

Work Health and Safety Procedure

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Policy

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Australian Government
Australian Skills Quality Authority

ASQA

(Working together)

Contents

1	Emergency Procedure	1
2	Hazard/Incident Reporting Procedure	1
	2.1 What should be reported?	1
	2.2 Action to be taken	1
3	Reporting Notifiable Incidents Procedure	1
4	First Aid.....	2
5	WHS Training and Induction.....	2
	5.1 Training	2
	5.2 Training for Employees with Additional Responsibilities.....	3
	5.3 Documentation for Training.....	3
	5.4 WHS Induction	3
	17.5 WHS for Contractors/Visitors	3
18	WHS Risk Management and the Risk Register.....	4
	6.1 Risk Management	4
	6.2 Risk Management Definitions	4
	6.3 The Risk Management Process.....	4
	6.4The WHS Risk Register	7
7	Workplace Site Inspections	7
8	Purchasing.....	7
9	Attachments.....	7

INTERNAL USE ONLY

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Page i

1 Emergency Procedure

Emergency Procedures have been developed for each ASQA office and this plan, together with a current list of ASQA Fire Wardens, First Aid Officers, Mental Health First Aid Officers, and Health and Safety Representatives is displayed on [Reggie](#) and onsite.

2 Hazard/Incident Reporting Procedure

All workers, including contractors, are required to complete an [Accident and Incident Report Form](#) or [Hazard and Near-Miss Report Form](#) if a hazard/injury/incident occurs as a result of work undertaken on behalf of ASQA, on ASQA premises or whilst on a work break or work travel.

2.1 What should be reported?

- Injuries- events that cause an illness or injury requiring medical action
- Incidents- events that cause a minor injury of a first aid nature
- Near-Misses- events that do not cause injury but have the potential to do so
- Hazards- anything which has the potential to cause ill health or injury.

2.2 Action to be taken

ASQA workers who experience a hazard/injury/incident are required to take the following action:

- Advise their manager of the incident, hazard or near-miss as soon as reasonably able
- Complete the [relevant form](#) and provide this to the People and Capability team; if necessary their manager may submit the relevant form on their behalf
- The People and Capability team will record all reports and will advise, assist and investigate using the Incident and Hazard Risk Assessment form where required
- The internal reporting of incidents, hazards and near-misses is separate from reporting notifiable incidents to Comcare.

3 Reporting Notifiable Incidents Procedure

Notifiable incidents are incidents outlined in Section 35 of the *Work Health and Safety Act 2011* (WHS Act) and require notification to Comcare.

These incidents include:

- The death of a person
- A serious injury or illness of a person- immediate treatment as an in-patient in a hospital, immediate treatment for certain serious injuries, or medical treatment within 48 hours of exposure to a substance

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- A dangerous incident- any 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 caused by incidents such as uncontrolled escape, spillage or leakage of a substance, an uncontrolled implosion, explosion, fire or uncontrolled escape of gas or steam.

These incidents must be notified to a member of the People and Capability team **immediately** by an ASQA worker who experiences or witnesses the incident as soon as reasonably practicable. It is their manager's role to take reasonable measures to ensure the incident has been reported to People and Capability.

After receiving notification that such an incident has occurred, it is the People and Capability team's responsibility to determine whether the incident is "notifiable" and if so, report it to Comcare by the fastest possible means, either:

- By phone - call Comcare on 1300 366 979
- By fax or other electronic means - fax Comcare on 1300 305 916; email notify@comcare.gov.au.

NOTE: Comcare requires that immediate notification is followed within 48 hours in writing by completing a Notifiable Incident Report Form and forwarding it to Comcare, GPO Box 9905, Canberra ACT, 2601.

4 First Aid

ASQA's first aid provisions are guided by the *First Aid in the Workplace Code of Practice* and outlined in ASQA's [First Aid Policy](#).

5 WHS Training and Induction

5.1 Training

ASQA is committed to providing appropriate training to ensure workers have the skills and knowledge necessary to fulfil their WHS obligations. WHS training is a fundamental requirement for ASQA to achieve a safe workplace.

