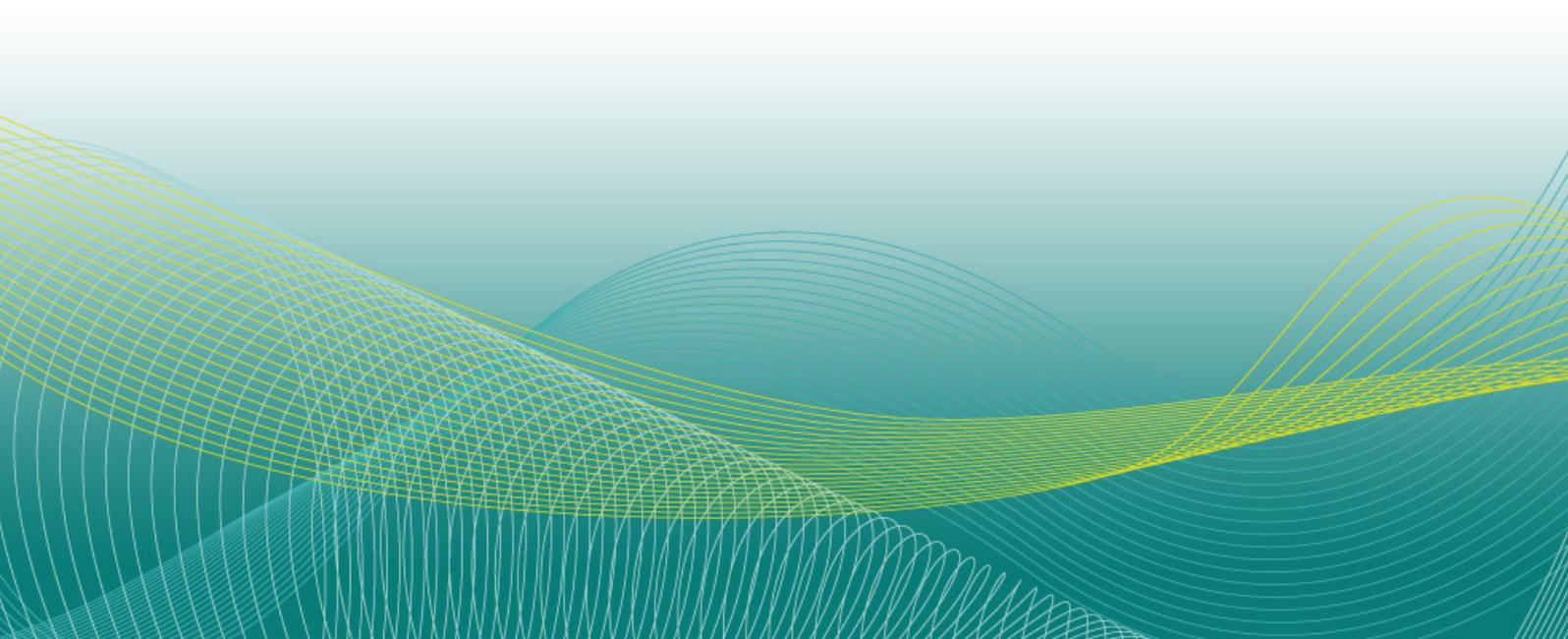




# Workplace Health & Safety Management System



 <p><b>consortio</b> Consortio Pty. Limited.</p>	<p><b>Workplace Health and Safety Management System</b></p>	Date Issued: 1 <sup>st</sup> March 2014	
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## PREFACE

Consortio Pty Ltd (referred to hereafter as 'Consortio' and 'the company') is committed to providing a safe and healthy place of work for all people employed by the company, contractors engaged to carry out work and visitors/ clients to the areas under the control of the company. Consortio believes that incidents which cause damage or injury can be avoided, in order to maintain continual progress towards safer and healthier workplaces, it requires the active cooperation of every worker.

