new safe work procedures need to be implemented – and further training is required.

To ensure that your workers follow the policies and procedures, and perform consistently, be clear about your expectations and your commitment to a safe workplace.

Where you ticked in the red zone

Your workers are unlikely to have received the necessary training to ensure that they are safe at work.

A documented safe work procedure is an ideal training tool. Step 3 tells you how to develop them.

Ticks in the red zone indicate that you need to take immediate action to provide your workers with the safety information, training and supervision they require in order to be safe in the workplace.

Establish a safety induction process

When you employ a new worker, train them in the policies and procedures that you have established to manage safety in your business. Your induction training should include information about:

- their health and safety responsibilities – and yours (and your supervisors)
- reporting safety issues, such as hazards and incidents
- consulting with workers about safety issues
- reporting injuries
- your return-to-work program
- general safety rules, such as using and properly maintaining personal protective equipment

For more information, contact the SafeWork SA Help Centre on 1300 365 255.

A worker's signature on a safe work procedure is not a confirmation of their competence. Their competence can only be measured by direct observation and assessment by an experienced supervisor.

- training requirements for specific tasks
- emergency procedures
- Safety Data Sheets and operators' manuals

Review your training information periodically to ensure that it is up-to-date and effective. Where appropriate, provide the information in a training manual and distribute it to your workers.

Provide task-specific training

Where work tasks pose a risk to the health and safety of your workers, ensure that a safe work procedure is prepared. These procedures need to be thoroughly understood by anyone undertaking the task.

Inform your workers about the potential safety risks when performing the task, then explain how to control the risks. Demonstrate the safe work procedure, step-by-step. Ensure that each worker carries out the procedure and assess their performance until they are competent to undertake the task without supervision.

Provide adequate supervision

South Australian legislation requires that you provide adequate supervision to ensure the health and safety of your workers.

To determine what is adequate supervision, consider the level of risk in the job, the age of the worker, their experience and competence. Also, consider the requirements of those with disabilities, cultural differences or language problems.

Ensure that procedures are followed

When a worker fails to follow the safe work procedures, such as not using personal protective equipment when required, treat it like any other breach of discipline. In the first instance, this may require counselling and further training.

Keep training records

South Australian legislation requires that you keep training records for certain tasks, such as working in confined spaces and working with hazardous substances.

You might also consider maintaining training records for the induction of new workers and for your safe work procedures.

Training records enable you to keep track of who has been trained, how they performed, and what further training is required.

Seven Steps for Small Business

Step 5 – Maintaining a safe workplace



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Maintaining a safe workplace is important. You need to review hazards each time you introduce a new worker, machinery or chemicals as well as make any changes to your existing work practices.

Maintaining a safe workplace can be achieved by:

- carrying out regular safety checks
- maintaining workplace equipment and tools
- providing workers with easy to understand information and training on how to do their job safely
- having an incident/injury reporting process
- planning for emergencies like a fire, medical trauma or chemical leak.

You will also need to plan and schedule regular inspection and maintenance of your equipment, including the safe storage of chemicals and equipment.

Keeping workers informed of any changes and providing training opportunities to them when anything new is introduced at work helps ensure the ongoing safety of everyone. For more information refer to *Step 3 – Managing hazards* and *Step 4 – Informing, training and supervising*.

Incident and injury reporting

Incident and injury reporting is also an important mechanism to identify new and emerging hazards as well as control measures that could be improved.

All workplaces need to have an injury notification system in place, with everyone familiar with the procedures so that in the event of a workplace injury the process can be followed. Workers are required to ensure that any injuries or dangerous occurrences are recorded.

SafeWork SA must be advised of all notifiable work-related injuries and incidents. Telephone SafeWork SA on 1800 777 209 (24-hour service).

For details about notifiable work-related injuries and incidents, see section 38 of the *Work Health and Safety Act 2012* (SA).

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Where you ticked in the green zone

Ticks in the green zone indicate that you are maintaining a safe workplace.

You are carrying out regular safety checks and identifying any changes that may happen in the workplace. This helps you to identify and fix any new hazards.

