

# HLTWHS003

## Maintain Work Health and Safety

### Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course training content (this matches the PowerPoint Presentation).
- Review questions.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.

**See the 'Read Me First' document for a complete set of instructions on how to use these resources.**



# LEARNER GUIDE

# HLTWHS003 Maintain Work Health and Safety

<b>Learner Name:</b>	
<b>Learner ID:</b>	
<b>Learner Contact Number:</b>	
<b>Learner Email Address:</b>	
<b>Date Training Commenced:</b>	

## This Book Contains:

- Course Information.
- Review Questions.

Evaluation Copy Only

# Table of Contents

<b>1.1 Introduction</b> .....	<b>5</b>
1.1.1 WHS Terms and Definitions .....	5
<b>1.2 Work Health and Safety Policies and Procedures</b> .....	<b>5</b>
1.2.1 Work Health and Safety and the Law.....	6
1.2.1.1 The WHS Act .....	6
1.2.1.2 WHS Regulations .....	7
1.2.1.3 Industry Standards.....	7
1.2.1.4 Codes of Practice .....	7
1.2.2 Roles and Responsibilities in Work Health and Safety .....	8
1.2.3 Legislative Requirements for Record Keeping and Reporting .....	9
1.2.4 Work Health and Safety Regulators .....	9
1.2.5 Non-Compliance with the Law.....	10
1.2.6 Workplace Policies and Procedures for Work Health and Safety.....	11
Review Questions .....	12
<b>2.1 Identify Hazards</b> .....	<b>15</b>
2.1.1 What is a Hazard? .....	15
2.1.2 Types of Workplace Hazards .....	15
2.1.2.1 Hazardous Manual Tasks .....	16
2.1.2.2 Infection Control .....	17
2.1.2.3 Emergency Situations.....	18
2.1.3 Identifying Existing and Potential Hazards .....	19
2.1.4 Checklists .....	19
2.1.5 Record and Report Hazards .....	21
2.1.5.1 Hazard Register .....	22
Review Questions .....	22
<b>2.2 Control Risks</b> .....	<b>24</b>
2.2.1 What is Risk? .....	24
2.2.2 What is Risk Management? .....	25
2.2.3 Risk Assessment Methods .....	25
2.2.4 Hierarchy of Hazard Control .....	26
2.2.4.1 Elimination .....	26
2.2.4.2 Substitution .....	27
2.2.4.3 Engineering Controls .....	27
2.2.4.4 Administrative Controls.....	27
2.2.4.5 Personal Protection Equipment (PPE) .....	27
2.2.5 Contribute to the Development of Strategies for Implementing Risk Controls .....	28
2.2.6 Inherent and Residual Risk .....	28
2.2.7 Identify and Report Issues with Risk Controls .....	29
Review Questions .....	30
<b>3.1 Provide Information, Monitor the Workplace and Maintain Records</b> .....	<b>32</b>
3.1.1 Regularly Providing Information to the Work Team .....	32
3.1.2 Providing Information About Hazards, Risk Assessments and Risk Controls .....	33
3.1.3 Good Housekeeping Practices .....	34
3.1.4 Correct Use of Personal Protective Equipment (PPE).....	34
3.1.5 Monitoring for Continuous Improvement.....	35
3.1.6 Benefits of Monitoring .....	35
Review Questions .....	36
<b>3.2 Maintain WHS Incident Records</b> .....	<b>37</b>
3.2.1 Notifiable Incidents .....	37
3.2.2 Incident Reports .....	38
Review Questions .....	39

<b>4.1 WHS Consultation and Communication .....</b>	<b>40</b>
4.1.1 Work Health and Safety Consultation.....	40
4.1.2 What Does Consultation Involve and When Should it Occur?.....	40
4.1.3 How Can Consultation be Achieved?.....	41
4.1.3.1 Designated Work Groups (DWG).....	41
4.1.3.2 Health and Safety Representatives (HSR) .....	41
4.1.3.3 Health and Safety Committees (HSC) .....	42
4.1.4 Report Health and Safety Issues .....	42
4.1.5 Encourage and Assist Work Team Members.....	42
Review Questions .....	43

**Evaluation Copy Only**

# 1.1 Introduction

This training course is based on the national unit of competency **HLTWHS003 - Maintain Work Health and Safety**.

In this training course, you will gain the skills and knowledge to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team.

