Training Manual

CPCCOHS1001A
Work Safely in the Construction Industry
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Section 1

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Introduction

This course is designed to meet requirements for construction workers to participate in general Work Health and Safety (OHS) induction training against the national competency CPCCOHS1001A “Work Safely in the Construction Industry”, which supports the National Code of Practice for Induction training for Construction Work ASCC2007. This course has been developed taking into account the National Code of Practice, and Australian Legislation.

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Definition: Construction Work

The OHS Act defines construction work as any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a Structure.

Construction work includes the following:

- Any installation or testing carried out while undertaking construction work
- The removal from the workplace of any product or waste resulting from demolition
- The prefabrication or testing of elements, at a place specifically established for the construction work, for use in construction work
- The assembly of prefabricated elements to form a structure, or the dis-assembly of prefabricated elements forming part of a structure
- The installation, testing or maintenance of an essential service in relation to a structure
- Any work connected with an excavation
- Any work connected with any preparatory work or site preparation (including landscaping as part of site preparation) carried out while undertaking construction work
- An activity while performing construction work that is carried out on, under or near water, including work on buoys and obstructions to navigation.

Construction work does NOT include any of the following:

- The manufacture of plant
- The prefabrication of elements, other than at a place specifically established for the construction work, for use in construction work
- The construction or assembly of a structure that once constructed or assembled is intended to be transported to another place
- Testing, maintenance or repair work of a minor nature carried out in connection with a structure
- Mining or the exploration for or extraction of minerals.

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Definition: Structures

A structure means anything that is constructed, whether fixed or moveable, temporary or permanent, and includes:

- Buildings, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels)
- Any component of a structure
- Part of a structure.

Examples of a Structure include:

- A roadway or pathway
- A ship or submarine
- Foundations, earth retention works and other earthworks, including river works and sea defence works
- Formwork, falsework or any other structure designed or used to provide support, access or containment during construction work
- An airfield
- A dock, harbour, channel, bridge, viaduct, lagoon or dam.

Definition: Demolition Work

Work to demolish or dismantle a structure, or part of a structure that is loadbearing or otherwise related to the physical integrity of the structure.

Demolition Work does NOT include

- The dismantling of formwork, falsework, or other structures designed or used to provide support, access or containment during construction work
- The removal of power, light or telecommunication poles.

Definition: Workplace

Any place where work is carried out for a business or undertaking. This may include offices, factories, shops, construction sites, vehicles, ships, aircraft or other mobile structures on land or water such as offshore units and platforms.

Definition: Person Conducting Business or Undertaking (PCBU)
To more adequately reflect modern workplace arrangements, the harmonised OHS laws replacing current health and safety laws use the term ‘person conducting a business or undertaking (PCBU)’ instead of employer. The term ‘PCBU’ includes a broader category of entities, including sole traders, principal contractors, unincorporated associations, partnerships and franchisees as well as those traditionally considered to be employers. Self-employed people and volunteer organisations that employ people are also PCBUs under the OHS legislation.

The Act defines a PCBU as: A person conducting a business or undertaking alone or with others, whether or not for profit or gain. A PCBU can be a sole trader (for example a self-employed person), a partnership, company, unincorporated association or government department of public authority (including a municipal council). An elected member of a municipal council acting in that capacity is not a PCBU.

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**Definition: Person with Management or Control of a Workplace**

A person with management or control of a workplace means a person conducting a business or undertaking to the extent that the business or undertaking involves the management or control, in whole or in part, of the workplace but does not include:

- The occupier of a residence, unless the residence is occupied for the purposes of, or as part of, the conduct of a business or undertaking
- A prescribed person.

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**Definition: Worker**

A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:

- An employee
- A 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 person’s business or undertaking
- An outworker
- An apprentice or trainee
- A student gaining work experience
- A volunteer
- A person of a prescribed class.

Under the OHS Act, a police officer is:

- A worker
- At work throughout the time when the officer is on duty or lawfully performing the functions of a police officer, but not otherwise.

The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.
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Definition: Health and Safety Representative (HSR)

A health and safety representative is a worker who has been elected by a work group to represent them on health and safety issues.

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Definition: Health and Safety Committee

A Health and Safety Committee is a group including workers, HSRs and PCBUs that facilitates cooperation between a PCBU and workers to provide a safe place of work.

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Definition: Principal Contractor (PC)

A Principal Contractor must be appointed for a Construction Project - a project that involves construction work where the cost of the construction work is $250000 or more.

A person conducting a business or undertaking that commissions a construction project, or a person engaged by this person, is the principal contractor for the project.

If the owner of residential premises is an individual who directly or indirectly engages a person conducting a business or undertaking to undertake a construction project in relation to the premises, the person so engaged is the principal contractor for the project if the person has management or control of the workplace.

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OHS Training

The construction industry involves people working in a dynamic and ever-changing environment. Hazards and risks change frequently on a site as construction work progresses and as workers move from project to project. A large majority of the industry's workforce is employed by sub-contractors who undertake work on many different sites managed by different contractors, and often within different sectors of the industry. The instruction and training required to ensure people can work safely on construction sites needs to recognise the pattern of employment and the way the construction industry operates. Therefore, three types of OHS induction training may be required:

- General Induction
Site Induction

Task-Specific Induction

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OHS Training: General induction

Provides persons entering the construction industry with a basic knowledge of requirements under OHS laws, the common hazards and risks likely to be encountered on construction sites and how these risks should be controlled. A person must not start construction work unless they hold general induction evidence, and has shown this to the PCBU (Person Conducting Business or Undertaking). With construction induction training from one state / territory being recognised in others it is the individuals' responsibility to ensure they comply with the site and legislative requirements that apply where they are working.

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OHS Training: Site induction

Provides information and instruction to anyone engaged on a particular construction site with knowledge of the contractor's rules and procedures for site safety, emergency management, the supervisory and reporting arrangements and other site-specific issues.

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OHS Training: Task-specific induction

Provides information and instruction to anyone undertaking a particular construction activity of the risk factors and control measures relating to that task.

Every state/territory has its own legislation and the requirements of other states may be different, e.g. the frequency of testing and tagging of portable electrical equipment, and working at heights.

There are specific OHS Acts and Regulations, Codes of Practice and Australian Standards which govern safe operating systems at your workplace. Some of these are national and some are only relevant to individual states and territories. Different work sites may also have different requirements as they may implement a higher standard than what is required by legislation.

It is important you know what OHS Acts, Regulation and Codes of Practice apply to your workplace.

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OHS: Work Health & Safety
Work Health and Safety is concerned with the health and safety of all those involved with a workplace. In general the aim of OHS is to eliminate risks to the health and safety arising out of work; in other words, to make the workplace safe from risks.

OHS is needed to:

- To prevent industrial injuries and diseases, or to eliminate risks to the health and safety of workers arising out of work. Prevention is better than cure!
- To compensate victims of industrial injuries or diseases.
- To save lives and prevent loss and suffering to workers and their families.
- To save the PCBU time in work or production days lost following injuries and deaths as well as poor employee morale and its consequences.
- To save PCBUs loss of money from the higher Work Cover premiums which must be paid when larger numbers of accidents occur in their workplace.

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**OHS Laws: Types of Law**

You are probably already aware that there are many types of laws and ways of making law in our society. Reading laws can appear to be a complicated process and the first step to making it a more straightforward process in understanding the different types of legislation and what they are designed to achieve.

Legislation is law passed by Parliament. It governs many areas, including health and safety at work. It can be national, or relevant to individual states and territories.

- You need to know the OHS legislation that covers your job and workplace
- You are required by law to comply with them
- You need to understand how OHS Acts, Regulations, Codes and Standards affect your work, job and workplace

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**OHS Laws: Nationally Uniform Laws**

Nationally uniform laws ensure all workers in Australia have the same standard of health and safety protection, regardless of the work they do or where they work. The laws replace existing workplace health and safety legislation in all states, territories and the Commonwealth from 1 January 2012.

Nationally uniform work health and safety laws means greater certainty for PCBUs (particularly those operating across state borders) and, over time, reduced compliance costs for business.

More consultation between PCBUs, workers, and their representatives, along with clearer responsibilities will make workplaces safer for everyone.

State Health & Safety Legislation has been developed taking into account the National Model.

The legislation includes:

- Work Health and Safety Act 2011,
- Work Health and Safety Regulation 2011,
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OHS Laws: Acts

An Act is simply a law made by Parliament. It aims to protect the health, safety, and welfare of people at work.

An Act is designed to cover a particular subject matter in general terms: for example, Work Health & Safety Act 2011.

The OHS Act establishes a framework for preventing or minimising a person's exposure to the Risk of death, injury or illness and places obligations on everyone associated with a relevant workplace not to wilfully place at risk the OHS of themselves or any person.

It binds all persons, including the State and, as far as the legislative powers of the Parliament permits, the Commonwealth and the other States.

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OHS Laws: Regulations

A regulation is a law and MUST be followed. Regulations are rules that are made under an Act to ensure that the general requirements of the Act are kept. The best way to think of the relationship between an Act and its Regulations is that the Act provides the general principles and the Regulations set out practical steps to follow to comply with the Act. For example Work Health & Safety Regulation 2011.

The OHS Regulation:

- Sets out the legal requirements to prevent or control certain hazards that might cause Injury or death in the workplace
- It prohibits exposure to risk
- It prescribes ways of preventing or minimising exposure to risk
- It deals with administrative matters
- It provides details of incidents that must be reported and incidents that must be recorded
- It prescribes obligations, and penalty units for failing to comply with obligations

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OHS Laws: Codes of Practice

Codes of Practice were originally known as Advisory Standards and Industry Codes of Practice.
You must remember that Codes of Practice are not legislation and are not law or legally binding of themselves. They may become law but only if an Act says that a particular Code of Practice is law. Codes of Practice are approved by the Minister for Labour. They are subordinate legislation, and may be used as evidence in legal proceedings. Codes of Practice are a practical guide for PCBUs and workers on how to achieve a particular objective for health and safety at work; in short, they show people in the workplace how they can fulfil the requirements of the Act from day to day. E.g. Code of Practice 2011 Hazardous Manual Handling.

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OHS: Ministerial Notices

Are urgent workplace warnings, they are subordinate legislation and override any existing Regulation. They are issued when a situation occurs at or near a workplace, where there is, or is likely to be, a risk of:

- Serious bodily injury
- Work caused illness
- Dangerous event happening

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OHS: Australian Standards

Standards have been developed to provide minimal levels of performance or quality for a specific hazard, work process or product. Standards are not law themselves but are often mentioned in Regulations. e.g. AS 2601 Demolition of Structures when preparing Work Method Statements for Demolition Work, and in these cases MUST be taken into account.

Standards are regularly updated. They are NOT developed by parliament, but by a company for profit, Standards Australia. The Standards aim to prevent occupational death, injury and disease. For Example: AS 3610-1995 Formwork for concrete.

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OHS: National Safety Standards

National Standards are developed by the Australian Safety and Compensation Commission (previously NOHSC). National Standards are not adopted automatically by each State and Territory. The respective OHS authority first investigates whether the National Standard is compatible with the OHS Act and then consults with local industry and trade union bodies.

If both these processes indicate that a National Standard should be adopted, this is achieved either through an amendment to the respective OHS Regulations or as a Code of Practice, or as a combination of both. National Standards may be amended in the process to take into account the peculiarities of a State or Territory’s legislative framework or local conditions.
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. They establish a common language which defines quality and safety criteria.

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**OHS: Industry Standards & Guidelines**

Provide general information and guidelines as to work safe practices. They provide detailed information on the requirements of legislation, regulations, standards and codes of practice and cover a broad range of issues, hazards and topics.

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**OHS: Guidance Notes**

Guidance notes are hazard or industry-specific practical guidance material which are developed by each OHS Authority in Australia. They are used to provide guidance for persons and corporations to enable them to develop policies and procedures which enable them to comply with OHS/OHS legislative regimes.

Guidance notes are also developed by industry representative bodies for their particular industry.