You are making sure that preventative maintenance is conducted on all tools and equipment in the workplace, thereby reducing the risk of faulty tools and equipment causing harm.

Your workers are provided with easy to understand information on how to do their jobs safely. This process starts at induction when a new worker is employed and is maintained through effective supervision.

You have an effective incident/injury reporting process in place. Your workers are trained in this process and are encouraged to report any incident or safety issue.

Once reported, all incident/injury reports are actioned, and workers are notified of outcomes.

Your workplace has implemented appropriate emergency plans for events such as fire, medical trauma or chemical leaks. All workers have received instruction and training in emergency procedures. Make sure emergency plans are regularly reviewed to ensure they remain effective.

Where you ticked in the orange zone

You are on the right track, but need to do more to ensure that you are maintaining a safe workplace.

Ticks in the orange zone indicate that you have undertaken some measures towards maintaining a safe workplace, but you need to be more consistent.

You need to carry out safety checks on a regular basis. Do you have a schedule to ensure this happens? Have you made anyone responsible for fixing identified hazards?

You need to formalise and implement a preventative maintenance program for all workplace tools and equipment. Doing this will ensure that faulty or damaged tools and equipment are removed and repaired or, if necessary, disposed of.

You must provide your workers with easy to understand information and training on how to do their jobs safely. Do all new workers receive induction? Are new workers closely supervised?

Do you have an effective incident/injury reporting process in place? Have all of your workers received training in the use of this process? Your workers should be encouraged to report all incidents, injuries and near misses. Are all notifications followed up? Are you providing feedback to your workers?

You may have an emergency plan for only one type of emergency e.g. fire. In consultation with your workers, develop and implement plans to address other emergencies such as a medical trauma or a chemical leak.

You need to provide instruction and training in emergency procedures to all of your workers.

Where you ticked in the red zone

You are unlikely to have any processes in place for ensuring that your workplace is safe.

Ticks in the red zone indicate that you need to take immediate action to maintain a safe workplace.

You need to set up a process to carry out safety checks in your workplace on a regular basis. Design and implement a schedule to ensure this happens regularly. This will enable you to identify any hazards and potential risks. You will also need to make sure that someone is responsible for taking action to eliminate or minimise any hazards and risks that are identified.

How do you know that your workplace tools and equipment are in safe condition? You need to design and implement a preventative maintenance program for all workplace tools and equipment. Refer to your supplier or user manuals for guidance on maintenance requirements. If tools or equipment are damaged, you must ensure that they are removed from service promptly. Keep records of all maintenance and repairs.

Your workers need to be provided with easy to understand information and training on how to do their jobs safely. This needs to start at induction when a new worker is employed at your workplace. Training needs to be followed by regular supervision.

Your workers will need to be trained in:

- how to perform the job in the safest way
- any dangers associated with the job they are performing
- safe handling of equipment, machinery or products e.g. chemicals that may be used or produced
- the correct use of personal protective equipment e.g. workers should know when to use safety glasses or hearing protection and also be able to recognise when they require replacement
- emergency procedures
- reporting workplace incidents and hazards.

Develop procedures to make sure that incidents, injuries and near misses are recorded and encourage your workers to report all incidents.

Each report needs to be investigated to determine why it occurred and how it can be prevented from happening again. Make sure that any actions taken to prevent a recurrence, such as changes in processes, are clearly communicated to your workers.

You need to be prepared for emergency situations that may arise at your workplace e.g. fire, medical trauma or chemical leaks. You need to develop and implement an emergency plan for your workplace. Consider:

- the impact an emergency would have on the workplace and any adjacent workplaces
- how workers (and visitors) would safely exit the workplace
- where to locate a safe emergency assembly point
- how you would ensure that everyone has safely exited the workplace
- what specific training is required e.g. use of fire extinguishers, first aid, personal security.

Once you have developed an emergency plan, you will need to provide training and instruction to all your workers so that they know what to do in the event of an emergency.

Seven Steps for Small Business

Step 6 – Keeping records



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Keeping records is important. To help monitor the health and safety performance of your business and meet your legal obligations, you need to keep records of your WHS activities.