Topics covered in this training course include:

- ◆ Work health and safety legislation.
- ◆ Procedures for controlling hazards and risks.
- ◆ Procedures for emergency situations.

Keeping workers safe from dangers on the job is the foundation of workplace health and safety. It includes identifying and recording hazards, controlling risks, consulting with and supporting workers.



## 1.1.1 WHS Terms and Definitions

Below is a summary of common terms and definitions you will come across in this course:

Term	Definition
<b>Duty Holder</b>	Duty holders are PCBUs, workers, officers and others who have responsibilities under the Work Health and Safety Act.
<b>Hazard</b>	A thing or situation that has the potential to harm a person.
<b>Hierarchy of Hazard Control</b>	The order in which controls should be considered when selecting methods of reducing risk.
<b>Incident</b>	An event that results in injury, illness, harm or damage, or an event that could have caused any of these adverse outcomes.
<b>Manual Handling</b>	All activities that require movement of the body such as lifting, bending, carrying, pushing, and pulling.
<b>PCBU</b>	Person Conducting a Business or Undertaking.
<b>PPE</b>	Personal Protective Equipment.
<b>Reasonably Practicable</b>	Action that is, or was at a particular time, reasonably able to be done to help ensure health and safety.
<b>Risk</b>	The possibility of harm (death, injury or illness) occurring if someone was exposed to a hazard.
<b>WHS</b>	Workplace health and safety.

## 1.2 Work Health and Safety Policies and Procedures

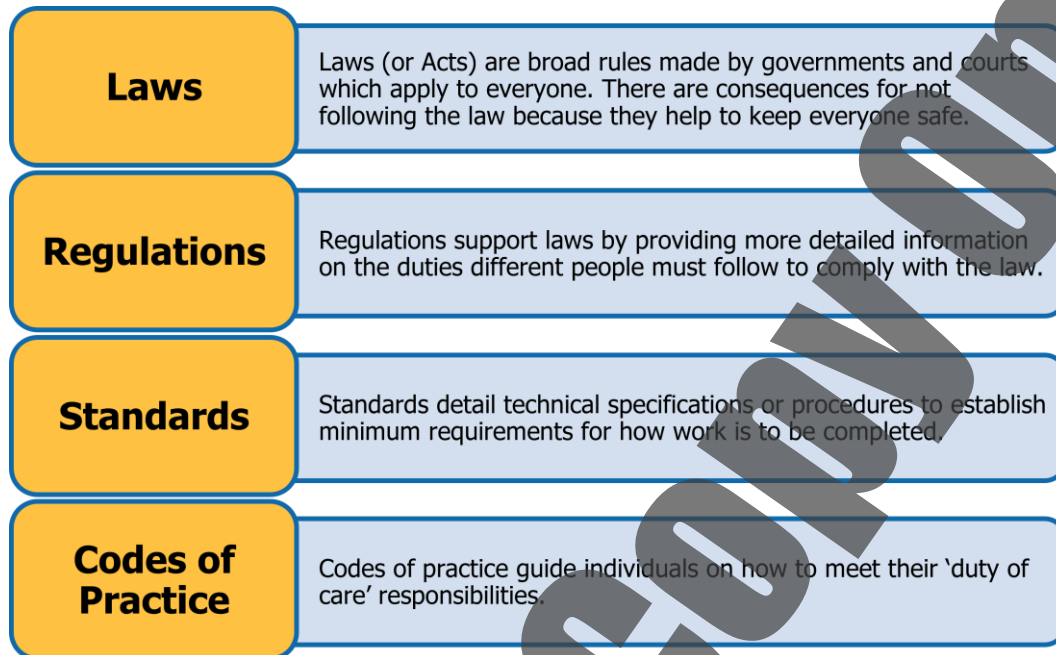
It is important that you stay up to date with current Commonwealth, state or territory Work Health and Safety (WHS) Acts and legislation as well as regulations and Codes of Practice. Other relevant information you will need to be familiar with includes organisational WHS policies and systems and documents such as industry standards.



## 1.2.1 Work Health and Safety and the Law

The key elements of work health and safety law in Australia are Laws (or Acts), Regulations, Standards and Codes of Practice.

This is explained further below:



The national body in charge of developing work health and safety policy and workers' compensation policy is Safe Work Australia.