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**OHS: Awards & Enterprise Agreements**

Awards and Enterprise Agreements provide conditions of work and minimum salary condition for employees. They are tailored for the industry or area they are designed for. Awards can also include WH & S conditions and can have a procedure for the resolution of OHS disputes etc.

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**OHS: Health and Safety Procedures**

Health and Safety Procedures are developed by Principal Contractors, PCBUs and self-employed persons in response to the OHS legislation and are therefore deemed to be extensions of it. Health and Safety Procedures must be complied with by all people at the workplace. They do not diminish or override the requirements of the legislation in any way.
OHS: Safe Work Practices

Safe Work Practices are developed by Principal Contractors, PCBUs and self-employed people in order to provide a safe way of performing work activities. Safe work practices must be followed by everyone involved in the work. If the work is to be performed in a different way the safe work practice must be reviewed and revised if necessary.

OHS Duties

The OHS Act outlines the general health and safety duties of PCBUs, officers of companies, unincorporated associations, government departments and public authorities (including local governments), workers and other people at a workplace. These general duties require the duty holder to ensure health and safety, so far as is reasonably practicable, by eliminating risks to health and safety. If this is not possible, risks must be minimised so far as is reasonably practicable. Your duty of care is to do everything reasonably practicable to protect yourself and others from harm.

Reasonably practicable means taking into account the likelihood of hazard/risk occurring, degree of harm, what the person concerned knows (or ought to know), availability and suitability of controls, and cost.

Ordinarily, cost will not be the key factor in determining what it is reasonable for a duty holder to do unless it can be shown to be 'grossly disproportionate' to the risk. If the risk is particularly severe, a PCBU will need to demonstrate that costly safety measures are not reasonably practicable due to their expense and that other less costly measures could also effectively minimise the risk.

It is the legal responsibility of everyone on site including:

- Persons conducting a business or undertaking
- Workers and sub-contractors
- Designers, manufacturers and suppliers
- Inspectors
- Supervisors

OHS Duties: Shared duties

A person may have more than one duty. For example, the working director of a company has duties as an officer of the company and also as a worker. More than one person may have the same duty. For example, each director on the Board of Directors of a company will owe a duty. In such cases, all directors are each fully responsible for that duty.
OHS Duties: PCBU

What are the duties of care responsibilities of PCBUs?

General duties

The OHS Act sets out specific duties which a PCBU must comply with as part of their general duty so far as is reasonably practicable. These include:

- Providing and maintaining a working environment that is safe and without risks to health, including the entering and exiting of the workplace
- Providing and maintaining plant, structure and systems of work that are safe and do not pose health risks (e.g. providing effective guards on machines and regulating the pace and frequency of work)
- Ensuring the safe use, handling, storage and transport of plant, structure and substances (e.g. toxic chemicals, dusts and fibres)
- Providing adequate facilities for the welfare of workers at workplaces under their management and control (e.g. washrooms, lockers and dining areas)
- Providing workers with information, instruction, training or supervision needed for them to work safely and without risks to their health
- Monitoring the health of their workers and the conditions of the workplace under their management and control to prevent injury or illness
- Maintaining any accommodation owned or under their management and control to ensure the health and safety of workers occupying the premises.

In addition, a PCBU with management or control of a workplace must ensure, so far as is reasonably practicable, that the workplace, the means of entering and exiting the workplace and anything arising from the workplace do not affect the health and safety of any person.

Duty to consult

A PCBU has a duty to consult with workers and HSRs about matters that directly affect them. This extends to consulting with contractors and their workers, employees of labour hire companies, students on work experience, apprentices and trainees, as well as with the PCBU’s own employees and volunteer workers.

There may be a number of different duty holders involved in work (e.g. suppliers, contractors and building owners). If more than one person in the workplace has a health and safety duty they must consult all other people with the same duty. Each duty holder must share information in a timely manner and cooperate to meet health and safety obligations.

What are the duties of persons conducting businesses or undertakings involving management or control of workplaces?

The person with management or control of a workplace must ensure, so far as is reasonably practicable, that the workplace, the means of entering and exiting the workplace and anything arising from the workplace are without risks to the health and safety of any person.

OHS Duties: Workers

What are the duties of care responsibilities for workers?

- To cooperate with (or help) the PCBU on health and safety matters
- Take reasonable care for your own health and safety while at work
- Take reasonable care so your conduct does not adversely affect the health and safety of others
- Comply so far as reasonably able with instructions
• Co-operate with reasonable health and safety policies or procedures that have been notified to workers.

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**OHS Duties: Self-Employed**

What are the duties of self-employed persons at a workplace?

A self-employed person must ensure, so far as is reasonably practicable, his or her own health and safety while at work.

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**OHS Duties: Designers, Manufacturers & Suppliers of Plant**

What are the duties of designers, manufacturers and suppliers of plant?

There is a general obligation on designers, manufacturers and suppliers of plant and substances for use by people at work to ensure that their products are not a risk to health and safety when properly used, and to provide information on the correct use and potential hazards associated with the use of the products in the workplace.

A person or corporation can be penalised under Work Health & Safety legislation and also under Common Law for the same workplace incident as you have OBLIGATIONS and a DUTY of CARE under OHS Legislation and Common Law at the same time.

To prove negligence a person must be able to prove that:

• A duty of care was owed to them;
• The duty was breached; and
• Breach caused a detrimental effect to them, e.g. injury.

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**OHS Duties: Other Persons**

What are the duties of other persons at the workplace?

• To cooperate with (or help) the PCBU on health and safety matters
• Take reasonable care for your own health and safety while at work
• Take reasonable care so your conduct does not adversely affect the health and safety of others
• Comply so far as reasonably able with instructions
Safe Work Practices

Safe working practices means working in a way that minimizes risk to yourself, other people, equipment, materials, the environment, and work processes.

You need to work safely to protect yourself and others. Here are examples of safe work practices on a construction site.

- Not taking unnecessary risks
- Always look out for hazards
- Always use Personal Protective Equipment (PPE)
- If you must smoke, do so only in designated areas
- Keep your work area clean and tidy
- Enter and leave the workplace using proper routes
- Never attend work under the influence of drugs or alcohol
- Help prevent bullying or harassment
- Use plant tools and equipment that are in a safe working order in a way the manufacturer has instructed
- Storage and removal of debris

The PCUB should provide you with information about safe systems of work. This means information about the workplace itself. This means boundaries, entry and exit points location of hazards and first aid equipment, how to move about safely, emergency exits.

You will also need to know about:

- Procedures for handling and disposing of material and waste
- How to access amenities such as drinking water and toilets
- Other safety systems, methods and procedures which will help you work safely.

Safe Work Practices: Tips

Tips for keeping the worksite safe:

Storage of materials and equipment:

- Safe and organised manner so they can be retrieved again safely
- In accordance with MSDS and legislation
- Cannot fall on a person or cause injury (eg through projection of sharp edges)
- Flammable and combustible materials - do not store more than is necessary!

Removal of debris:

- Should continually be removed to prevent build up
- Build up could affect entry/exit to a site and pose a fire hazard
- Disposal must not create a risk to the environment

Litter:
• Includes things such as food scraps and wrappings, paper etc
• Must be disposed of in proper containers (eg garbage bins)
• Disposal must not pose a risk to the environment

Bullying and Harassment

• Bullying and Harassment in the workplace occurs when a reasonable person, considering all circumstances, would anticipate that the person being harassed would be offended, humiliated or intimidated by the action or comment eg gender or race base insults or taunts.

Site disturbance:

• Vehicles should always use nominated routes to limit mud soil etc tracking onto public roads
• Loads should be covered to prevent materials or rubbish from escaping

Dust:

• Needs to be controlled
• Water should be applied to roads and stockpiles to limit dust and pollution of stormwater systems

Good housekeeping:

• Essential to a safe work site
• Every-day cleanliness, tidiness and good order in your work area
• Machinery and equipment maintenance so they are in safe and efficient working order

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Licenses & Permits

There are many common construction activities which require qualifications, licenses, tickets, permits and registration before they can be undertaken. These activities are also controlled by approved Code of Practice.

Examples of work which may require special license or permits:

• Scaffolding (over 4 metres)
• Dogging
• Rigging
• Crane operations
• Hoist operation
• Use of pressure equipment
• Removal of asbestos
• Gas-fitting
• Producing, storing and transporting prescribed waste
• Earthwork drainage
• Dredging
• Forklift operation
• Laying underground electrical and water services where the work is over or under council streets/footpaths
• Working on or near roads
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Licenses & Permits: Earth Moving Equipment & Crane Operation

A person must be trained and competent but DOES NOT require a licence or ticket to operate this equipment which includes:

- Dozer, Grader, Scraper, Excavator and,
- Front-end loader, Backhoe, Skid steer loader, and
- Road Roller with an engine capacity of more than 2L, and
- Remote Controlled Bridge and Gantry Cranes only.

Although a licence or ticket issued by Workplace Health & Safety is not required to operate the equipment the person must still be trained and competent to do so.

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Prescribed Activities

There are two Prescribed Activities:

1. Asbestos Removal Work - i.e. work to remove friable asbestos containing material
2. Demolition Work if:
   - The structure being demolished or dismantled contains pre-tensioned or post-tensioned structural components.
   - The demolition or dismantling of the structure involves the use of:
     - Load shifting equipment; or
     - Explosives or other induced collapse method.
   - All other demolition work is a prescribed activity unless it is:
     - A domestic house, or a structure that is ancillary to it e.g. a garage or car port, or
     - A structure built as and still having generally the characteristics of a domestic house, or a structure that is ancillary to it e.g. a garage or car port.

Prescribed Activities can only be carried out by contractors who have the relevant business certificate to perform the activity, and they must provide appropriate training and supervision for the workers involved in the activities.

Section 2

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Risk Management
The OHS Act requires a person conducting a business or undertaking to manage risks associated with the carrying out of construction work.

Risk management is a system that allows workplaces to identify OHS issues and to methodically control them by the best means available. It provides PCBUs with a strategic means of meeting their duty of care under the Act. Risk management gives organisations the flexibility to adapt to changing circumstances as they arise. It provides health and safety practitioners with the basis for developing a health and safety program that will systematically identify and resolve the key OHS issues in their workplace.

When risk management is carried out, it must examine tasks and activities, plant and equipment, substances, and the premises where work is performed.

When conducting this process it is important to consider the level of information regarding hazards which is available within the business as well as information available external to the business, so that all factors can be considered.

Consultation with workers needs to take place when risks to health and safety are assessed and when decisions are being made about the measures for eliminating or minimising risks. This is an important step in ensuring work health and safety.

Decisions about how to control risks must reflect a consideration of what is reasonably practicable; taking into account the various factors that must be weighed up. These factors include the likelihood and potential severity of adverse consequences from risks, which implies that a process of risk assessment must be undertaken before deciding on risk control options, even where there is no explicit requirement for risk assessment.

To conduct a Risk Assessment means gathering information so that you can make a clear and educated decision about what needs to be done to lower the risk as far as possible.

Conducting a risk assessment is nothing more than a careful examination of what could cause harm to people in your workplace and assessing

- The likelihood that it will do harm (probability)
- The severity of harm it could do (consequence)
- The number of times people could be affected by it (frequency).

The aim is to make sure that no one gets hurt or becomes ill - that a person returns home safely after work.

When undertaking risk management:

- involve workers in the process
- don’t use it to justify a decision that has already been made
- consider good practice in your industry
- make records of any risk management activities undertaken

Risk management can be applied at many levels in an organisation. It can be applied at the strategic level and at the operational level. It may be applied to specific projects, to assist with specific decisions or to manage recognised risk areas

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Section 2 ► Slide 2

Risk Management: Responsibilities

Who has responsibilities for Risk Management?

- PCBUs, business owners, managers, directors, HR staff with OHS responsibilities, OHS practitioners employed on-site. PCBUs must take a risk management approach to fulfil their OHS obligations. Risk
management techniques must be applied to the particular workplace and not as a generic set of principles in order to comply with responsibilities and duties prescribed by law.