ASQA's WHS training needs will be determined in consultation with managers and workers, as well as by review of the WHS Risk Register. WHS training will be registered on the WHS Training Register.

WHS training can be identified and requested by an individual employee or team. All training requests must be submitted to People and Capability via the Training Request Form.

Training may also be identified and delivered across the organisation by the People and Capability team. If WHS Training is arranged by People and Capability to be delivered onsite in ASQA offices, it will be announced on Reggie so that all employees have the opportunity to attend. Employees will be advised if training is mandatory or optional.

WHS training can be generally categorised into three types:

INTERNAL USE ONLY

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Page 2

- Generic WHS Training – skills and knowledge which is commonly required, e.g. induction training, WHS risk management training, ergonomics, evacuation procedures. Generic WHS Training will be organised periodically by the People and Capability team
- Risk Specific WHS Training- training required for those persons conducting specific activities or those with a specific risk to health and safety, e.g. first aid training, advanced driver training, fire warden training etc.
- Task Specific WHS Training- skills which are required depending on the specific hazards and risk, e.g. Conflict Resolution.

5.2 Training for Employees with Additional Responsibilities

There are specific training options and requirements for ASQA employees with the following additional responsibilities:

- First Aid Officers
- Mental Health First Aid Officers
- Health and Safety Representatives
- Fire Wardens

Employees will be advised of these training requirements by the People and Capability team.

This training will be reviewed periodically by the People and Capability team to ensure compliance.

5.3 Documentation for Training

A WHS Training Calendar and Schedule will be maintained by People and Capability as evidence of training delivery and assessment of competence.

WHS training will be registered on the WHS Training Register.

5.4 WHS Induction

All new managers and workers are required to be provided with WHS information regarding the workplace as part of their overall induction to ASQA. This is included in ASQA's Induction Handbook.

A thorough WHS induction process assists new workers to feel welcome, become integrated into the organisation and ensure that they are able to work safely. Managers are responsible for providing new workers adequate time to read their Induction Handbook so they are aware of the WHS systems, policies and procedures in place within ASQA.

People and Capability will ensure that the Induction Handbook is provided to each new worker on commencement.

17.5 WHS for Contractors/Visitors

All contractors/visitors must sign-in to the office upon entry.

18 WHS Risk Management and the Risk Register

6.1 Risk Management

WHS risk management is a systematic process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for managers, workers, visitors and contractors at ASQA.

As required by the WHS Act, ASQA has adopted a risk management approach to underpin its WHS Management System. This approach involves all managers and workers in identifying hazards, assessing and prioritising risks, implementing control measures and reviewing how effective the control measures are.

All workers are responsible for assisting in managing the particular risks associated with their specific work environment. Risk management strategies used by ASQA include:

- Bi-annual WHS Site inspections of all ASQA office environments
- A comprehensive WHS risk register detailing all WHS risks associated with the operation and activities of ASQA
- Documented WHS policies and procedures
- Risk assessments of newly purchased equipment
- Risk assessments for any change to the work processes
- Hazard, near-miss and Incident reporting procedures
- Incident investigations.

6.2 Risk Management Definitions

Terminology	Definition
WHS Hazard	Anything which has the potential to cause injury or illness
WHS Risk	A WHS Risk is the chance of someone becoming injured or ill as a result of a workplace hazard. This significance of the risk is determined by considering the likelihood of it happening and the consequences if it does happen.
WHS Risk Control	WHS Risk Control: WHS risk control is action taken to eliminate or reduce the likelihood that exposure to a hazard will result in injury or illness to people or damage to property and the environment.