### Consortio will:

- Ensure that all business processes and facilities and appropriate WHS principles are accorded a high priority and accepted as an integral part of the company's operations
- Comply with WHS legislation in all areas of operations
- Provide training and equipment necessary for workers to carry out their work in a safe manner
- Provide opportunities for workers, through supervision during consultative meetings, to consult on WHS matters. Workers are encouraged to identify, rectify if possible, then report hazards in the workplace in order to minimise safety risks and provide a safer working environment for everyone.
- Consult with workers to resolve issues and provide the resources necessary to successfully implement the WHSMS.

### All Managers and Line Managers have a responsibility to:

- Administer safety rules and regulations relative to those works under their control
- Ensure workers are appropriately trained in safety procedures.

### All workers have a responsibility to:

- Support the aims and objectives of safety programs instigated by the company
- Undertake their duties in a safe manner
- Use the aids provided and follow procedures which have been introduced for their protection
- Report hazards, near misses and equipment damage
- Ideas, initiatives or suggestions are invited from all workers so that development of a safe work environment can continue. All injuries must be brought to the attention of Managers and are to be recorded on the Incident Notification Form.

This manual sets out the general Workplace Health and Safety Management System (WHSMS) for Consortio, which includes policies, procedures and forms. Within Consortio, there are areas which face unique WHS issues.

## Scope

This is a company-wide system and applies to all areas of Consortio. Further specific WHS responsibilities and accountabilities are defined in Individual Position Descriptions.

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# 1 WHS MANAGEMENT AND MANAGEMENT RESPONSIBILITIES

## 1.1 WORKPLACE HEALTH AND SAFETY POLICY

Consortio's commitment to Workplace Safety is defined and documented within the Work Health and Safety Policy document. This policy has been developed in consultation with workers and is endorsed by the General Manager of Consortio.

The Work Health and Safety Policy includes a commitment to:

- Creating and fostering a positive health and safety culture where health and safety is considered to be an integral part of our business;
- Providing clear expectations to all personnel to engage and comply with the Health and Safety Management System;
- Systematically identifying hazards and processes, potential risks and opportunities for improvement and to assess the risks these hazards represent and then establishing methods in order to eliminate or mitigate them;
- Developing and implementing safety management programs to continually improve performance and realise opportunities for environmentally positive contribution;
- Identifying, reporting, investigating and resolving all safety incidents and non-conformance with learning's actioned, implemented and shared.
- Seek continuous improvement in health and safety through rigorous examination of all activities, practices and incidents;
- Maintaining, monitoring, reporting, reviewing, auditing and continual improvement of the Health and Safety Management System;
- Meet all relevant legislative and regulatory requirements;
- Establish and review meaningful and accurate measurable targets and objectives to facilitate continual improvement for safety and communicating appropriately to our people;
- Educating and training people to continually improve awareness, skills and knowledge of environmental issues and practices;
- Consult openly to enhance the effectiveness of the WHS Safety System and increase awareness;
- Effectively implement this Policy through a process of consultation, communication, continual improvement and culture change and ensure it is available to the public;
- Providing suitable and sufficient resources to implement and maintain the WHS System

The Work Health and Safety Policy is displayed on noticeboards in all workplaces and safety communication tools such as the intranet.

The Policy is also made available to other parties upon request. This Policy is reviewed and updated as needed and within document review timeframe.

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## 1.2 WHS Authority, Accountability and Responsibility Procedure

### Senior Management

(General Manager)

- Ensuring the development, implementation and maintenance of the Consortio Work Health and Safety Policy and the WHSMS documentation
- Implementing the duty of care principle, which means planning for the prevention of workplace accidents, injuries and illnesses. There is a general duty of care to ensure the health, safety and welfare at work of all workers at all premises controlled by the employer.
- Ensure that all reasonably practicable measures have been taken to control risks against all possible injuries arising from the workplace
- Ensuring WHS is integrated into the organisation's corporate planning and implementation strategies
- Reviewing health and safety performance and monitoring the implementation of the WHS strategic plan
- Participate in driving the implementation of the Consortio WHS strategy
- Support, communicate and demonstrate the importance of safety through actions and all communication methods
- Ensure the constant promotion of safety as a principle value in each Consortio location
- Allocate funds and resources to effectively address health and safety within Consortio
- Authorise the Consortio management team to act on matters relating to WHS
- Ensuring the position description outlines WHS objectives as per the WHS Position Description Inserts.