- Occupiers and contractors: In the same vein as applies to PCBU’s, occupiers and principal contractors must apply risk management to fulfill their OHS responsibilities.
- Workers: As workers are the usual subjects of risk management, they too must think risks and risk management in order to assist an overall regime of good OHS.
- Health and safety representatives/committees: Locating and understanding the risks that exist in workplaces is critical to the role of committees and representatives who are then expected to work with management to assist in resolving these issues.
- Contractors working on-site: As workers coming on-site who are not employees need to understand the OHS issues that affect the particular workplaces, contractors must be alert to sound risk management practices.
- Manufacturers and suppliers of goods/equipment to workplaces: Equipment brought into a workplace must be designed with OHS in mind and this means that possible or potential risks associated with the equipment must be assessed and addressed.

A PCBU must consult with workers when:

- Identifying hazards and assessing risks arising from work
- Proposing changes that may affect the health and safety of workers
- Carrying out activities prescribed by the OHS Regulation.

A PCBU must also consult with workers and take their views into account when making decisions about:

- Ways to eliminate or minimise risks
- The adequacy of facilities for workers' welfare
- Procedures for consulting workers
- Resolving health and safety issues
- Monitoring the health and safety of workers or workplace conditions
- How to provide health and safety information and training to workers.

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**Risk Management: Five Step Process**

Risk management is a five step process in controlling exposure to health and safety risks associated with hazards in the workplace. Before approaching the five steps it is important to consider the context in which the risk management process takes place.

The five steps of the risk management process are:

- Identify hazards (find or see)
- Assess the risks involved (think about and check)
- Consult and report ensuring the involvement of relevant people (talk and tell)
- Control the hazard (stop or prevent it)
- Review to identify change or improvement (check and reflect)

The way you implement this process at your workplace will depend on the type of work you do and the nature of hazards and risks at your workplace.

Risk management is a process than can contribute to organisational improvement. With each cycle, risk criteria can be strengthened to achieve progressively better levels of risk management.
Risk Management: Review Risks

If an incident (or near miss) occurs, review the risks in relation to the task. Determine if changes are needed and what those changes should be. Any changes should be discussed with all workers performing the task. You should consult with your workers at each stage of the risk management process. This will help you achieve better health and safety outcomes.

Hazards & Risks

Hazards and risks are NOT the same thing.

A hazard is anything (including an intrinsic property of a thing) or situation to cause harm or injury. Hazards can include substances, plant, work processes and/or other aspects of the work environment.

Risk is the likelihood of causing injury or harm.

The relationship between hazard and risk is illustrated by the examples below.

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>RISK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work environment: confined space</td>
<td>The likelihood that a work might suffer carbon monoxide poisoning because they are using a petrol operated pump in a well (ie - an inadequately ventilated space)</td>
</tr>
<tr>
<td>Energy: electricity</td>
<td>The likelihood that a worker might be electrocuted because they are exposed to electrical wires while using a deep fryer that has inadequate insulation on the power cable</td>
</tr>
<tr>
<td>Manual handling</td>
<td>The likelihood that a worker might suffer back strain from manual lifting 40 kg bags</td>
</tr>
<tr>
<td>Noise</td>
<td>The likelihood that workers and others in the area might suffer irreparable hearing damage because they work near someone continuously using a jack hammer which emits noise levels over 85 dB(A)</td>
</tr>
<tr>
<td>Noise</td>
<td>The likelihood that office workers might suffer stress in the form of fatigue, anxiety and/or aggression because they are exposed to constant low level noise of below 75dB(A)</td>
</tr>
<tr>
<td>Substance: infected blood</td>
<td>The likelihood that a worker might sustain a cut or laceration from a piece of plant or equipment which could result in an infection.</td>
</tr>
</tbody>
</table>
Construction Hazards

Hazardous substances and dangerous goods can include:

- Asbestos
- Synthetic mineral fibres
- Cement dust
- Chemicals and solvents
- Custom wood
- Wood dust

You must:

- Wear PPE for protection
- Follow correct procedures for handling and disposal of some materials (never try to remove asbestos)

It can take a long time after exposure before hazardous substances can affect your health. Sometimes specialist training is needed before a material or goods can be handled - check if you are unsure.

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Construction Hazards: Hazardous Substances

When dealing with hazardous substances and dangerous goods you should always:

- Comply with Material Safety Data Sheets (MSDS's)
- Wear an approved respirator, eye protection and gloves
- Wet down dusty surfaces or areas
- Keep vehicle speed down
- Use wet methods when cutting hazardous materials
- Clean up quickly

Remember that hazardous substances and dangerous goods will need to be disposed of safely. Make sure that you know the correct procedures for disposal of specific items or goods.

Asbestos

- Found in many areas including bonded form (around eaves, ceilings, wet areas) and friable form (around hot water pipes)
- Never try to remove asbestos - law states that people who assess and remove asbestos must be licensed
- You must immediately report the presence (or suspected presence) of asbestos

Chemicals & Solvents

- Always check the Material Safety Data Sheet (MSDS) before handling
- MSDS details safe handling and disposal procedures
- If in doubt, isolate and check

Dust (Wood or Cement)

- Dust can be dangerous to your health. Cement and gypsum-based materials are hazardous and can be found in things like mortar, concrete and adhesives.
• Excavation, demolition and traffic flow can also cause dust problems.

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**Construction Hazards: Noise**

Noise is usually caused by vehicles and traffic, machinery and heavy equipment, hand and explosive powered tools. It can affect your health, or the health of others through hearing loss or damage, stress, headaches, problems with communication etc.

You should always wear hearing protection (e.g., ear plugs, ear muffs or both) where noise levels could cause deafness or hearing damage. Be aware of the appropriate sound level or decibel (this is the unit used to measure the intensity of the sound wave) specified for construction activities. Your supervisor can help with this.

Also, always consider other people (both on and off site) when noise is a concern. Schedule your work in a way that minimises noise disruption.

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**Construction Hazards: Manual Handling**

This is any activity that requires you to use force to lift, lower, push, pull, curry or otherwise move any load. Incorrect handling is a common form of injury, and can often result in serious and long-term injury.

Shoulders, hands, neck, back and knees are the most common areas of injury. You can break bones, fracture vertebrae in your neck or back, twist and sprain muscles and ligaments. You can also pinch nerves. These injuries are costly to you and your workplace.

Make sure you consider:

- Using mechanical aids if possible
- How often the lift will occur
- The distance the object is to be carried
- The physical capacity of the person lifting
- Obstacles and clothing that could interfere with the lift
- The height lifting to and from
- Environmental factors such as the wind
- Surface conditions (object and the path of the lift)
- Visibility

If it is an awkward or heavy load, do not attempt to do it by yourself. Organise others to work as a team to shift the load. One person should take charge of the lifting. It is also best to use people of similar height.

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Construction Hazards: Plant & Equipment

Use only plant and equipment that are safe to use. Make sure the equipment you use has been correctly serviced and checked. Also, keep tools in good repair and check to make sure they are fit for use.

You should only use plant and equipment for the purpose(s) for which they are meant to be used. All guards should be fitted safely and be in good condition.

Knife blades must be covered when not in use and be able to be locked in place when in use.

Remember that live electrical equipment must never be worked on until they are de-energised and/or physically isolated. You should always ask your supervisor or other responsible person to shut down and tag out (or lock out) systems if needed.

Remember to keep an eye out for:

- Overhead power lines
- Exposed, moving mechanical components (e.g., gears, drive shafts, pulleys)
- Areas where there could be a release of steam, chemicals, pressurised fluids or biological hazards.

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Construction Hazards: UV Radiation

Ultra-violet or UV radiation mostly comes from the sun. You should know that it can also come from lasers, welding flashes and high intensity lighting.

UV radiation passes through the skin and harms the living cells in the body. These cells swell and the skin burns. Your eyes are also at risk.

Make sure you take sensible measures to protect your skin from UV radiation (sunburn). Wear appropriate PPE if you are welding or exposed to lasers or high intensity lighting.

Always remember to:

- Slip on a shirt
- Slop on the sunscreen
- Slap on a hat
- Wrap on sunglasses.

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Construction Hazards: Electrical Safety

You must report all electrical shocks and short circuits. Australian standards and OHS legislation demand that regular routine inspections of electrical equipment happen.

All electrical equipment must be tested and tagged quarterly.
Extension leads and portable tools should be checked for defects and correct tags prior to use.

Note: treat tools with respect and always unplug equipment when changing blades or fittings.

In work areas, all electrical leads should be suspended off the ground. Equipment must be earthed properly and portable equipment must include a portable earth leakage circuit breaker (a residual current device RCD). This is an added protection and should not be used as a sole protection.

Where a portable generator is being used, make sure that the wiring is correct and that the outlet socket, generator and frame have a common earth wired by a licence electrician.

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**Construction Hazards: Traffic & Mobile Plant**

You must be licensed to operate and able to safely control. Make sure you only operate plant and equipment that you are licensed to use and can safely control and operate. Only use the equipment for the purpose for which it was designed to be used.

You must carry out all pre-operational checks when starting or taking over equipment. Remember to check warning and hazard signs and lights.

Also, make sure that you:

- Work only within the specified areas
- Be careful and follow road rules and transport rules when moving between sites
- Be aware of people and objects around you when working
- Identify and avoid potential hazards
- Observe and obey warning signs
- Identify and mark services, and isolate (and tiger tag) overhead power lines if needed
- Follow correct procedures when parking, storing and isolating equipment and attachments
- Follow lock up and isolation procedures if plant and equipment are to be left overnight
- Replace or tag faulty items and report any damage or faults immediately
- Complete all minor maintenance within guidelines and to your level of responsibility
- Record and report other maintenance and repairs
- Be aware of and avoid contact with moving parts and hot engine/body parts and lubricants (oils)
- Replace or check guards before and after use

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**Construction Hazards: Working at Heights & Falls**

Falls from heights are one of the most common forms of serious injury or death on work sites. When working at heights, appropriate protection must be given to you, and used. This rule applies regardless of the height at which you are working.

You must make sure that:

- As much as possible is done at ground level
- Passage ways, aisles and stairs are clear of obstruction
- People below are protected
- Ladders are used correctly
- Scaffold or mobile work platforms are used if work is of an extended nature if above 4 metres erected by a licensed scaffolder
- Edge protection is used if a person is likely to fall more than 2 metres, or there is a risk (e.g., guard rails, barricades, or other solid and secure safety screens)
- A safety harness, safety net or other system is used if edge protection can’t be used
- All scaffolding, temporary structures, planks, decking, tools and equipment etc are secured to stop them from falling
- You wear non-slip footwear

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**Construction Hazards: Falling Objects**

You must take care to ensure that objects do not fall onto or hit people during construction work and people in adjoining areas. Adjoining areas could include a public footpath, road, square or the yard of a dwelling or other building beside a workplace.

Falling objects include equipment, material, tools and debris that can fall or be sent out sideways or upwards. Examples of falling objects include tools falling off a work platform, rock and soil falling into a trench, falling bricks bounced off the side of a building, and concrete pre-cast panels falling over.

It is important that:

- Perimeter containment screening, scaffold fans, hoardings or gantries are used to contain falling objects
- Scaffolding is erected and dismantled during quiet times in built-up areas
- Materials are never dropped from a scaffold - mechanical hoists should be used to move materials
- Danger tags and warning signs (such as ‘keep out - falling objects’ and ‘danger - incomplete scaffolding’ etc are used to warn people of hazards from falling objects.

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**Construction Hazards: Excavations (Including Trenches)**

A trench is a deep hole, channel, ditch or cut in the ground. An excavation is a hole of cavity made by excavating.

All trenches or excavations must be barricaded or flagged off to warn people of their location, and to prevent accidental or unauthorised entry. People are generally not allowed to enter areas immediately next to trenches or other excavations that are 1.5 metres in depth or more, unless the sides are benched, battered or supported.

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**Construction Hazards: Confined Spaces**
A confined space is a space of any size which:

- Is not intended as a regular workspace
- Has restricted means for entry and exit
- May have an atmosphere that is contaminated or lacking oxygen
- Is at atmospheric pressure
- Has a permit system for access
- Has special requirements such as a permit for work, provisions for rescue and first aid, communication and people acting as “spotters”

Confined spaces are covered by an Australian Standard which needs to be complied with. This requires special training.