6.3 The Risk Management Process

WHS risk management should be undertaken for all activities where there is potential for harm, including:

- Before activities commence

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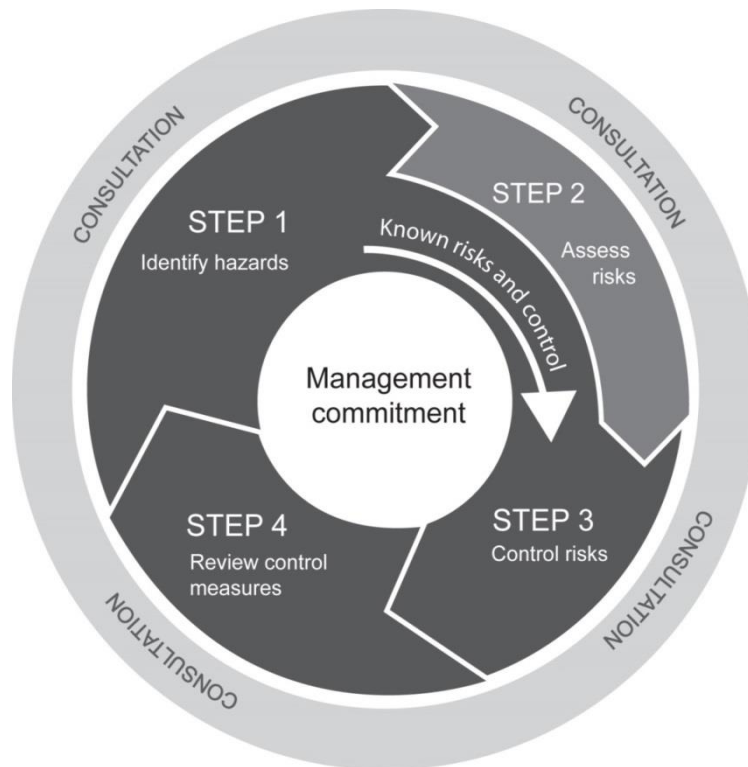
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Page 4

- Before the introduction of new equipment, procedures or processes
- When equipment, procedures or processes are modified.

Figure 1 Safe Work Australia Risk Management Process



6.3.1 Step 1: Identify the Hazard

A hazard is a source or potential source of injury, ill health or disease. Hazard identification is the process of identifying all situations and events that could cause injury or illness by examining a work area/task for the purpose of identifying all threats which are ‘inherent in the job’. Tasks can include, but may not be limited to using tools, hazardous chemicals, dealing with people, lifting/moving items and mustering.

6.3.2 Step 2: Assess the Risk

ASQA’s WHS Risk Register assigns risk ratings to a range of identified safety hazards and is useful in quickly determining risk.

Where a new hazard is identified by an ASQA worker, immediate steps should be taken to notify those at risk of harm, and this will be dependent on the nature of the hazard.

Activities that are given a severe or major risk rating require immediate safety measures to be applied and work activity should be ceased or only proceed with extreme caution.

The People and Capability Team, in consultation with relevant stakeholders, will then investigate and assess the risk via the Risk Assessment Matrix in the [Risk Management Procedure](#) (attachment 4). This then allow ASQA to determine an overall risk rating.

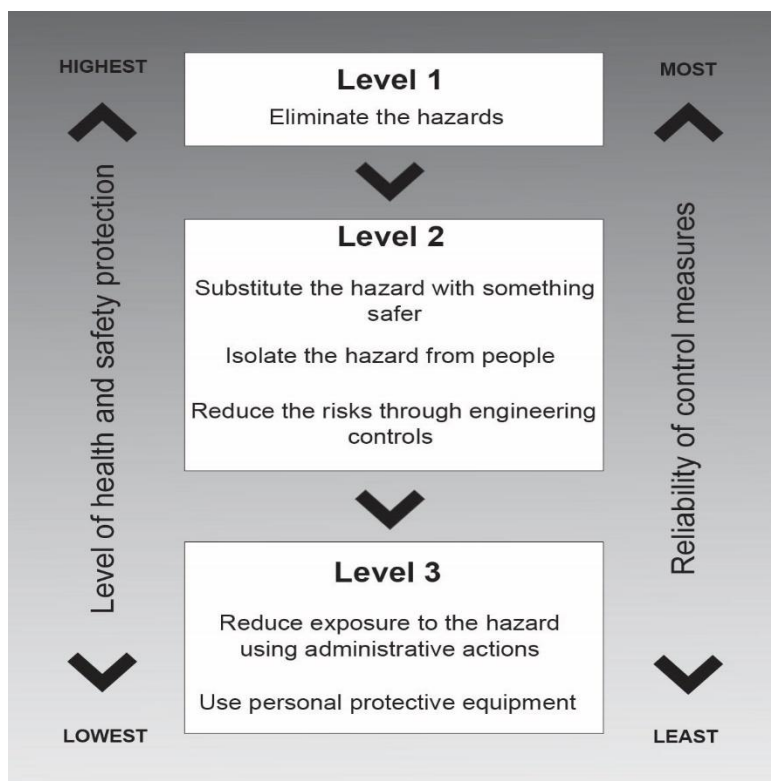
Assessment involves looking at the *likelihood* of the hazard to cause harm, and the potential *impact* of that harm to come up with an overall risk rating of minimal, minor, moderate, major or severe as outlined in [ASQA's Risk Management Policy](#) and [Risk Management Framework](#).