### Line Contractor Managers

Line Contractor Manager responsibilities and accountabilities include:

- Appropriate strategies are implemented to improve the WHS performance of the department
- Implementing and maintaining the WHS system in their area of responsibility
- Ensuring workers under their control have specific, achievable and measurable WHS objectives are outlined in Individual Performance Objectives as per the WHS Performance Objectives Inserts
- Ensuring workers under their control have WHS objectives as per the WHS Position Description Inserts included in their position descriptions
- Adequate resources are provided to meet the department health and safety objectives, targets and WHS plan requirements
- WHS performance is an integral component of the operating and financial plans

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- Mechanisms are provided to regularly monitor and report on health and safety performance
- Annual WHS plans are developed and implemented to meet health and safety objectives
- Actively participating in the development of Return-to-Work plans and supporting workers returning to suitable duties after an incident
- Ensuring all workers under their control are:
  - Fully informed about the hazards associated with their work activities
  - Adequately trained and instructed in safe work procedures
  - Appropriately supervised (where practicable)
- Conducting the following activities (in consultation with WHS Teams):
  - Ensure regular inspections are carried out
  - Identify and report hazards
  - Evaluate risks
  - Develop and implement appropriate control measures
  - Investigate WHS incidents
  - Develop controls to prevent their recurrence
- Participate where required in the resolution of safety issues
- Encourage workers and contractors to report all injuries, potential hazards or any 'near misses'.

### Workers

Workers (including casuals, contractors or subcontractors working for or on behalf of Consortio) responsibilities and accountabilities include:

- Comply with the requirements identified in this document and other WHS related policies, procedures, rules and instructions
- Obey all reasonable WHS instructions and safe working procedures
- Identify and report any hazards, risks or unsafe practices
- Participate in drills, training and instruction as deemed necessary by management
- Participate in evaluation and development of controls or other preventive measures, in relation to hazards within their workplaces
- Actively participate in Return-to-Work programs as agreed upon by the treating medical practitioner, rehabilitation coordinator and company.

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### Compliance Officer

Compliance Officer (the person responsible for conducting day to day WHS activities) responsibilities and accountabilities include:

- Develop and coordinate the implementation and review of a WHSMS that meets legislative and best practice standards
- Provide WHS expertise to resource and support all Consortio workers
- Communicate amendments to relevant WHS legislation (including new legislation) to managers and workers (as appropriate)
- Ensure legal requirements relating to WHS are identified
- Coordinate auditing of the Consortio WHSMS
- Report on WHS performance and the performance of the WHSMS, including providing recommendations for improvement
- Represent Consortio as a point-of-reference for WHS statutory authority inspectors
- WHS Position Descriptions Inserts and WHS Performance Plan inserts will be reviewed for context and on-going suitability on annual basis by the Compliance Officer
- Providing assistance to Managers to enable them to comply with the policies and procedures set out in this and related manuals
- Consider the hazards and risks when considering the type of WHS training required for that person
- Promoting and encouraging WHS commitment and consultation among the workforce.

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## 2 CONSULTATION AND COMMUNICATION

### 2.1 Consultation and Communication Procedure

#### Team/Workgroup Meetings

Team Meetings at head office and client sites where there are a large number of Consortio casuals shall be held at least once every three months. WHS must be the first agenda item to discuss incidents that may have occurred, raise worker awareness and to discuss and plan for any foreseeable hazards. A record of the items discussed in the meetings in the form of minutes must be kept.

Team meetings may be held at any time including when special jobs involving new and hazardous conditions and practices are encountered that required termination of safe work practices to be followed.

All Consortio workers from the client site are required to attend Team Meetings.

Group interaction is to be encouraged and a record should be kept of items discussed or raised at the meeting. A record of the meeting shall be kept at the workplace detailing the subject matter, items raised by the group and the names and signatures of the persons present.

The meeting should be relevant with the activities presently being or to be performed at the workplace.

#### WHS Consultation

WHS consultation will be carried out directly with workers. The agreed method of consultation has been established and set out in the consultation statement.

Consultation occurs at least every three months. Appropriate written evidence of the consultation and actions should be kept for each consultation event.