Examples of confined spaces are pits, tanks, ducts, pipes, pressure vessels, roof spaces etc.

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**Construction Hazards: Unplanned Collapse**

An unplanned collapse poses a significant danger to construction workers.

It can involve:

- The collapse of a building or structure (or part of a building or structure) Which is weak or unstable before it has collapsed
- The collapse, overturning or failure of a load-bearing part of a lift, crane, hoist, or lifting gear
- The collapse of shoring or an excavation with is more than 1.5 metres deep

As always, you should be aware of potential hazards and risks, and comply with procedures, regulations and Australian Standards which are in place to help you be safe at work (for example those relating to maximum load limits of load bearing equipment).

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**Construction Hazards: Hot & Cold Working Environments**

Some tasks may expose you to hot or cold working environments, work outdoors may expose you to the sun's radiation, or to wind chill. Work with hot plant or equipment or surroundings (such as with welding), also has the potential for heat related illness.

Workers with cold areas may be exposed to thermal hazards in their workplace. It is important that you know the difference between a situation which threatens health and safety, and a feeling of discomfort.

Terms like hypothermia and heat stroke refer to serious medical conditions.

- **Hypothermia** - is where a person gets an abnormally low body temperature as a result of exposure to cold environments. It is a serious condition which can lead to death.
- **Heat stroke** - is an uncommon and more severe form of heat illness, which is a medical emergency. It occurs when the body can no longer control the body temperature and it rises to temperatures where mental function is seriously impaired.
• **Heat exhaustion** - is related to lack of fluids, or a rapid loss of body fluids.
• **Heat stress** - is more serious, and can lead to death. It is more likely to occur in conditions of high humidity.

The effects of heat and cold on the body are influenced by the environment through:

- Air temperature (how hot or cold the surrounding air is)
- Humidity (the moisture in the air)
- Air movement including air speed (or wind speed), and air circulation
- Radiant heat (heat radiating from the sun, or given out by plant, buildings, equipment, fixtures etc)

By themselves, they may not present a serious hazard.

Other things can make them worse. If they are present during strenuous physical work, or if you are required to wear heavy protective clothing, the potential for harm may be greatly increase.

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**Construction Hazards: Infectious Diseases**

Most workplaces are not at high risks of transmitting infectious diseases such as HIV, hepatitis and other viruses found in the blood and other body fluids. Where there is a possibility that workers will be exposed to blood or other body fluids, there is potential for transmitting viruses.

Some work activities have an increased risk, for example a plumber might be exposed to a syringe left in a toilet. Other risks relate to workers who use sharp instruments or tools that might penetrate their skin, or poor housekeeping or personal hygiene.

Transmission will usually occur if hypodermic needles or other sharp instruments contaminated with infected blood or body fluids penetrate the skin infected blood or body fluids splash into your eye or other mucous membranes, or onto broken skin.

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**OHS Personnel: Work groups**

<table>
<thead>
<tr>
<th>Hazard Categories</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Physical          | • noise  
                    | • heat from the machine  
                    | • moving machinery  
                    | • repetitive jobs  
                    | • poor design  |
| Chemical          | • solvents, cleaners, acids  
                    | • dusts and powders like asbestos  
                    | • fumes from hot metals, petrol and gases  
                    | • smells from paints, plastics and pesticides |
Hazard Identification

Hazard identification is the process of recognising that a hazard exists and defining its characteristics. All hazards must be identified and assessed to determine the level of risk. The risk must then be eliminated or controlled.

The process involves identifying all hazardous items, activities, situations, plant and equipment, products, services and processes that could result in injury or illness. This would generally involve consideration of:

- The type of injury or illness that is possible
- The situation or events, or combination of circumstances that could give rise to injury or illness
- The way work is organised and managed

A PCBU, in managing risks to health and safety, must identify reasonably foreseeable hazards that could give rise to risks to health and safety including:

- The work premises
- Work practices, systems and shift working arrangements (including hazardous processes, psychological hazards and fatigue related hazards)
- Plant (including transport, installation, erection, commissioning, use, repair, maintenance, dismantling, storage or disposal)
- Hazardous substances (including production, handling, use, storage, transport or disposal)
- Presence of asbestos
- Manual handling (including the potential for occupational overuse injuries)
- Layout and condition of the workplace (including lighting and workstation design)
- Biological organisms, products or substances
- Physical environment (including the potential for electrocution, drowning, fire or explosion, slips, trips and falls, contact with moving or stationary objects, exposure to noise, heat, cold, vibration, radiation, static electricity or contaminated atmosphere)
- Potential for violence

Hazards are commonly identified through:

- Direct observation
- Completing checklists
- Site safety audits
- Workplace inspections
- Incident/accident investigation
- Monitoring the work site
- Consultation with staff or external organisations
- Feedback from other people
• Injury and illness records
• References to information and historical data
• Investigating staff concerns
• Environmental and health monitoring

All employees should be involved in hazard identification. It should take place at all stages of product or service delivery, from design to manufacture, supply and product use.

Identifying hazards should be a systematic, planned process that enables workplace hazards to be identified in a logical, structured manner. However, hazards may also be identified through less systematic means such as internal or external complaints or observations from employees.

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**Hazard Identification: Systematic Methods**

Systematic hazard identification methods include:

- Safety audits
- Workplace inspections
- Incident/accident investigations
- Records
- Consultation
- Environmental & health monitoring
- Work health & safety management system

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**Hazard Identification: Safety Audits**

Systematic inspections of the workplace that evaluate the implementation and effectiveness of the organisation's safety management system. External consultants or OHS professionals may conduct the audit. Audits usually result in a written report for management and recommendations are referred to the OHS committee/OHS representative for consideration.

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**Hazard Identification: Workplace Inspections**

Regular, systematic physical inspections of the workplace by managers, supervisors and the OHS committee/OHS representative should be conducted. Inspections make use of observation, checklists and discussion to identify workplace hazards.

In conducting inspections, consultation and cooperation between PCBU and employees is essential. The OHS committee/OHS representative can facilitate this. The outcomes of inspections and control recommendations should be documented and made available to employees.
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Hazard Identification: Incident/Accident Investigations

Many workplaces have a set of procedures for reporting and investigating hazards and circumstances that contribute to incidents/accidents.

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Hazard Identification: Records

Workplaces should keep records of injuries and illnesses, OHS training and incident/accidents. Information about ‘near hits’ can be very helpful in identifying hazards and preventing potential harm or damage. Registers of hazardous substances, plant or first aid are also useful.

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Hazard Identification: Consultation

A range of consultation mechanisms is available to identify hazards and bring them to the attention of the PCBU.

Most workplaces determine that a OHS committee or OHS representative(s) are the most effective means of raising health and safety issues however other agreed arrangements could include OHS meetings, quality circles and total quality management processes.

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Hazard Identification: Environmental & Health Monitoring

Systematic investigation and monitoring of hazards is an effective way to bring hazards to the attention of management and employees.

As with OHS audits, monitoring may be undertaken by OHS professionals to provide technical advice about suspected hazards. Monitoring may help in deciding whether a substance or process is hazardous and, if so, the level of risk involved. In this way, monitoring is not only associated with hazard identification, but is also associated with workplace assessment and control measures.

Environmental monitoring measures the hazards present in the workplace environment (eg. air sampling) whereas health monitoring considers exposure of the individual (eg. blood or hearing testing).
Hazard Identification: Work Health & Safety Management System

A work health and safety management system is a system or methodology used by a business to manage the OHS obligations within a business. It is useful for organising how workplace health and safety is managed and provides a proactive and systematic approach.

Hazard identification does not end with the initial investigation. The hazard identification steps are repeated as part of an ongoing process, especially when there are changes in the workplace.

Once a OHS program is in place, hazard identification should be regarded as an ongoing, integral part of workplace operations.

Assessing Risk

To assess risk, you need to consider both likelihood and consequences.

The desired outcome of this step is a prioritised list of risks for further action. Various methods can be used to undertake a risk assessment. One method is presented below.

Assessing Risk: Determining Likelihood

For each of the risks:

- Estimate the likelihood of an incident occurring at your workplace, bearing in mind existing control measures;
- Estimate the consequences of an incident occurring at your workplace, bearing in mind existing control measures;
- Estimate the number of times people could be effected by it (frequency)

Using the ratings of each risk, develop a prioritized list of workplace risks requiring action.

Assessing Risk: Determining Consequences
Use the following descriptive scale to nominate the likelihood of an incident occurring at your workplace.

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Could happen frequently</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Likely</td>
<td>Could happen frequently</td>
</tr>
<tr>
<td>Likely</td>
<td>Could happen occasionally</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Could happen, but rarely</td>
</tr>
<tr>
<td>Very Unlikely</td>
<td>Could happen, but probably never will</td>
</tr>
</tbody>
</table>

The following factors can affect the likelihood of an incident occurring:

- How often the situation occurs.
- How many people are exposed?
- The skills and experience of persons exposed.
- Any special characteristics of the people involved.
- The duration of exposure.
- The position of the hazard to workers.
- Distractions.
- Quantities or multiple exposure points.
- Environmental conditions.
- Condition of equipment.
- The effectiveness of existing control measures:
  - Do the existing control measures represent good practice?
  - Are the existing control measures minimising exposure to the risk?
  - Do workers know about the existing control measures?
  - Are the existing control measures being used / followed?
  - Are there adequate systems in place for the control measures?
  - Is training and supervision adequate for the control measures?
  - Is maintenance adequate for the control measures?
  - How easy is it to use, or work with, the control measures?

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**Assessing Risk: Determining Consequences**

Use the following descriptive scale to nominate the consequences of an incident occurring.

<table>
<thead>
<tr>
<th>Consequences</th>
<th>Death or permanent disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme</td>
<td>Serious bodily injury or serious work caused illness</td>
</tr>
<tr>
<td>Major</td>
<td>Moderate injury or illness requiring casualty treatment</td>
</tr>
<tr>
<td>Minor</td>
<td>Minor injury or illness requiring first aid only, no lost work time.</td>
</tr>
</tbody>
</table>

To determine consequences, you must make a judgement on the severity of the potential outcome.

You should review any information gathered during the identification stage, including incident statistics and manufacturer's data.
Also consider the following factors which can affect the consequences:

- Potential for a “chain reaction”
- Concentrations of any substances
- Volumes of materials
- Speeds of projectiles and moving parts
- Heights
- Position of the worker relative to the hazard
- Weights
- Forces and energy levels

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**Assessing Risk: Risk Priority Chart**

The level of risk, or ‘risk score’, is determined by the relationship between likelihood and consequence. This relationship can be represented using a matrix, as follows.

Determine the risk score for each risk by plotting consequence and likelihood estimates on the table. Prioritise risks based on their risk score.

<table>
<thead>
<tr>
<th>LIKELIHOOD: How likely could it happen?</th>
<th>CONSEQUENCES: How severely could it affect health and safety?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>EXTREME: Death or permanent disablement</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>VERY LIKELY: Could happen frequently</td>
<td>2</td>
</tr>
<tr>
<td>LIKELY: Could happen occasionally</td>
<td>3</td>
</tr>
<tr>
<td>UNLIKELY: Could happen, but rare</td>
<td>4</td>
</tr>
<tr>
<td>VERY UNLIKELY: Could happen, probably never will</td>
<td>5</td>
</tr>
</tbody>
</table>

This stage of the risk assessment gives a basis for ranking risks in terms of their priorities. It is important to note that the risk scores obtained have no absolute value.

This chart provides a means of ranking the risks ONLY.

The scores (1-7) in the risk priority chart indicate how important it is to do something about each risk, as follows:

<table>
<thead>
<tr>
<th>Score</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,2 or 3</td>
<td>Do something about these risks IMMEDIATELY</td>
</tr>
<tr>
<td>4 OR 5</td>
<td>Do something about these risks as soon as possible</td>
</tr>
</tbody>
</table>
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Risk Control

Control strategies should be developed and implemented after the hazards have been identified and risk assessment completed. The main purpose of risk control is to eliminate hazards if reasonably practicable or if this is not possible, to reduce the risk in the workplace to the lowest possible level. It is essential that a thorough examination of the workplace be carried out to reveal the types of hazards and their extent. This should be linked closely to available information and requirements of appropriate legislation, codes and standards.