### 1.2.1.1 The WHS Act

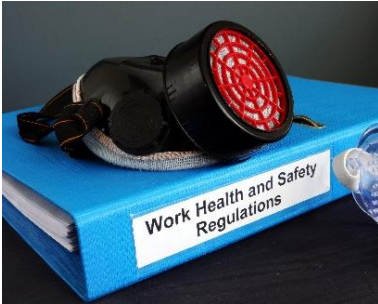
The Work Health and Safety Act 2011 (WHS Act) is the formal, broad description of work health and safety law in Australia at the Commonwealth or national level. It sets out the key principles, duties, obligations and rights for each duty holder under the law.

The key aims of the WHS Act are:

- ◆ Secure the health, safety and welfare of people at work.
- ◆ Protect the public from health and safety risks arising from the business' activities.
- ◆ Eliminate or minimise workplace risks at the source.
- ◆ Ensure fair and effective representation, consultation and cooperation with workers.
- ◆ Provide effective compliance and enforcement measures.



### 1.2.1.2 WHS Regulations



WHS Regulations support the broad framework in the WHS Act. They:

- ◆ Detail what is required to support the duties in the Act.
- ◆ Specify the way some duties must be carried out.
- ◆ Set requirements of the Act, such as licences for specific activities.
- ◆ Set requirements for particular hazards and risks such as noise and manual handling.

It is particularly important to understand the regulatory requirements relevant to your industry and work site. For health care workers, these include:

- ◆ Regulations related to the control of infectious disease.
- ◆ Regulations related to manual handling, which include tasks such as lifting and moving patients.
- ◆ Regulations related to the safe handling, storage and disposal of hazardous substances such as disinfectants and many medicines.



### 1.2.1.3 Industry Standards



Industry standards are published documents designed to help ensure safety, performance and reliability through the specifications of goods, services and systems. There are Australian and international standards, as well as standards developed by regulators and by professional industry associations.

As an example, in the health care sector, there are industry standards for the personal protective equipment used by health care workers to control infection, such as gloves, eye and face protection. There are also industry standards for work conditions such as noise in the workplace.

Standards are not law but they support the WHS Act, Regulations and Codes of Practice by helping to keep goods, services and systems safe.

### 1.2.1.4 Codes of Practice

Codes of Practice:

- ◆ Provide practical information on meeting requirements in the Act and Regulations.
- ◆ Include known information about particular hazards, risks and control measures.
- ◆ Help in determining what is reasonably practicable in the circumstances.
- ◆ Can be supplemented with other types of guidance material.



Codes of Practice cover a wide range of topics including:

- ◆ How to manage work health and safety risks.
- ◆ Hazardous manual tasks.
- ◆ Managing the risk of falls at workplaces.
- ◆ Labelling of workplace hazardous chemicals.
- ◆ Working in confined spaces.



## 1.2.2 Roles and Responsibilities in Work Health and Safety

Under WHS law, everyone has a role in work health and safety. The table that follows identifies the key duty holders and their responsibilities:

Duty Holder	Includes	Responsibilities
<b>PCBU - Person Conducting a Business or Undertaking</b>	Entities such as sole traders, partnerships, companies, unincorporated associations, government departments, for profit or not for profit organisations.	<p>A PCBU must ensure, as much as reasonably practicable, the health and safety of workers in their workplace. This includes providing:</p> <ul style="list-style-type: none"> <li>◆ Safe systems of work including safe procedures.</li> <li>◆ Any personal protection equipment (PPE) needed to do jobs safely.</li> <li>◆ Adequate facilities for the welfare of workers. This covers everything from suitable toilet facilities to conducting risk assessments.</li> <li>◆ Adequate information, instruction, training and supervision.</li> <li>◆ Meaningful and open consultation with workers, health and safety representatives and health and safety committees.</li> <li>◆ Notification and recording of workplace incidents.</li> </ul>
<b>Officers</b>	People who have significant control over the PCBU or who contribute substantially to its decision-making such as owners, operators, general managers and executives.	Duty to exercise due diligence, which means taking every precaution that is reasonable in the circumstances to protect the health and safety of workers and others who could be put at risk by the PCBU's activities.
<b>Workers</b>	Employees, contractors and subcontractors, outworkers, also called remote workers, apprentices and trainees, work experience students, volunteers.	<p>Take reasonable care of their own health and safety and that of other people who could be affected by their actions or omissions.</p> <p>Cooperate with any reasonable instruction, policy or procedure relating to health and safety that has been notified by the PCBU to workers.</p>
<b>Others</b>	Visitors, customers.	Take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.