Safety reporting procedures make it simpler for you and your workers to manage safety issues and prevent recurrences of incidents and injuries.

They help you understand why incidents occurred, assist you to make decisions and set priorities, and allow you to analyse trends in safety issues.

These procedures may also identify hazards and risks that were previously unnoticed, and will guide you in developing new safe work procedures.

You will need to keep records of:

- any incidents and injuries, including near misses
- hazardous chemicals on site and an asbestos register, if present at your workplace
- registration documents for items of plant
- testing, maintenance and inspection for specific types of plant.

It is also a good idea to keep records of:

- hazard identification, risk assessment and control processes that you have in place
- maintenance documents for all plant and equipment
- training.

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Where you ticked in the green zone

Your workers are following procedures for reporting safety issues and problems are acted upon.

Ticks in the green zone indicate that you have implemented a system for reporting safety issues, hazards and incidents, and ensure that safety reports are acted upon and corrective measures taken.

Use your safety reports as a management tool to continually improve safety in your workplace. Information from the safety reports may indicate:

- problems with your equipment
- difficulties with the workplace layout
- flaws in your procedures.

Consult your workers about continual workplace safety improvements.

Where you ticked in the orange zone

You are beginning to identify safety problems but are not doing all you can to prevent their recurrence.

Ticks in the orange zone indicate that you see benefit in safety reporting procedures, but still need to examine the suitability of procedures and the consistency with which they are followed.

Do your workers understand the safety reporting procedures?

For your safety procedures to be effective, your workers must understand them.

Train your workers in safety reporting procedures during induction.

Have responsibilities changed?

Sometimes, when changes occur in your workforce, responsibilities for health and safety issues may need to be re-allocated. Ensure that everyone is aware of new roles and responsibilities. Don't allow follow-up action on safety issues to stall due to personnel changes.

Is the link between safety reporting and safe work procedures clear?

When an incident or injury occurs in your workplace, it may indicate that:

- there is no safe work procedure for the task and it poses a significant risk
- the current procedure affords insufficient protection
- your workers are not following the safe work procedure.

After an incident or injury, review your safe work procedures or develop new procedures if required.

Your safety reports should trigger a review of your procedures or training and supervision.

Where you ticked in the red zone

You are unlikely to have a system that documents safety problems and enables you to develop prevention strategies.

Ticks in the red zone indicate that you need to take immediate action to ensure that safety issues – incidents, injuries, illnesses – are reported within your business and, where the law requires, to the relevant health and safety authority.

Involve your workers in the development of a safety reporting procedure

Consider:

- issues to report e.g. unsafe equipment, chemical spills, untidy or cluttered work areas, injuries, illnesses and near misses.
- how to report them – develop a reporting procedure that requires management to act on the report and provides feedback to the reporting worker. This will assist in identifying and analysing trends and the development of prevention strategies.
- to whom to report them – nominate someone to have authority to act upon the safety reports, such as yourself or a supervisor.

Advise SafeWork SA on 1800 777 209 of immediately notifiable work-related injuries and incidents – refer section 38 of the *Work Health and Safety Act 2012* (SA).

You must have a register of injuries that enables your workers to record any workplace injuries they sustain. Report workplace injuries to your claims agent within five business days of notification or within five calendar days (to take advantage of the incentive for early reporting of claims).

Minor workplace safety issues may be resolved immediately, without the need for documentation. In the first instance, your workers should report issues to their supervisor. If the supervisor cannot resolve the issue in consultation with the HSR, it should be referred to you for action.

Implement your safety reporting procedure

To ensure a successful reporting procedure:

- involve workers in its development
- train workers during their induction to report incidents
- supervisors and managers must act on reports
- always provide feedback to workers reporting incidents.

Utilise your safety reports

Your safety reports are an ideal source of information. When developing or reviewing your WHS plans or safe work procedures, or investigating incidents, always take into account your safety reports. They may highlight trends that may help you to identify underlying safety problems.

Seven Steps for Small Business

Step 7 – Monitoring, reviewing and improving



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SafeWork SA

Everyone in the workplace is responsible for their own safety and that of others. While no-one plans to get hurt at work, you can plan not to get hurt.