Activities for achieving this may include but are not limited to:

- Reviewing legal obligations with respect to the consultative process
- Providing up-to-date information to workers so that they are able to give an informed opinion on matters affecting them
- Informing workers about consultative arrangement options such as WHS committees, WHS representatives or other agreed arrangements establishing suitable forums for meaningful discussion so that workers can decide the consultative arrangements best suited to their workplace
- Consulting with workers in the development of return-to-work programs
- Workers are provided with meaningful opportunities to express views
- Workers are given the opportunity to ask questions, raise concerns and offer recommendations.

Once consultation arrangements are agreed:

- Appropriate information is made available on the consultative arrangements established including a strategy for informing non-English speakers or workers with poor literacy skills
- Appropriate documented activities including meetings, action strategies, information dissemination, reporting mechanisms, feedback loops, etc are put in

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- Managers will be required to report to the WHS consultation meeting/ committee on WHS consultation carried out in their department, which includes the reporting of incidents, hazards and other matters relating to the WHSMS.
- An annual review of the WHS consultation arrangements should take place within each workgroup. This will include talking with workers about health and safety issues, keeping minutes on such discussions, reviewing the results and reporting back to workers.

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## 3 RISK MANAGEMENT AND PROCESS CONTROL

### 3.1 Risk Management Procedure

#### Assessment of Hazards

The following procedure should be implemented whenever a risk or hazard is identified either verbally (for minor hazards only), via email or raised through the use of a Hazard Notification Form or the pocket hazard form:

- Upon notification of the hazard the hazard must be assessed. This will include:
  - Physical observation of the situation, consultation with workers involved and research of the relevant legislative requirements (note: assistance should be sought from the Compliance Officer where required)
  - Evaluation of the probability and consequence of injury and illness arising from exposure to the identified hazard using the risk matrix provided and selection of the appropriate risk level of the hazard (note: this level will also determine the level of priority that the Line Contractor Manager needs to assign to the corrective action).

#### Corrective Action

- Using the 'Hierarchy of Controls' the site shall identify the most appropriate control measure (Hierarchy of Controls are defined on the Risk Assessment form). Note: the Line Contractor Manager must ensure that, where possible, the identified hazard is controlled at its source rather than trying to make the worker work safely in a dangerous environment or having the worker wear unnecessary protective equipment or clothing.
- The Line Contractor Manager may select a short term solution (ie personal protective equipment such as a respirator required) as well as a long-term solution (ie engineering control such as investment of a ventilation system) as a method of corrective action
- The Line Contractor Manager notes the control measures and the person responsible for implementation of the corrective action. This should include the date for corrective action to be completed by.
- Should the Line Contractor Manager be unable to identify a solution to the problem he or she will discuss the problem with the Compliance Officer
- Upon completion of the Risk Assessment, the Line Contractor Manager shall forward the completed checklist to the Compliance Officer
- The Compliance Officer will review the completed form and log the risk rating and corrective action the Corrective Action Register forward the completed copy to the General Manager for future reference. The completed checklist shall then be filed with the site supporting documents for future verification.
- The General Manager shall review all corrective actions and monitor corrective action implementation until complete.
- Hazards and corrective actions are communicated to workers.

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- Any risks which cannot be eliminated but are reduced as far as reasonably practicable is listed on the risk register and reviewed every 2 years

### Review of Risk Following Corrective Action Implementation

- One month after implementation of the corrective action the Compliance Officer or nominated worker will review the risk assessment control to ensure corrective action is finalised and the risk is mitigated satisfactorily
- Upon completion of re-assessment, this must be documented and the nominated person shall table the finalised item for discussion at the next meeting. During this discussion any concerns or issues that remain unresolved shall be noted for further assessment.
- Upon consultative discussions that the identified hazard is appropriately controlled.
- The Compliance Officer logs completeness against the outstanding time on the corrective action register and files the completed form with the WHS Supporting Documents file for future reference.
- Any risks which cannot be eliminated but are reduced as far as reasonably practicable is listed on the risk register and reviewed every 2 years

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## 3.2 Hazard Management Procedure

### Hazard Notification and Hazard Inspections

Documenting identification of hazards and regular work area inspections is an important part of controlling hazards within Consortio. A Schedule of Workplace Hazard Inspections shall be developed by the Compliance Officer at the commencement of each financial year.