## 1.2.3 Legislative Requirements for Record Keeping and Reporting

WHS law requires a PCBU to keep records of its work health and safety activities. Records include:

- ◆ The PCBU's health and safety policies and procedures.
- ◆ WHS training provided to workers on induction and throughout their work careers.
- ◆ Inspection reports detailing hazards the PCBU has identified and how it dealt with them.
- ◆ Risk assessments and controls put in place to reduce risk.
- ◆ Records of consultation with workers, such as the minutes of meetings.
- ◆ Equipment records including inspections, maintenance and repair.
- ◆ Incident investigation reports.
- ◆ First aid assessments and records.
- ◆ Work method statements.



Thorough record keeping provides many benefits. It can help a PCBU:

- ◆ Comply with its reporting and other duties under work health and safety law.
- ◆ Identify unsafe work conditions and practices and take steps to correct them.
- ◆ Monitor health and safety performance such as notifiable incidents each year.

In most organisations, managers are required to write regular reports on health and safety to show how their work teams are performing.

Observing health and safety is often a key performance indicator for both teams and individuals. Records provide the basis for reliable reporting so it is vital to complete them carefully to provide accurate data and information.



## 1.2.4 Work Health and Safety Regulators

The national regulator for work health and safety is Comcare.

Comcare administers the national Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011.

Each state and territory of Australia have their own work health and safety Act and Regulations. These Acts and Regulations are generally aligned with those of the Commonwealth, helping to form a system of nationally harmonised work health and safety laws.



Regulator activities can include:

- ◆ Inspecting workplaces for compliance.
- ◆ Issuing penalty notices and cautions.
- ◆ Starting court proceedings in the case of high-risk non-compliance.
- ◆ Providing advice and information to help duty holders comply.

The state and territory regulators are shown below. Each regulator offers comprehensive information through their websites to help you learn more about workplace health and safety.

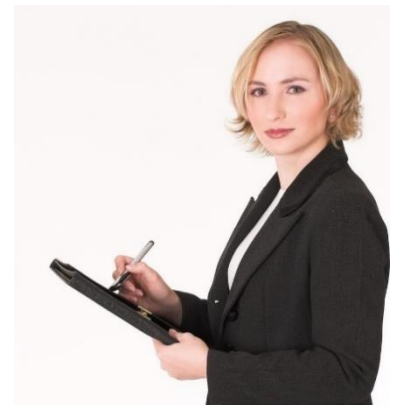
State/Territory	Regulator	Website
<b>Australian Capital Territory</b>	WorkSafe ACT	<a href="http://www.worksafe.act.gov.au">www.worksafe.act.gov.au</a>
<b>New South Wales</b>	SafeWork NSW	<a href="http://www.safework.nsw.gov.au">www.safework.nsw.gov.au</a>
<b>Northern Territory</b>	NT WorkSafe	<a href="https://worksafe.nt.gov.au/">https://worksafe.nt.gov.au/</a>
<b>Queensland</b>	WorkSafe QLD	<a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a>
<b>South Australia</b>	SafeWork SA	<a href="https://safework.sa.gov.au/">https://safework.sa.gov.au/</a>
<b>Tasmania</b>	WorkSafe Tasmania	<a href="https://www.worksafe.tas.gov.au/">https://www.worksafe.tas.gov.au/</a>
<b>Victoria</b>	WorkSafe Victoria	<a href="https://www.worksafe.vic.gov.au/">https://www.worksafe.vic.gov.au/</a>
<b>Western Australia</b>	WorkSafe WA	<a href="https://www.dmirs.wa.gov.au/worksafe">https://www.dmirs.wa.gov.au/worksafe</a>

### 1.2.5 Non-Compliance with the Law

Non-compliance with work health and safety requirements can have serious consequences including destruction of property, fines, court action and in worst case scenarios, serious injury or death. It is therefore vitally important to monitor work activity constantly to ensure compliance.

If non-compliance occurs, managers and work team leaders must take prompt action, appropriate to the situation. This can include:

- ◆ Stop the unsafe work behaviour immediately.
- ◆ Implement the correct procedures.
- ◆ Investigate and address any immediate consequences e.g., provide first aid.
- ◆ Record the incident and complete all necessary reports.
- ◆ Find out why the non-compliance occurred.
- ◆ Notify the regulator, if required.