Once implemented, control strategies should always be documented and training provided to all employees where necessary. Regular monitoring and review should be conducted to ensure continuing applicability and suitability. This also encourages continual improvement.

Control measures are designed to reduce the:

- Risk arising from hazardous work
- Risk of exposure to hazardous substance or hazardous environment
- Likelihood of disease where that exposure is an integral part of the work process

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Risk Control: Hierarchy of Controls

The hierarchy of controls is used when it is not reasonably practicable to eliminate risks to health and safety caused by a hazard. If elimination cannot occur the following control measure must be used starting with control measure one.

Control measure one (1):

- Substituting the hazard e.g. system of work, plant, substance or tools with something safer
- Isolating the hazard e.g. introduce a strict work area; enclose a noisy process from the person
- Minimising the risk by introducing engineering controls e.g. Guard rails, scaffolding, and ventilation

Control measure two (2):

- Minimising the risk by adopting administrative controls e.g. Hazard warning signs, safe work practices, appropriate hearing, housekeeping, maintenance

Control measure three (3):

- Using PPE e.g. Eye and hearing protection

If no single control is appropriate, a combination of the above controls needs to be taken to minimise the risk to the lowest level that is reasonably practical.

The measures at second and third level are less effective and require more frequent reviews of hazards and systems of work.
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Risk Control: Design & Planning

It is often possible to detect a hazardous situation during the design and planning phase of a building project. Every attempt should be made to eliminate hazards by designing them out when new materials, equipment or work systems are planned.

A series of questions is asked starting from the most effective treatment of a risk, which is elimination, and working down to the least effective, which is personal protective equipment. These questions are:

- **Elimination**: Is it possible to remove the hazard completely?
- **Substitution**: Is it possible to substitute materials, equipment or process with less hazardous ones?
- **Isolation**: Is it possible to minimise the chance of danger or harm by preventing access?
- **Engineering**: Can a safer environment be created by making equipment and process improvements such as guarding for equipment?
- **Administration/Training**: Are there policies, standards and standard working procedures in place to minimise the risk?
- **Personal Protective Equipment (PPE)**: Should PPE be used as additional protection?

Controls are not mutually exclusive. Several in the hierarchy may be needed to obtain the level of control necessary. This is particularly true when using administrative or PPE controls.

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Risk Control: Implementation

The next step involves putting selected control measures in place at your workplace.

**Developing work procedures**

- Develop work procedures in relation to the new control measures to make sure they are effective.
- Management, supervision and worker responsibilities may need to be clearly defined in the work procedures.

**Communication**

- You should inform workers and others about the control measures to be implemented.
- It is important to clearly communicate the reasons for the changes.

**Providing training and instruction**

- Training and instruction for the workers, supervisors and others in relation to the new control measures.

**Supervision**

- Supervision to verify that the new control measures are being used correctly.

**Maintenance**
- Maintenance relating to control measures is an important part of the implementation process.
- Work procedures should spell out maintenance requirements to ensure the ongoing effectiveness of the new control measures.

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**Risk Control: Monitoring & Reviewing Risks**

Once the risks associated with all the identified hazards have been assessed and control measures have been introduced, the risk management process can be repeated to determine if the risk has been reduced to a satisfactory level. This continual assessment forms part of the monitoring and review phase of the risk management process.

For this step, it can be useful to ask questions to determine whether:

- **Chosen Control Measures Have Been Implemented, As Planned**
  - Are chosen control measures in place?
  - Are these measures being used?
  - Are these measures being used correctly?

- **Chosen Control Measures Are Working**
  - Have the changes made to control exposure to the assessed risks resulted in what was intended?
  - Has exposure to the assessed risks been eliminated or adequately reduced?
  - Are There Any New Problems?
  - Have implemented control measures resulted in the introduction of any new problems?

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**Risk Control: Communication & Consulting**

**Consultation is Key to a Successful Risk Management Process**

Your PCBU should consult with workers at each stage of the risk management process. This will help achieve better health and safety outcomes.

The OHS Act provides for consultation through H&S Representatives and Committees.

Communicating and consulting with internal and external stakeholders as appropriate at each stage of the risk management process and concerning the process as a whole.

Risk management can be applied at many levels in an organisation. It can be applied at the strategic level and at the operational level. It may be applied to specific projects, to assist with specific decisions or to manage recognised risk areas.

Risk management is a process than can contribute to organisational improvement. With each cycle, risk criteria can be strengthened to achieve progressively better levels of risk management.
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Consultation

The OHS Act requires that where more than one person has a duty for the same matter, each person retains responsibility for their duty in relation to the matter and must discharge the duty to the extent to which the person can influence and control the matter.

In these situations, the OHS Act requires that each person with the duty must, so far as is reasonably practicable, consult, co-operate and co-ordinate activities with all other persons who have a work health or safety duty in relation to the same matter.

Such a situation can arise, for example, where more than one business or undertaking operates at a workplace and where people share responsibility for work health and safety to varying degrees, for example shopping centres, construction projects, labour hire, or multi-tenanted office buildings.

The duty to co-operate and co-ordinate activities requires PCBUs to work together in a proactive and reciprocal way without gaps or inconsistencies, so that all risks associated with the activity they are involved in are eliminated or minimised as far as is reasonably practicable.

PCBUs should consider:

- The work activity undertaken by the business;
- Others who have influence or control in that work activity;
- The interactions between that activity and those of other duty holders;
- What information should be shared; and
- What action is needed to communicate and work together with the other duty holders?

Consultation with other duty holders means:

- Contacting them and discussing the relevant health and safety matters;
- Sharing information relating to the matters;
- Finding out what the other duty holders know about the OHS risks and control measures; and
- Planning what each duty holder will do to control the risks.

The outcome of the consultation should be a shared understanding of what the risks are, which workers are affected and how the risks will be controlled.

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Co-operation & Co-ordination

Co-operating with other duty holders involves providing assistance where necessary and interacting with other duty holders to avoid interfering with another person's duty.
Co-operation also means that, if a PCBU is approached by other duty holders wanting to consult with on a health and safety matter, he or she should take care not to obstruct communication, and respond to reasonable requests from other duty holders to assist them in meeting their duty.

Co-ordination involves planning and organising activities together with the other duty holders so that each person can meet their duty of care effectively without leaving any gaps in health and safety protection.

The law states that the PCBU must consult with their site health and safety representative and committee if a change to a process, policy or procedure might affect the health or safety of a worker.

Consultation is about encouraging cooperation and partnerships between PCBU and workers to ensure health and safety. It means:

- Sharing information about health and safety issues with employees
- Giving workers the opportunity to express their opinions about resolving health and safety issues
- Valuing the opinions of workers and taking them into account when making decisions or changes to do with health and safety.

OHS Laws and regulations also spell out:

- How and when consultation happen
- Minimum requirements for the establishment of health and safety committees and health and safety representative and what they should do
- Procedures for resolving matters that may be a risk to health and safety
- Training for members of H&S committees and H&S representatives.

Remember, consultation is an important way of finding out information, and raising any concerns you may have about your health and safety at work.

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**OHS: Where to get Information**

You can get information on health and safety from a range of places. Your PCBU, H&S committee, and OHS representatives are good starting points.

You can find out information about workplace health and safety by:

- Reading (MSDS, safe work method statements, site and industry newsletters, bulletins, policies and procedures, manufacturer's instructions for equipment and tools, hazard reports, job safety analyses, safety meeting minutes, etc)
- Listening (OHS meetings, toolbox talks etc)
- Asking questions (supervisor, other workers, H&S representatives, first aid officer, suppliers, inspectors etc).

You can also talk to people who are not at your work site, for example your state or territory workplace safety authority and the Australian Safety Compensation Council (ASCC). Your site H&S representative should be able to assist you.

**Note:** Written information is available on the Internet by searching for "OHS + construction + the specific information required"
OHS: Types of Documentation

There are several types of OHS documents at your workplace. They generally do two things: provide you within information about health and safety, and provide a way for hazards, incidents, injuries etc to be reported.

Here are some examples:

- **Construction documentation and plans**
  These provide important detail about construction specifications and design. They include excavation plan and emergency information contact details.

- **Safe work method statements**
  These statements provide agreed information to all staff in a work group on safe work practices. They are developed only after a full risk assessment has been completed and after all reasonable practicable risk control measures have been put into place.

- **Material Safety Data Sheets (MSDS) and Labels**
  MSDS exist for materials that are hazardous. The sheets are supplied by the manufacturer or product supplier. They identify how the materials should be handled. A MSDS covers health, handling, ingredients and first aid, safe handling and storage requirements. You should have ready and visible access to them and always check them before product use. You should also check product label for additional information.

- **Job Safety Analyses (JSA)**
  A JSA is a detailed and systematic written record of a job process. A job approach is analysed or studied to look at the activity, the hazards involved, and any controls which will be needed. JSAs also list the people who are responsible for conducting activities and the process that needs to be followed. They are most important for high risk tasks.

- **Accident, incident and injury reports and proformas**
  These are the forms on which you should write any workplace injuries incidents or accidents. They need to be processed correctly and given to the appropriate person (such as your supervisor or OHS representative). This usually needs to be done within a specified timeframe (you may need to check this - it will probably vary depending on the type of report, and procedures for reporting at your work site).

- **Report of dangerous occurrences or near misses**
  Dangerous occurrences and near misses do not cause injury, but may be a big risk to people or property, for example collapse or failure of a building or structure, electrical short circuit etc. These must be reported promptly to the correct authority. You will need to check which proformas need to be used, who the report should go to, and the timeframe for reporting. Again, this might vary from site to site.

- **Risk assessments**
  A risk assessment will list the factors which have contributed to a risk in a particular task or job. It will also provide a review of health and safety information available and evaluate the likelihood and severity of injury or illness. It will also identify actions to control or eliminate the risk, and requirements for keeping records. Site Safety Inspections can assist in identifying risk and all details are documented in a Site Safety Inspection Report.

OHS: How to Raise Issues

It is important that you have an opportunity to raise issues about health and safety in your workplace and that you take the opportunity to do so. You can raise OHS issues verbally (eg by speaking to your supervisor or OHS representative), or in writing if you wish.

Simple ways to raise a OHS issue may be during:

- Toolbox talks (an informal briefing or short talk on OHS issues)
- OHS meetings (formal meetings which usually aim to provide workers with specific information about OHS)
- Discussion with a OHS representative (this could be face to face, by telephone or by email)
- Workplace consultation relating to OHS issues and changes (this would be initiated by your PCBU or site manager).

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**OHS: Right to Cease Unsafe Work**

If a worker has a reasonable concern about a serious risk to their health or safety from immediate or imminent exposure to a hazard, they may cease or refuse to carry out work. A worker who ceases work must notify the PCBU as soon as possible. Workers can be redirected to suitable alternative work at their workplace or at another site until they can resume normal duties.

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**OHS Personnel: OHS Committee**

A health and safety committee (HSC) facilitates cooperation between a PCBU and workers in developing and carrying out measures to ensure health and safety at work. This includes health and safety standards, rules and procedures for the workplace.

A PCBU must set up an HSC within two months of being requested to do so by an HSR, or by five or more workers in a workplace or when required by the OHS Regulation.

A PCBU can also establish an HSC on their own initiative. At least half of the members of a HSC must be workers that have not been nominated by the PCBU. A HSR can also consent to be a member of the committee and, when a workplace has more than one HSR, they can choose one or more to be members.

When agreement cannot be reached on the composition of an HSC, any party to the committee can request an inspector’s assistance to decide the matter. A HSC must meet at least once every three months and at any reasonable time at the request of at least half of the members of the committee.

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**OHS Personnel: OHS Representatives**

OHS representatives are nominated and appointed to represent your work site and its workers (including their views, interests and concerns). They can help you to raise any OHS issues or concerns that you may have.