When signing up a Client, or a new job is created for a Consortio casual, the Line Contractor Manager must complete the Client Pre-Job Checklist and the Consultant Inspection Checklist on site. If the Line Contractor Manager cannot attend the site prior to work commencing, the Client Pre-Job Checklist must be completed by the client and forwarded to the Line Contractor Manager for approval, and high risk work set out in the inspection checklist must not occur until the site has been attended and checklists completed by the Line Contractor Manager.

The Line Contractor Manager shall ensure workers are aware of the hazard notification process including:

- Workplace Hazard Inspections are conducted as per the schedule for client sites utilising the inspection checklist and the risk assessment/ safe work method statement the client has provided for the job if required. Any corrective actions required from these inspections shall be documented within the corrective action register.
- Should a worker identify a hazard, this should be immediately reported to their Line Contractor Manager. The worker should participate in the completion of the Hazard Notification Form. Where the Line Contractor Manager is not readily available the worker should report the hazard to the Compliance Officer.

The Line Contractor Manager upon implementation of short term corrective action will then:

- Where required, conduct a risk assessment of the hazard to identify corrective action and risk level, and record details on the corrective action register and
- Respond to any outstanding actions required.

The Line Contractor Manager will discuss all reported hazards within consultative meetings and the client and monitor the corrective actions register in each consultative meeting to ensure all hazards have been logged and assessed.

In the consultative meeting the Line Contractor Manager shall review progress for the hazard(s) corrective action until the hazard has been rectified and escalate if required through the appropriate process.

### What happens if the Job is too risky?

In the event that worker(s) finds themselves in a job they believe is too risky to complete, the following steps should be taken:

- Do not continue or commence the job and immediately report the problem to your Line Contractor Manager
- The Line Contractor Manager, in consultation with affected workers, shall discuss the risk and assess it using the risk assessment process
- The risk must be removed, or if this is not possible, reduced to a safe level, to everyone's satisfaction prior to the commencement or recommencement of the task.

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### Hazards Belonging to clients

In the event that a worker identifies a hazard on client equipment or sites, where Consortio Worker(s) are required to perform work on a regular basis, the following steps shall be taken:

- Immediately report the problem to the Line Contractor Manager by logging the hazard via a Hazard Report Form. If the hazard is too risky follow the procedure “what happens if the job is too risky” section of this procedure
- Upon receipt of the hazard notification Form the Line Contractor Manager shall investigate the hazard using the Risk Assessment Form
- Any corrective actions to come out of the risk assessment will be logged on the Corrective Actions Register
- Any risks which cannot be eliminated but are reduced as far as reasonably practicable is listed on the risk register and reviewed every 2 years
- The Line Contractor Manager or an appropriate Consortio worker will raise the issue with the customer/client for correction.

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### 3.3 Electrical Safety Procedure

#### Electrical Hazards

Risks of injury from electricity can arise from any of the following:

- Lack of awareness of the dangers on working with electricity
- Unsafe work practices
- Defective or dangerous equipment and/or work areas
- Poor equipment maintenance and/or poor maintenance of installed circuitry
- Failure to observe safety notices, safe work procedures and/or warnings.

#### Electrical Safety – General Precautions

The following general safety precautions must be followed at all times whilst working on, or with, electrically powered equipment:

- Only authorised and appropriately licensed worker may work on electrical installations
- A visual inspection of portable electrical equipment, including power cords must be conducted prior to use every time
- Wherever possible risks associated with the supply of electricity must be controlled with the use of a residual current device (RCD)
- Details of all fixed and portable electrical plant and equipment must be noted on a site Electrical Equipment Register
- Maintenance must be scheduled and completed on all items of electrical equipment noted on the site Electrical Equipment Register and must be conducted in accordance with AS 3017, or relevant legislation. All maintenance and repairs on electrical equipment shall only be carried out by a competent person.
- A record of all such maintenance performed must be noted on the site Electrical Equipment Register
- Where possible, portable electrical equipment, used either internally or externally, should have an operating voltage of no more than 240 volts AC
- Plant and equipment is not to be used in conditions which could cause electrical hazards
- Appropriate isolation/lock out must be conducted prior to the commencement of maintenance work to avoid inadvertently energising plant and equipment connected to the electricity supply
- Only fiberglass or timber ladders are to be used while conducting electrical work. Metal ladders must not be used under any circumstances.