Incidents that cause death or serious injury, or which expose people to a serious risk such as a leaked substance, must be notified to the regulator in the state or territory. Notifiable incidents are discussed in more detail later in this training course.

The law allows a range of measures to address non-compliance including:

- ◆ Penalties, as shown below.
- ◆ The issue of provisional improvement notices and prohibition notices.
- ◆ Revoke, suspend or cancel authorisations.
- ◆ Court orders.
- ◆ Civil or criminal prosecution.



Penalty amounts under Work Health and Safety Act 2011 (NSW) are as follows, current as of January 2022:

<b>Category 1 Gross Negligence or Reckless Conduct</b>	Corporations: \$3,463,000 Individuals as a PCUB or Officer of a PCUB: \$692,550 / 5 years imprisonment. Other individuals: \$346,500 / 5 years imprisonment.
<b>Category 2 Duty Breach High Risk</b>	Corporations: \$1,731,500 Individuals as a PCUB or Officer of a PCUB: \$346,500 Other individuals: \$173,000
<b>Category 3 Duty Breach</b>	Corporations: \$577,000 Individuals as a PCUB or Officer of a PCUB: \$115,500 Other individuals: \$57,500

## 1.2.6 Workplace Policies and Procedures for Work Health and Safety

Policies and procedures help a PCBU achieve its duties under the WHS Act and Regulations. They also help workers fulfil their duties by explaining what is expected of them and how to do their work in a safe manner.

A policy is a statement of intent or purpose. A procedure explains the specific actions needed to comply with a policy. Procedures are often in the form of a flow chart that shows the required actions in a step-by-step manner, including alternative courses of action at decision points.

Typical WHS policies and procedures include:



- ◆ Hazardous substances and dangerous goods procedure.
- ◆ Manual handling procedures.
- ◆ Infection control procedures including hand hygiene and respiratory hygiene.
- ◆ Use of personal protective equipment (PPE including masks, gloves, face shields).
- ◆ Emergency procedures.
- ◆ Procedures to report a hazard.
- ◆ Procedures to report an incident.
- ◆ Procedures for risk assessment and the implementation of risk controls.

An example work health and safety policy appears in the table below:

Work Health and Safety Policy	
<b>1. Introduction</b>	ABC Enterprises believes that everyone should be able to work safely. Providing a safe work environment is an essential part of our organisation.
<b>2. Purpose</b>	This policy shows the commitment of ABC Enterprises to health and safety. It aims to ensure that all work is done safely and that risks are removed or reduced.
<b>3. Scope</b>	This policy applies to all workers, including contractors, and visitors.
<b>4. Policy</b>	ABC Enterprises is committed to complying with the Work Health and Safety Act 2011, the Work Health and Safety Regulation 2011, Codes of Practice and other relevant guidance material.
<b>5. ABC Enterprises will:</b>	<ul style="list-style-type: none"> <li>◆ Ensure the business complies with all legislation relating to health and safety.</li> <li>◆ Eliminate or minimise workplace hazards and risks as far as is reasonably practicable.</li> <li>◆ Supervise workers to ensure work activities are performed safely.</li> <li>◆ Provide information, instruction and training to enable workers to work safely.</li> <li>◆ Provide ways for workers to be informed about and be involved in health and safety issues.</li> <li>◆ Provide appropriate safety equipment and personal protective equipment.</li> <li>◆ Provide a suitable injury management and return to work program.</li> </ul>
<b>6. Workers will:</b>	<ul style="list-style-type: none"> <li>◆ Take reasonable care for their own health and safety.</li> <li>◆ Ensure that their acts and omissions do not harm the health and safety of other people at work.</li> <li>◆ Follow safe work procedures, instructions and rules.</li> <li>◆ Report health and safety hazards.</li> <li>◆ Report all injuries and incidents.</li> <li>◆ Use safety equipment and personal protective equipment as instructed.</li> </ul>

## Review Questions

<b>1.</b>	Which of the following sets out the framework for work health and safety laws in broad formal terms? <ol style="list-style-type: none"> <li>a. Laws (Acts).</li> <li>b. Regulations.</li> <li>c. Codes of Practice.</li> <li>d. Industry standards.</li> </ol>	<input type="checkbox"/>

**2.**

What is the full name of the Commonwealth WHS Act?

**3.**

Give two (2) examples of how WHS regulations support the broad framework in the WHS Act.

1.

2.