6.3.3 Step 3: Control the Hazards

The most important step in managing risks involves eliminating the risk so far as is reasonably practicable, or if that is not possible, minimising the risks so far as is reasonably practicable to prevent death and serious injury, in line with the Hierarchy of Risk Control (Figure 2).

The aim in this step is to implement the most reliable controls to create a safe workplace rather than simply relying on people to behave safely, follow processes or use protective equipment. In many cases, a combination of several control strategies may be the best solution.

Figure 2 Safe Work Australia Hierarchy of Risk Control



6.3.4 Step 4: Review the Process

ASQA will continuously review its WHS risk management strategies to monitor and improve control measures and find safer ways of doing things. HSRs will be consulted accordingly.

6.3.5 Documentation for Risk Assessment

The documentation required for a WHS Risk Assessment will depend on the operation or activity being assessed. The appropriate WHS Risk Assessment Form must be used when undertaking a risk assessment of the various work activities of ASQA. The Incident and Hazard Risk Assessment Form (attachment 3) and will be used by the People and Capability team to assess WHS risk.

For work activities undertaken at non-ASQA worksites the procedures for identifying associated WHS risks are outlined in [ASQA's Working in the Field Policy and Procedure](#).

6.4 The WHS Risk Register

The risk assessment data collected from identifying, assessing, and controlling risks is documented on a centralised WHS Risk Register for ASQA. The WHS Risk Register holds a list of ASQA's key risks that need to be monitored and managed. The risk register is managed by People and Capability and updated when WHS risks are identified. All workers are required to report hazards in line with the Hazards and Incident Reporting Procedure so that the risk register can be amended accordingly.

People and Capability are responsible for overseeing the Risk Register, and for ensuring that effective control measures are implemented and that risks are monitored and reviewed on a regular basis.

7 Workplace Site Inspections

ASQA is required by WHS legislation to be proactive in identifying hazards in the workplace which may affect the health and safety of its workers and eliminating or minimising the risks arising from those hazards. ASQA's Workplace Site Inspection is designed to identify such risks.

HSRs will be invited to conduct the Workplace Site Inspection on a bi-annual basis and may do so of their own volition at any other times if required. Where a HSR advises they are unable to conduct the Workplace Site Inspection ASQA will make alternative arrangements to ensure the inspection occurs and that risks to health and safety are identified and controlled. The inspection should be undertaken following the principles of WHS Risk Management and by the Workplace Inspection Checklist (attachment 5)

People and Capability, in consultation with the relevant stakeholders, will take appropriate remedial action for any hazards noted during these inspections and advise, assist and investigate risk accordingly.

8 Purchasing

Prior to purchasing any goods or services for the workplace, they should be assessed to determine if there are any associated health and safety hazards. This includes the purchase of equipment such as IT infrastructure, furniture and fittings, office equipment, electrical goods, as well as contracted services such as maintenance.

9 Attachments

- Attachment 1: [Accident and Incident Report Form](#)
- Attachment 2: [Hazard and Near-miss Report Form](#)
- Attachment 3: [Incident and Hazard Risk Assessment Form](#)
- Attachment 4: [Risk Management Procedure](#)
- Attachment 5: [Workplace Inspection Checklist](#)

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