#### The Register and Testing of Electrical Equipment

An Electrical Equipment Register shall be developed for the site and shall detail all fixed and portable electrical equipment (including RCD's, extension cords, appliances and power boards) by an external test and tag contractor who will manage the electrical register.

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The Line Contractor Manager will ensure that all new electrical equipment, testing and maintenance details associated with the electrical equipment are noted on the Electrical Equipment Register.

All electrical equipment noted on the Electrical Equipment Register shall be authorised, inspected and tested in accordance with AS 3760.

### Unsafe Equipment

All frayed and/or worn electrical leads or cables and any unsafe equipment identified during inspection or day-to-day work processes shall be reported to the Line Contractor Manager, in consultative meetings or Compliance Officer for immediate inspection and rectification. Upon report the equipment in question will be tagged "Danger Do Not Use" and removed from the work process until the hazard can be rectified by a qualified and trained person. Immediate inspection and report will be carried out by a suitably qualified and licensed person and repair initiated where appropriate.

Double adaptors are not permitted on Consortio work sites.

### Electrical Installation and Servicing

Only competent workers shall work on electrical installations.

The authorised person must ensure that no electrical installation or service involving electrical wiring is performed on live power.

Only under exceptional circumstances shall work be performed on live equipment. All work performed on potentially live electricity must be in accordance with the regulatory electrical guides.

Prior to commencing work, the authorised person shall ensure that all electrical power is isolated using an isolating device and that the power is padlocked and tagged. All circuits affecting the task to be performed must be isolated before work commences.

Prior to commencement of work or installation:

- The isolation shall be tested by checking conductors for live electricity (eg voltmeter, test lamp, buzzer, etc) and/or attempting to start the machine. All testing equipment must be calibrated to ensure validity of testing.
- An assessment of the risks associated with the task is undertaken and reasonable steps implemented to control any risks identified
- The authorised person will undertake a visual inspection of the area prior to commencing an electrical installation or electrical servicing looking for specific hazards (eg water, exposed or hidden wiring) or a test of an installation or appliance
- In more complicated situations where a formal risk assessment is required (eg working in close proximity to a water source that cannot be isolated or near overhead power lines) the authorised person should refer to the Hazard Identification and Risk Assessment and Control Procedure prior to the commencement of the activity
- Where the potential for electrical risk is unable to be determined, all necessary precautions must be followed (eg when drilling where potentially live wires lay). Electrical safety mats, gloves etc must be used. The authorised person or Manager must ensure that the correct testing equipment is used to detect wires or other hazards behind the wall prior to the commencement of work.

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- If excavation work is to be carried out, all persons at the site are to be informed of the position of underground electrical cables.

If a person is at risk because the performance of work is in proximity to exposed live equipment (being equipment designed to be used in that state) then:

- The supply of electricity to the live equipment must be disconnected, or
- If disconnection of the electricity supply is not reasonably practicable, reasonable barriers must be put in place to protect the safety of the person.

The authorised person must ensure that all new fixed wiring installations (including the installation or modification of a new sub-circuit to existing installations) are installed and tested in accordance with AS 3000 SAA Wiring Rules and AS 3017 Electrical Installations – Testing Guidelines.

At all times the Lockout Tag out regulatory guidelines must be followed.

#### **Establishment of Safe Work Procedures and Assessment of Risks**

The Compliance Officer and the in consultative meetings, shall identify all electrical hazards which have the potential to cause death or injury during the course of a worker’s duties and shall:

- Establish safe work procedures to ensure instructions provide for the safety of workers, and
- Conduct a risk assessment of each process to identify corrective measures which may be implemented to reduce the risks identified.