Their responsibilities include:

- To consult with the PCBU and workers, and provide information on OHS
- To assist workers to raise OHS issues
- To secure the participation and involvement of workers in health and safety matters
- To cooperate with your PCBU in relation to OHS

A HSR represents the health and safety interests of a work group. There can be as many HSRs and deputy HSRs as needed after consultation, negotiation and agreement between workers and their PCBUs.

A PCBU must keep a current list of all HSRs and deputy HSRs and display a copy at the workplace. The list must also be given to Workplace Health and Safety Queensland (or your state regulatory body).

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**OHS Personnel: Work groups**

Any worker or group of workers can ask the PCBU for whom they are carrying out work to set up a work group at one or more workplaces for the purpose of electing a HSR. A work group is a group of workers who share a similar work situation. For example, a work group might consist of all workers in the office part of a manufacturing complex, or it might consist of people of the same trade, or it might consist of all people on the night shift. If agreed, workers from multiple businesses can be part of the same work group which might include contractors, labour hire staff, outworkers and apprentices.

If a request is made for the election of a HSR, a PCBU must start negotiations with workers within 14 days.

Negotiations between a PCBU and workers will determine the:

- Number and composition of the work group(s)
- Number of HSRs and deputy HSRs
- Workplace(s) to which the work group(s) apply

A PCBU must negotiate a work group with a worker's representative (e.g. union) if asked by a worker. The PCBU must also notify workers as soon as practicable of the outcome of the negotiations.

At any time, the parties to a work group agreement may negotiate a variation.

If negotiations fail in establishing a work group, or discussing a variation to a work group agreement, any person who is a party to the negotiations can request an inspector to assist in deciding the matter (or, if the matter involves multiple businesses, to assist the negotiations).

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**OHS Personnel: Powers & Functions**

The role of a HSR is generally limited to their work group unless there is a serious risk to the health or safety of other workers from an immediate hazard or a worker in another work group asks for their assistance, and the HSR for that other work group is found to be unavailable.

A HSR can:
• Inspect the workplace or any area where work is carried out by a worker in the work group
• Accompany a workplace health and safety inspector during an inspection of the area the HSR represents
• Be present at an interview with a worker that the HSR represents (with their consent) and the PCBU or an inspector about health and safety issues
• Request a health and safety committee be established
• Monitor compliance measures by the PCBU
• Represent the work group in health and safety matters
• Investigate complaints from members of the work group
• Inquire into any risk to the health or safety of workers in the work group.

A HSR is not personally liable for anything done, or not done, in good faith while carrying out their role.

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**OHS Personnel: Election & Eligibility**

The members of a work group elect their own HSR. All members are able to vote in an election. To be eligible for election, a person must be a member of the work group and not be disqualified from acting as a HSR. Upon a request for the election of an HSR, a PCBU must provide resources and assistance to carry out the election. Members of a work group decide how to elect a HSR. Elections for a deputy HSR are carried out in the same way.

The term of office for a HSR or deputy HSR is three years. They cease to hold office if:

• They leave the work group
• They are disqualified from being an HSR
• They resign as an HSR
• The majority of members of the group agree the person should no longer represent them

HSRs can be re-elected. Elections are not needed when the number of candidates is the same as the number of vacancies. Any person adversely affected by a decision or action of a HSR can apply to the Queensland Industrial Relations Commission (or your state regulatory body) to have them disqualified.

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**OHS Personnel: Training**

If requested, a PCBU must allow HSRs and deputy HSRs to attend a work health and safety course approved by Workplace Health and Safety Queensland (or your state regulatory body). Within three months of the request, the PCBU must give HSRs paid time off to attend a course and pay the course costs and reasonable expenses. A course must be selected in consultation with the PCBU to ensure it is relevant to the work carried out. If agreement cannot be reached, an inspector may assist.

The PCBU has a duty to ensure the relevant training has been provided to the HSR so that they can perform their functions and exercise their powers under the OHS Act. Before the HSR can issue a provisional improvement notice (PIN) or direct a person to cease unsafe work, they must attend an approved training course.

Whether or not the HSR has undergone training, a PCBU must give them the resources, facilities and assistance to enable them to carry out their functions.
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OHS Personnel: Other Important Personnel  

Many people are involved in OHS communication and processes. Other key people (besides the OHS representative) include:  

- Your supervisor  
- Your workplace OHS committee  
- Emergency services staff  
- First aid officers  
- Project manager  
- People managing your company  

Sometimes the designated OHS Representative for your workplace will be the PCBU or the person with management control.  

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OHS Personnel: Issue Resolution  

If there is a health and safety issue at a workplace, the relevant parties must make reasonable efforts to achieve a timely, final and effective resolution of the issue in accordance with an agreed procedure or the default procedure set out in the OHS Regulation.  

Relevant parties are:  

- The PCBU or their representative  
- Each PCBU or their representative, if the issue involves more than one PCBU  
- The HSR for that work group or his/her representative, if the worker(s) affected by the issue is/are in a work group  
- The worker(s) or his/her representative, if the worker(s) affected by the issue is/are not in a work group.  

A person's representative may enter the workplace for the purpose of attending discussions with a view to resolving the issue. If an issue remains unresolved, one of the parties may ask Workplace Health and Safety Queensland (or your state regulatory body) to appoint an inspector to attend the workplace and assist in resolving the issue.  

Such a request does not prevent a worker from ceasing unsafe work or a HSR from issuing a PIN or directing workers to cease unsafe work. Although an inspector cannot determine the issue, the inspector may exercise any of his/her compliance powers under the OHS Act.  

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Inspectors
The main role of inspectors is to monitor and enforce compliance with the Act, and where required implement the enforcement framework.

- Each inspector is issued with an identity card containing a signature and a recent photograph, which he or she must show you before exercising any power under the Act.
- They must have the identity card displayed so it is clearly visible to the person when exercising the power.

However, if it is not practicable to comply with either of the above the inspector must produce the identity card for the person’s inspection at the first reasonable opportunity.

The inspector has specific powers under the Act. They must:

- provide information and advice about compliance with the OHS Act
- Assist in the resolution of:
  - work health and safety issues at workplaces
  - issues related to access to a workplace by an assistant to a health and safety representative
  - issues related to the exercise or purported exercise of a right of entry
- Review disputed provisional improvement notices
- To require compliance with the Act through the issuing of notices
- To investigate contraventions of the Act and assist in the prosecution of offences.

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**Inspectors: General Powers on Entry**

An inspector who enters a workplace may do all or any of the following:

- Inspect, examine and make inquiries at the workplace
- Inspect and examine anything, including a document, at the workplace
- Bring to the workplace and use any equipment or materials that may be required
- Take measurements, conduct tests and make sketches or recordings, including photographs, films, audio, video, digital or other recordings
- Take and remove for analysis a sample of any substance or thing without paying for it
- Require a person at the workplace to give the inspector reasonable help to exercise the inspector's powers
- Exercise any compliance power or other power that is reasonably necessary to be exercised by the inspector for the purposes of the Act.

A person required to give reasonable help must not, without reasonable excuse, refuse or fail to comply with the requirements.

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**Safety Signs & Symbols**

Australian Standards specify the colour, size and shape of safety signs. Safety signs are part of the administrative controls within the hierarchy of control. They are important communication tools and their message must be followed.

Safety signs are classified into the following colours:
<table>
<thead>
<tr>
<th>SIGN TYPE</th>
<th>SYMBOLIC SHAPE</th>
<th>LEGEND COLOUR</th>
<th>MEANING</th>
<th>EXAMPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulatory</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prohibition</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black when superimposed on symbolic shape</td>
<td>Not Permitted</td>
<td><img src="image" alt="No Smoking" /></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mandatory</td>
<td></td>
<td>White when superimposed on symbolic shape</td>
<td>Indicate a restriction that must be followed</td>
<td><img src="image" alt="Eye Protection" /></td>
</tr>
<tr>
<td>Restriction</td>
<td></td>
<td>Black when superimposed on symbolic shape</td>
<td>Indicate a restriction that must be followed</td>
<td><img src="image" alt="Speed Limit" /></td>
</tr>
<tr>
<td>Hazard Warning</td>
<td></td>
<td>Black when superimposed on symbolic shape</td>
<td>Indicate a hazard that is not likely to be life threatening</td>
<td><img src="image" alt="Flammable" /></td>
</tr>
</tbody>
</table>
Hazard Danger
- Black when superimposed on symbolic shape
  - Used when actual dangers exist

Emergency Information
- White when superimposed on symbolic shape
  - Emergency Information

Fire Sign
- White when superimposed on symbolic shape
  - Indicate fire equipment

Notices and signs are classified into seven main groups: Regulatory prohibition, Regulatory Mandatory, Regulatory Restriction, Hazard Warning, Hazard Danger and Emergency information and Fire signs refer to section.

All signs required by relevant Acts or Regulations shall comply with Australian Standards or as dictated by operational requirements.

All signs shall be maintained free of obstruction and in a clean, visible and legible condition. Faded or damaged signs shall be reported and replaced.

---

**Slide ID 264**  
**Section 3 ▶ Slide 18**  
**Safety Signs & Symbols: Electrical Warning Signs**

All sub-stations, switch rooms, transformers, generating stations and other electrical installations shall display statutory notices and signs as required by legislation. In particular:

- No unauthorised entry
- No unauthorised handling or interfering with electrical equipment
- Procedure in case of fire
- Procedure in case of electric shock.
- Any missing, unclear, incorrect or obsolete colour codes or markings should be reported to the immediate supervisor or your health and safety representative.

---

**Slide ID 265**  
**Section 3 ▶ Slide 19**  
**Safety Signs & Symbols: Lock Out, Isolation & Safety Tagging**

Isolation, tagging and lock out procedures are designed to protect people and property in a workplace from hazards related to electrical power, damaged equipment or machinery or when repairs, maintenance or inspections are carried out.
Before any repair or alteration work is started the electrical circuits or equipment to be worked on must be disconnected from the electricity supply, unless other adequate precautions are taken to prevent electric shock.

---

**Slide ID 266**  
**Section 3 ► Slide 20**

**Safety Signs & Symbols: Lock Out**

Lock out is the best way of preventing machinery or electrical current becoming operational during maintenance. A lock is attached to the machine switch so that it cannot be turned on. The employee working with the machine should hold the only key to the lock. A lock must only be removed from equipment or machinery by the person who attached it. Procedures must be put in place for the removal of the lock in case this person is not available, for example if there has been a change of shift workers.

---

**Slide ID 267**  
**Section 3 ► Slide 21**

**Safety Signs & Symbols: Isolation & Tagging**

Before you start work:

- Switch off;
- Isolate circuits;
- Fix appropriate tags;
- Test that the electricity supply is isolated; and
- Always test your test instruments.

---

**Slide ID 268**  
**Section 3 ► Slide 22**

**Safety Signs & Symbols: Danger Tags**
Personal “DANGER” tags are colour-coded red, black and white, and are used while equipment and machinery is being repaired or serviced.

A “DANGER” tag on an item of equipment is a warning to all persons that the equipment is being worked on and must not be operated as lives may be placed in danger.

If turning on a switch or valve or operating any machinery or equipment you are working on will place you or someone else in danger you must fix your own “DANGER” tags. They must be tied on every main isolation switch or valve and you must make sure the switch is in the correct safe position before you start the job. When two or more employees are working on the same job they must each fix their own danger tag.

“DANGER” tags are for everyone’s safety. You must:

- Sign and date the tag;
- Only fix and remove your own “DANGER” tags;
- Place tags at common isolation points;
- Tie the tag securely; and
- Remove your tag at the end of the shift or when the work is done.

---

**Slide ID 269**

**Section 3 ► Slide 23**

**Safety Signs & Symbols: Out of Service Tags**

Yellow and black “OUT OF SERVICE” tags are used to warn people machinery, appliances or equipment is damaged, unsafe or out of service for repairs. They are used to prevent accidents and damage to the equipment or machinery.

While an “OUT OF SERVICE” tag is fixed to machinery, appliances or equipment it must not be operated.

If you are required to fix “OUT OF SERVICE” tags, you must:

- Be authorised to fix and remove them;
- Write your name and the fault on all tags;
• Place them in a prominent position;
• Place tags at common isolation points; and
• Leave tags on until the machinery or equipment is repaired and is safe to use.