**4.**

What provides detailed practical information on managing work health and safety risks, such as hazardous manual tasks?

**5.**

Which duty holder is legally responsible for providing a safe system of work including safe work procedures?

**6.**

What are the three (3) benefits of a PCBU keeping thorough records of work health and safety?

1.

2.

3.

**7.**

Give two (2) examples of the responsibilities of work health and safety regulators.

1.

2.

**8.**

Give two (2) examples of actions that a manager or work team leader should take if they detect non-compliance with work health and safety law.

1.

2.

**9.**

Where would you find specific information on hand hygiene and respiratory hygiene?

## 2.1 Identify Hazards

Part of your role is to be able to identify, record and report hazards that can pose danger to people in a workplace.



### 2.1.1 What is a Hazard?



A hazard is a thing or situation that has the potential to harm a person.

Hazards can include objects in the workplace, such as machinery or dangerous chemicals. Other hazards relate to the way that work is done or the environment in which it occurs.

Some hazards are fairly obvious, such as equipment that is malfunctioning. Others require careful consideration of the job and the environment, such as the hazards that can arise from work that involves constant deadlines and other pressures.

### 2.1.2 Types of Workplace Hazards

Workplace hazards take many forms. Here are the major categories that you need to be aware of:

Hazard Category	Description
<b>Physical</b>	Physical hazards are environmental factors that can harm an employee without necessarily touching them including heights, noise, extreme temperatures, radiation and pressure.
<b>Chemicals</b>	Chemical hazards include fumes, dust, acids, solvents, corrosion, explosions and fire.
<b>Ergonomic</b>	Ergonomic hazards are a result of physical factors that can result in musculoskeletal injuries. For example, a poor workstation setup in an office and hazards arising from manual handling such as lifting.
<b>Biological</b>	Biological hazards include viruses, bacteria, insects, and animals that can cause adverse health impacts. Examples include mould, blood and other bodily fluids, harmful plants, sewage, dust, and vermin. Since 2020, biological hazards have been particularly highlighted with the ongoing global fight against COVID-19.
<b>Psychological</b>	This category includes everything in a workplace that can adversely affect a worker's mental health or wellbeing. Examples include bullying, sexual harassment, stress and fatigue from workload, and dealing with challenging behaviours from colleagues, clients and customers.

Hazards can also emerge after changes in the work environment, such as:

- ◆ New work locations, new equipment, new materials and products.
- ◆ Changes to work procedures.
- ◆ New people joining the work team.
- ◆ Changes in job role through things such as promotion and job rotation.



### 2.1.2.1 Hazardous Manual Tasks



Manual handling refers to transporting or supporting a load by bodily force, such as lifting, carrying, pushing and pulling. Many jobs in the health care sector involve lifting, moving and transporting clients, all of which are types of manual handling. Workers are at risk of injury if manual handling activities are not performed correctly. Injuries can include back problems, sprains and strains, and soft-tissue injuries to wrists, arms, shoulders, neck and legs.

To reduce this risk, most PCBUs have a procedure for manual handling. As we have seen, a procedure provides detailed work instructions. The procedure links to the PCBU’s policy on health and safety, which in turns supports the PCBU’s duties under WHS law.

A PCBU may use a range of methods to eliminate or reduce the risk to workers from manual handling, such as providing hoists and trolleys, regular training in safe handling methods and checklists for workers to follow to help them perform manual handling safely.

The following is an example of a manual handling checklist:

Manual Handling Checklist
<input type="checkbox"/> Are you wearing appropriate attire for the job?
<input type="checkbox"/> Closed shoes.
<input type="checkbox"/> Protective clothing.
<input type="checkbox"/> Other PPE such as masks and gloves.
<input type="checkbox"/> Have you sized up the item to be handled?
<input type="checkbox"/> Check weight, shape and contents e.g., sharps.
<input type="checkbox"/> Use aids such as trolleys and hoists.
<input type="checkbox"/> Use two-person lift.
<input type="checkbox"/> Stand close to the item.
<input type="checkbox"/> Distribute weight evenly in your feet.
<input type="checkbox"/> Face the direction in which you want to travel.
<input type="checkbox"/> Bend from the knees, keep your back straight.
<input type="checkbox"/> Get a firm grip on the item.
<input type="checkbox"/> Lift slowly, using your legs to push up your body.
<input type="checkbox"/> Straighten your back to an upright position.