Managing and improving every workplace's health and safety needs to be an ongoing task.

Safety processes and operations evolve with time and workers come and go changing the risks and mitigations for everyone in the workplace.

Having established your WHS management system you should regularly review and monitor how effective it is, as well as make any necessary adjustments to keep it up-to-date.

Effective WHS management requires leadership and commitment. Everyone at work also needs to understand their responsibilities and how they can best meet them. By managing tasks and people with safety top-of-mind, you can achieve good safety outcomes for everyone at work.

When you actively seek to identify hazards, inform, train and supervise your team you can be confident that you are managing the risks and people exposed to them.

WHS Worksheet

The following worksheet will show how the seven steps are inter-related and that safe work procedures are key to workplace safety.

It will also help you identify further workplace safety improvements and prioritise them ahead of you taking action.

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WHS Worksheet

1. Follow the five sets of questions below.
2. If you find gaps when answering the questions, decide what tasks will fix them and write these in the 'Follow-up actions' column on the right (refer to the example shown).
3. Include a date for the task to be completed, then tick the box once it has been done.
4. Refer to the fact sheets in this series for more information.

With this list of tasks, you will develop a plan for improving WHS at your business. Consider any resources needed to complete the plan. Ensure your workers understand their role and WHS responsibilities.

Implementing this plan demonstrates your commitment to making your workplace safer.

EXAMPLE

FOLLOW-UP ACTIONS

Complete by

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Do a spot check to see if workers unloading large delivery boxes are following the safe work procedure

00/00/00

☐

Talk to Tony about supervising workers using the box crusher to ensure they follow the safe work procedure

00/00/00

☐

Ask Janet to check the injury register to see if there are any patterns involving unloading or crushing of boxes

00/00/00

☐
☐

1. How do I find out how to make my workplace safer?

Consulting

- Have I talked with my workers about their main work tasks?
- Have we discussed which tasks involve risks and what those risks are?
- Have I reviewed with my workers how these risks are being controlled?
- Have I involved my workers in determining ways to make these tasks safer?
- Have I consulted other sources of advice on ways to make these tasks safer?

See Step 2 for more direction on consulting

FOLLOW-UP ACTIONS

Complete by

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2. How do I ensure that my workers are doing their jobs safely?

Managing hazards

- What is the best way for me to communicate to my workers how to perform their tasks safely?
- Have I developed written or verbal safe work procedures for tasks with risks?
- Have I made it clear to my workers that they are expected to follow these safe work procedures as a work rule?
- Have I considered whether my workers need to have any additional equipment or support to be able to follow these safe work procedures?

See Step 3 for more direction on managing hazards

FOLLOW-UP ACTIONS

Complete by

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3. How do I ensure my workers are following safe work procedures?

Informing, training and supervising

- Do my workers understand these safe work procedures and can they demonstrate how to apply them?
- Do my workers need training to follow safe work procedures?
- Do I periodically check that safe work procedures are being followed correctly?
- Are supervisors clear about their responsibility to ensure that workers follow safe work procedures?
- What arrangements are there for counselling or disciplining workers if safe work procedures are not being followed?

See Step 4 for more direction on training and supervision

FOLLOW-UP ACTIONS

Complete by

☒☐☐☐☐

4. How do I know that I am maintaining a safe workplace?

Maintaining a safe workplace

- Am I sure that regular safety checks are being conducted in the workplace?
- Are preventative maintenance programs in place for all workplace tools and equipment?
- Have my workers received easy to understand information and training on how to do their jobs safely?
- Is the incident/injury reporting process being used?
- Does everyone know what to do in the event of an emergency?

See Step 5 for more direction on maintaining a safe workplace

FOLLOW-UP ACTIONS

Complete by

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5. How do I know if my safe work procedures are effective?

Keeping records

- Do I periodically review with my workers how well safe work procedures are working?
- Are all incidents or injuries being reported?
- How would I follow up on an incident to assess why the safe work procedure did not work or how it might be improved?

See Step 6 for more direction on keeping records

FOLLOW-UP ACTIONS

Complete by

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