Any faulty equipment should be tagged “OUT OF SERVICE” so that it cannot be used until it is replaced or repaired.

The safe work procedures for the removal of “DANGER” and “OUT OF SERVICE” tags at your workplace must be followed.

Talk to your PCBU or supervisor if you are unsure about tagging machinery and equipment correctly.

---

Section 4

Slide ID 270
Section 4 ► Slide 1

Notifiable Incidents

A notifiable incident means an incident involving the death, serious injury or illness of a person, or a dangerous incident. In these cases, a report must be made to the correct authority. Your supervisor or OHS representative can provide you with information if needed.

A PCBU must notify Workplace Health and Safety Queensland as soon as they become aware of a death, or a serious injury or illness that results in:

• Immediate hospital treatment as an in-patient
Slide ID 271
Section 4 ► Slide 2

Notifiable Incidents: Serious Illness

A serious illness is any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work:

- With micro-organisms
- That involves providing treatment to a person
- That involves contact with human blood or body substances
- Involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.

Near misses or dangerous occurrences which do not cause injury but may pose an immediate and significant risk to persons or property need to be reported so that action can be taken to prevent recurrence, for example:

- Breathing apparatus malfunctioning to the extent that the user's health is in danger
- Collapse of the floor, wall ceiling of a building being used as a workplace
- Collapse or failure of an excavation more than 1.5 metres deep (including any shoring)
- Collapse or partial collapse of a building or structure
- Collapse, overturning or failure of the load bearing of any scaffolding, lift, crane, hoist or mini-winding equipment
- Damage or malfunction of any other major plant
- Electric shock
- Electrical short circuit, malfunction or explosion
- Uncontrolled explosion, fire or escape of gas, hazardous substances or steam
- Any other unintended or uncontrolled incident or event arising from operations carried on at the workplace.

Slide ID 272
Section 4 ► Slide 3

Notifiable Incidents: Reporting Hazards, Incidents & Injuries

Why Report Hazards, Incidents and Injuries?

Reporting incidents, injuries and hazards is vital so that healthy and safe workplace can be maintained. Reporting can prevent repeated or new hazards, incidents and injuries. It can lead to improvements in health and safety for all workers.

How are Hazards, Incidents and Injuries Reported?

Any hazard, incident or injury must be reported promptly to the OHS representative or safety personnel for your work site or organisation. You may also need to use a reporting form or "proforma" to do this. This is especially the case if the report relates to something that needs to be reported to people outside of your work site or organisation. Your OHS
representative can assist you with the necessary proforma - these will usually vary depending on the organisation and work site.

The PCBU must forward all hazard, incident and injury reports relating to legal OHS requirements, as well as keeping records within the organisation.

**Who Needs to be Told?**

Dangerous occurrences, near misses and serious incidents and injuries must be reported to the relevant Commonwealth, state or territory workplace safety regulatory. For QLD it must be reported to the Division of Workplace Health and Safety, and an Incident Notification Form must be completed. Which authority to report to depends on the nature of the report, and the state or territory your work site is located in.

Depending on the type of incident, emergency services such as the Fire Brigade, Police, Ambulance, State Emergency Services, or Environment Protection Authority may need to be notified. Again, you should check the procedures which relate to your work site.

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**Slide ID 273**  
**Section 4 ► Slide 4**

**Workers Compensation**

Workers compensation means that you can receive medical treatment and assistance if you are injured at work. All employees have a right to receive workers compensation. Compensation can cover you for loss of wages and medical expenses to varying degrees depending on the circumstances.

There are processes that you need to follow to be eligible for workers compensation, for example you must:

- Complete the relevant claim for compensation from as soon as possible after the incident
- Attach any medical certificates and expenses (bills, receipts etc) that occurred as a result of the incident that caused the injury
- Keep a copy of the form and all relevant documents.

There may be other processes that need to be followed - you should check these with your PCBU or OHS representative.

When preparing to return to work from a work related injury or illness, you must obtain a medical clearance or certificate from your doctor.

---

**Slide ID 274**  
**Section 4 ► Slide 5**

**Emergencies**

An emergency is a sudden unforeseen crisis (usually involving danger) that requires immediate action. It presents (or may present) a risk of serious injury or death to people on the work site.

There are three levels of an emergency situation:

1. **Local** - for any situation which threatens life or property in the immediate area.
2. **Site** - where effects may spread to other areas of the site; and
3. **Off-site alert** - where effects may spread and impact on people, property or the environment outside the site, where the situation cannot be contained by site Resources.
Emergencies: Types of Emergencies

The following types of emergencies may occur:

- Fire
- Explosions
- Spills (chemical liquids, solids, radioactive or biological materials)
- Gas leaks (flammable or toxic)
- Natural events such as floods, grass fires, Bushell forest fires, earthquakes, cyclones, when storms and land slip/subsidence
- High winds that cause structural damage to building sites or containers
- Impact events such as those involving road vehicles, heavy vehicles and mobile equipment
- Off-site events such as a fire or explosion near the main worksite
- Chemical spill
- Fire
- Injury to personnel
- Structural collapse
- Toxic and/or flammable vapours emission
- Vehicle/mobile plant accident

Risks may be higher at specific times and under specific circumstances, eg. when loading or unloading, during maintenance work, hot work, digging entrenching and working at heights.

Emergencies: Basic Emergency Response

You should know the emergency response procedures for your worksite before an emergency happens. This information is available in documents such as emergency plans, evacuation plans and procedures, and incident notification procedures. Check with your OHS representative or supervisor if you are unsure.

Remember in an emergency situation, it is important to:

- Keep calm
- Check your safety
- Raise the alarm
- Obtain help

Emergencies: Emergency Services
Notification of emergency authorities will depend on the type of incident or emergency as well as other factors such as legal responsibilities, the emergency plan and access to communications. In an emergency it may fall to you to ring or contact emergency services. You will need to quickly decide who needs to know: Fire brigade, police or ambulance or workplace personnel such as your supervisor or first aider. Current phone numbers should be readily available. If not find out where you can get these from.

In the event you are required to contact off-site emergency services such as the Fire Brigade, Police, Ambulance Service, Health Department or the State emergency services it is important to provide accurate and concise information about the emergency situation. The types of information they would require are as follows:

- Location
- Type of emergency
- When and how
- Casualties, and how many;
- What hazards present
- Name of the organisation emergency manager
- Telephone contact numbers; and
- Where a security guard, traffic control coordinator or other person will meet the emergency response vehicles on arrival at the site

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**Slide ID 278**  
**Section 4 ► Slide 9**  

**Emergencies: Emergency Plan**

An emergency plan:

- Helps to prevent panic, poor judgement under pressure, and breakdown of normal paths of communication and authority
- Outlines quick responses to eliminate or control danger and damage
- Provides a fail-safe communication system
- Includes procedures to be followed in an emergency, eg:
  - for reporting a fire or other emergency
  - for emergency evacuation (including exit routes)
  - to be followed by workers who need to remain to operate critical plant/equipment before they evacuate
  - to account for all workers after evacuation
  - to be followed by those performing rescue/medical duties

---

**Slide ID 279**  
**Section 4 ► Slide 10**  

**First Aid**

The PCBU has an obligation to provide first aid equipment and a trained first aid officer at your worksite. Only currently certified or qualified persons may administer first aid.

The first aid officer is responsible for maintaining first aid kits; there are three types depending on the size of your worksite. They are A, B and C.

The location of the first aid kits will be clearly marked by signage. There may be other advanced first aid equipment on site such as resuscitating kits, but these can only be used by qualified or certified persons.
In the event you come across an incident where first aid is required you must immediately notify the first aid officer and provide assisted where necessary. All first aid incidents need to be reported and documented; this includes any equipment used from a first aid kit.

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### Slide ID 280
**Section 4 ➤ Slide 11**

**First Aid Responsibilities: Site/Project/Service Manager, Supervisor**

- Ensure that first aid staff and equipment are appropriate for the tasks being undertaken and the employee’s numbers at each workplace.
- Maintain a register of first aid officers and certificate details and establish a process to ensure that certification is maintained current.
- Establish a process to ensure that first aid kits are stack and current.

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### Slide ID 281
**Section 4 ➤ Slide 12**

**First Aid Responsibilities: First Aid Officer**

- Administer First Aid to injured or ill employees and complete Incident Report Form for every treatment. A qualified first aider must be appointed to be in charge of the first aid kit and first aid room.
- They must be accessible to all workers and ready to give first aid when needed.
- Maintain first aid facilities.
- Maintain current first aid and cardio-pulmonary resuscitation certification
- The PCBU shall provide a trained first aid officer at workplaces with a head count of 25 or greater.

---

### Slide ID 282
**Section 4 ➤ Slide 13**

**First Aid Responsibilities: Worker**

Become familiar with the location of first aid equipment. Document all first aid treatments received in the first aid register and Incident Report.

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### Slide ID 283
**Section 4 ➤ Slide 14**

**First Aid Definitions: Accredited First Aid Officer**

An accredited first aid officer is an employee who has completed as a minimum a Workplace First Aid Certification and/or Basic First Aid and Emergency Life Support Certification through an approved service provider.
First Aid Definitions: First Aid

First aid is defined as first response treatment of injury or illness.

First Aid Definitions: First Aid Facilities

Include first aid kits, first aid rooms, equipment, and medical services.

First Aid Definitions: First Aid Treatment

- First aid treatment following an incident shall be provided exclusively by an accredited first aid officer with such treatment being commensurate with provider's certification. There should be a first aid plan that details first aid procedures and equipment.
- The names and contact numbers of accredited First Aid staff shall be made available at the following locations:
  - With First Aid Kits
  - With OHS Coordinator
  - At prominent places in Office workplaces
  - The Company OHS database

First Aid Definitions: Medical Treatment

- In the event that emergency treatment is required the emergency services should be contacted on phone number "000".
- Situations which are not medical emergencies but require further specialised medical treatment may be referred to a company or private medical practitioner.
- A manager/supervisor shall be advised of situations where further medical treatment subsequent to the initial first aid is required.
- All incidents and medical treatments shall be recorded on an Incident Report Form.
First Aid Definitions: First Aid Kits

First Aid Kits contain essential supplies and a list of First Aid accredited personnel. First Aid Kits will be replenished upon request. Designated first aid officers must ensure that the first aid kits are stocked at all times and that the contents and contents list is current. No person other than first aid officers is to remove or tamper with the contents of First Aid kits.

General requirements relating to the management of first aid kits include:

- Kits must be located in readily accessible areas of the workplace. Kits must be clearly identifiable to all employees. Signage shall be provided to clearly identify the location of cabinets and treatment rooms.
- First aid supplies must be kept in dustproof boxes or cabinets that are used exclusively for first aid supplies.
- A first aid kit contents list shall be retained in the kit and contents checked on a monthly basis by the First Aid Officer or employee nominated to control the kit.
- Daily management of the kit is the responsibility of the First Aid Officer.

First aid kits for specific workplaces, i.e. workshops must be supplemented with appropriate supplies, including eye or burns modules. The contents of First Aid Kits A, B and C are listed in the following table:

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adhesive plastic dressing strips, sterile, packets of 50</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Adhesive dressing tape, 2.5cm x 5cm</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Bags, plastic, for amputated parts:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Medium</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Large</td>
<td>2</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Dressings, non-adherent, sterile, 7.5cm x 7.5cm</td>
<td>5</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Eye pads, sterile</td>
<td>5</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td>Gauze bandages:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 cm</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>10 cm</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Gloves, disposable, single</td>
<td>10</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Rescue blanket, silver space</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Safety pins, packets</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Scissors, blunt/short nosed, minimum length 12.5cm</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Splinter forceps</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Sterile eyewash solution, 10ml single use ampoules or sachets</td>
<td>12</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>Swabs, pre-packed, antiseptic, packs of 10</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Triangular bandages, minimum 90 cm</td>
<td>8</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Wound dressings, sterile, non-medicated, large</td>
<td>10</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>First-aid pamphlet</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
First Aid Definitions: First Aid Rooms

Where a first aid room shall be maintained in accordance with the Legislation. Guidelines for the provision of First Aid rooms at construction sites are as follows: A First aid room shall be provided where there are 200 or more employees in a workplace, or at a construction site where there 100 employees or more.

Personal Protective Equipment

PPE is an essential part of the work environment on site, not only for your protection but for the safety of others. PPE that is used by workers shall only be an approved type and must have the registered mark of the Australian Standards (AS) displayed, or be otherwise approved by the relevant authority.

The provision of PPE should always be considered as a last resort, when engineering or work procedures cannot remove a hazard (unless stated in a Material Safety Data Sheet or work practice). When protective equipment is required, every effort should be made to ensure that it is as comfortable as possible.

- Must be supplied by the PCBU
- The purpose of each item of PPE must be explained to you
- You must be trained to fit and use each item of PPE correctly
- Never deliberately misuse or damage PPE

Personal Protective Equipment: Hazards & Types

<table>
<thead>
<tr>
<th>HAZARDS</th>
<th>PPE OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eyes</td>
<td></td>
</tr>
<tr>
<td>Chemical or Metal Splash</td>
<td>Safety Spectacles</td>
</tr>
<tr>
<td>Dust</td>
<td>Goggles</td>
</tr>
<tr>
<td>Projectiles</td>
<td>Face Shields</td>
</tr>
<tr>
<td>Gas and Vapour</td>
<td>Visors.</td>
</tr>
<tr>
<td>Radiation.</td>
<td>Double eye protection</td>
</tr>
<tr>
<td>Head</td>
<td></td>
</tr>
<tr>
<td>Impact from Falling or Flying Objects</td>
<td>Various Helmets including chinstrap if required</td>
</tr>
<tr>
<td>Risk of Head Bumping</td>
<td>Bump Caps.</td>
</tr>
<tr>
<td>Hair Entanglement.</td>
<td>Earmuffs, earplugs</td>
</tr>
<tr>
<td>Loss of hearing</td>
<td></td>
</tr>
<tr>
<td>Breathing</td>
<td></td>
</tr>
<tr>
<td>Dust</td>
<td>Disposable Filtering Face Piece Respirator,</td>
</tr>
<tr>
<td>Vapour</td>
<td>Half or Full-Face respirators</td>
</tr>
<tr>
<td>Gas</td>
<td>Air-fed helmets</td>
</tr>
<tr>
<td>Oxygen-deficient Atmospheres</td>
<td>Breathing Apparatus.</td>
</tr>
</tbody>
</table>
### Protecting the Body
- Temperature extremes
- Adverse weather
- Chemical or metal splash spray from pressure leaks or spray guns
- Impact or penetration
- Contaminated dust
- Excessive wear or entanglement of own clothing
- Sun damage if working outdoors
- Conventional or disposable overalls
- Apron
- Boiler suits
- Specialist protective clothing - chainmail aprons & high-visibility clothing etc.
- Protective well fitting clothing
- UV protective clothing
- Sunscreen
- Hard hats

### Hands & Arms
- Abrasion
- Temperature extremes
- Cuts and punctures
- Impact
- Chemicals
- Electric shock
- Skin infection
- Disease or contamination
- Gloves
- Gauntlets
- Mitts
- Wrist cuffs
- Armlets
- Barrier cream

### Feet & Legs
- Wet
- Electrostatic build-up
- Slipping
- Cuts and punctures
- Falling objects
- Metal and chemical splash abrasion.
- Safety boots and shoes with protective toe caps and penetration resistant mid-sole
- Gaiters
- Leggings
- Spats
- Rubber gumboots with protective toe cap

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**Fire Safety: Equipment**

Fire Safety Equipment must be provided in the workplace. This includes:

**Signs**

These provide information, warnings and reminders

**Blankets**

These are ideal for stove top fires. They are easy to use. The most common cause of fires in kitchens is cooking oil fires. Fire blankets are very suitable and effective in putting these fires out.

**Hose Reels and Mains**

If a building requires the installation of fire mains and/or hose reels to meet building codes and regulations then it is best that the fire hose reels also be available for fire fighting purposes as the building progresses.

**Breathing Apparatus**

These are needed by fire fighters when carrying out fire fighting or where they may be exposed to high temperatures, oxygen deficiency, toxic substances, smoke concentration, dust, heat radiation or burning embers. Breathing apparatus is worn for the respiratory safety of fire-fighters. They supply the wearer with air (oxygen) from a cylinder.
Fire Safety: Fire Extinguishers

Fire extinguishers are designed to cope with a range of fire types. These include:

- **Water Extinguishers**

  These are for use when the main hazards are wood, paper, textiles or rubbish.

- **Carbon Dioxide Fire Extinguisher**

  These are for use on fires involving live electrical appliances such as switchboards, electric motors and electronic equipment. They can also be used on small flammable liquid fires, e.g. petrol, paint and solvents. The extinguisher works by reducing the concentration of oxygen in the air to the level where combustion can no longer occur.

- **Powder Type Extinguishers**

  These extinguishers are available in a variety of powders to cover a wide range of risks. Dry chemical powder is used to extinguish flammable liquids and energized electrical equipment. They are extremely effective at doing this.

- **Foam Extinguishers**

  These are used on A & B flammable liquids such as petrol, paint and solvents.

Fire Safety: Portable Fire Extinguisher Chart

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Class of Fire</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>(E)</th>
<th>F</th>
<th>Special Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="" /></td>
<td>Type of Fire</td>
<td>Ordinary Combustible (wood, paper, plastic, etc.)</td>
<td>Flammable &amp; combustible liquids</td>
<td>Flammable Gasses</td>
<td>Fire involving energized electrical equipment</td>
<td>Fire involving cooking oils &amp; fats</td>
<td>Extinguisher Suitability</td>
</tr>
<tr>
<td>Post 1995</td>
<td>Identifying Colours</td>
<td>Type of Extinguisher</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Extinguisher Type</td>
<td>Water</td>
<td>Wet Chemicals</td>
<td>Foam</td>
<td>AB(E) Dry Chemicals</td>
<td>B(E) Dry Chemicals</td>
<td>Carbon Dioxide (CO2)</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>-------</td>
<td>---------------</td>
<td>------</td>
<td>---------------------</td>
<td>-------------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>PRE 1995</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>* NO</td>
<td>* NO</td>
<td></td>
</tr>
<tr>
<td>WATER</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WET CHEMICAL S Vapours can cause Distress</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOAM</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AB(E) DRY CHEMICAL POWDER</td>
<td>YES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>* May be used on small surface fires</td>
<td></td>
</tr>
<tr>
<td>B(E) DRY CHEMICAL POWDER</td>
<td>* NO</td>
<td>YES</td>
<td></td>
<td></td>
<td></td>
<td>* May be used on small surface fires</td>
<td></td>
</tr>
<tr>
<td>CARBON DIOXIDE (CO2)</td>
<td>*NO</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
<td></td>
<td>* May be used on small surface fires</td>
<td></td>
</tr>
</tbody>
</table>

Dangerous if used on electrical fires
Slide ID 295  
Section 4 ► Slide 26

Fire Safety: What should be done if there is a Fire?

As with any other emergency, in the event of a fire you need to follow emergency procedures and plans for the worksite. Try to limit the danger to yourself and others by quick action. If quick containment is an option, take swift and appropriate action to do so.

First attack fire fighting equipment should be used if:

- It appears capable of extinguishing the fire
- The size of the fire is not a hazard to your safety or others
- You are capable of using the fire equipment
- The level of the smoke is not an obvious health hazard, and
- A secure escape route is available

Fire must have 3 elements present to support combustion:

- Oxygen
- Heat
- Fuel

Methods of Extinguishing a Fire:

- Starvation
- Smothering
- Cooling
- Inhibiting Chemical Reaction

Always remember that any actions to extinguish a fire will result in a considerable increase in smoke and loss of visibility. The need for evacuation should be decided by considering a number of things including:

- Perceived levels of risk from information gained from the threat
- Risks associated with not evacuating - smoke levels, opportunity to exit in the immediate future, fire, oxygen and visibility levels
- Any current circumstances which may add to the risk factor
- Emergency plans

### Table: Extinguisher Use

<table>
<thead>
<tr>
<th>VAPORIZING LIQUID (Fumes can be dangerous in confined spaces)</th>
<th><em>YES</em></th>
<th>YES 5kg only</th>
<th>NO</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>
| *Vaporizing liquid extinguishers are not suitable for smoldering deep seated A class fires*

### Note: Yellow HALON

As from 31st December 1995 Halon extinguishers have ceased to be a legal extinguisher

### Note: Class ‘D’ fires

(involving metals e.g. magnesium) - use special purpose extinguishers only
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Resources

For information about national workplace safety and compensation:

Safe Work Australia
GPO Box 641
Canberra ACT 2601

p: (02) 6121 6000
f: (02) 6121 9299

e: info@safeworkaustralia.gov.au
w: www.safeworkaustralia.gov.au

For information about Language, Literacy and Numeracy (LLN):

Adult Literacy Section
DIISRTE National Office
GPO Box 9880
Canberra City ACT 2601

p: 1300 6555 06 (Hotline)
p: (02) 6240 8111 (Switch)
f: (02) 6240 9202
w: www.deewr.gov.au

National and state/territory OHS, workers compensation and industry bodies

<table>
<thead>
<tr>
<th>ACT</th>
<th>Worksafe ACT (ACT WorkCover)</th>
</tr>
</thead>
<tbody>
<tr>
<td>p: (02) 6207 3000</td>
<td></td>
</tr>
<tr>
<td>e: <a href="mailto:worksafe@act.gov.au">worksafe@act.gov.au</a></td>
<td></td>
</tr>
<tr>
<td>w: <a href="http://www.worksafe.act.gov.au">www.worksafe.act.gov.au</a></td>
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<table>
<thead>
<tr>
<th>NSW</th>
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<tr>
<td>p: 131050</td>
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<tr>
<td>w: <a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a></td>
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<table>
<thead>
<tr>
<th>NT</th>
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<tbody>
<tr>
<td>p: 1800 019 115</td>
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<tr>
<td>e: <a href="mailto:ntworksafe@nt.gov.au">ntworksafe@nt.gov.au</a></td>
<td></td>
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<td>w: <a href="http://www.worksafe.nt.gov.au">www.worksafe.nt.gov.au</a></td>
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<tr>
<th>QLD</th>
<th>Workplace Health and Safety Queensland</th>
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<tr>
<td>1300 369 915</td>
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<tr>
<td><a href="http://www.deir.qld.gov.au/workplace">www.deir.qld.gov.au/workplace</a></td>
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<tr>
<td>State/Territory</td>
<td>Organisation</td>
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<tr>
<td>VIC</td>
<td>WorkSafe Victoria</td>
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<tr>
<td>SA</td>
<td>SafeWork SA</td>
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<td>National</td>
<td>Comcare</td>
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<tr>
<td></td>
<td>p: 1300 366 979</td>
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<td>w:  <a href="http://www.comcare.gov.au">www.comcare.gov.au</a></td>
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<tr>
<td></td>
<td><strong>ACTU (Australian Council of Trades Unions)</strong></td>
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<tr>
<td></td>
<td>p: 1300 362 223</td>
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<td></td>
<td>e:  <a href="mailto:help@actu.org.au">help@actu.org.au</a></td>
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<td>w:  <a href="http://www.actu.org.au">www.actu.org.au</a></td>
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<td><strong>ACCI (Australian Chamber of Commerce &amp; Industry)</strong></td>
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<td></td>
<td>p: (02) 6273 2311</td>
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<tr>
<td></td>
<td>e:  <a href="mailto:info@acci.asn.au">info@acci.asn.au</a></td>
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<td>w:  <a href="http://www.acci.asn.au">www.acci.asn.au</a></td>
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<td><strong>CFMEU (Construction, Forestry, Mining &amp; Energy Union)</strong></td>
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<tr>
<td></td>
<td>p: (02) 8524 5800</td>
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<td></td>
<td>w:  <a href="http://www.cfmeu.asn.au">www.cfmeu.asn.au</a></td>
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