#### **Purchasing and Intended Use**

Purchasing specifications of all electrical equipment shall specify compliance with the relevant Australian Standards.

If equipment is purchased second-hand or brought in from overseas it must be inspected by a competent person prior to use to ensure compliance with Australian Standards. Manufacturers Operating Instructions should be available with the equipment.

Electrical equipment shall only be used for the purpose for which it was designed and intended and in accordance with manufacturer’s instruction.

#### **Leasing and Hiring of Equipment**

Any equipment brought in under a hire/lease agreement must comply with Australian Standards. The supplier of the equipment is responsible for testing the equipment and training in the use of the equipment prior to delivering it to site.

#### **Residual Current Devices (RCD’s)**

RCD’s (to provide earth leakage protection) shall be installed on all circuits where there is a risk of persons coming into contact with metal objects. Where appropriate, such devices shall be fitted to portable machines with metallic enclosures. Determination of site requirements shall be conducted by a licensed and trained person, reviewed on a regular basis and the results of the review documented and filed on the WHS Supporting Documents File.

All corrective actions identified shall be recorded on the WHS Corrective Action Register and implemented in accordance with the Hazard Identification and Risk Assessment Procedure.

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Portable generators should have internal RCD's, however if not, a portable safety switch should be fitted.

### Electrostatic Earthing

Electrostatic earthing must be provided for all situations where sparking may present a hazard. Determination of site requirements shall be conducted by an appropriately licensed and trained person, reviewed on a regular basis and the results of the review documented and filed on the WHS Supporting documents file.

Earthing shall be regularly inspected and if required, repaired.

All corrective actions identified shall be recorded on the WHS Corrective Action Register and implemented.

### Emergency Procedures specific to Electrical Incidents

The following emergency procedures shall be used whenever a person has an electrical exposure or whenever an electrical incident involving a worker or contractor occurs:

- Immediately turn off the power supply and call for medical assistance
- Where it is not possible to turn off the power, the person in contact with the current should be released from contact with the power source as soon as possible through the use of some insulation source such as dry gloves, a blanket, clothing or a rubber sheet, or rescue hook
- By no means should the rescuer touch the person(s) in contact with the live source with their bare hands
- Once released from the electrical source check the persons breathing and pulse. If necessary begin artificial respiration immediately and continue until qualified medical worker arrive
- Where a person has suffered electrical burns appropriate professional medical assistance must be sought to assist as soon as possible
- Immediately after seeking medical assistance for the affected worker the Line Contractor Manager should notify the Compliance Officer.

### ELECTRICAL TAGGING TEST INTERVALS

AS3760 requires that portable electrical equipment be tested at the following intervals:

	Portable Equipment	Portable Residual Current Devices	Portable Outlet Devices and Extension Cords
Workshop	6 months	6 months	6 months
Office Kitchens	12 months	24 months*	12 months
Offices	60 months*	24 months*	60 months*

*\*if risk assessment supports these intervals*

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### 3.4 Confined Space Entry Procedure

Consortio acknowledges that its workers may be exposed to the risks associated with confined spaces and will, where possible through engineering methods, remove or reduce the risks associated with these areas.

All workers are not permitted to enter sign posted confined spaces under any circumstances.

Workers are not permitted to enter any Confined Space under the jurisdiction of the company unless they complete a confined space permit and can show that they have attended and passed an approved Confined Spaces Training course or have attended a refresher course in the preceding 12 month period (In the case of proof of attendance at a refresher course, proof must also be provided that the person has attended an approved confined spaces training course).

Any person failing to follow the set confined space entry procedures shall be subject to disciplinary action.

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### 3.5 Contractor Procedure

The following tasks should be carried out for all contracts identified by Consortio.

1. Upon identification of proposed contractors the Line Contractor Manager shall review the following documentation issued by the contractor:
  - a. Safe work method statement (SWMS) for the work to be conducted by the contractor for Consortio – identifying all foreseeable hazards. The SWMS shall be returned to the contractor for amendment until the Line Contractor Manager is satisfied that all foreseeable hazards are included in the SWMS.
  - b. Workers compensation insurance certificate (in date) (sole traders are only approved by the General Manager)
  - c. Public liability of no less than \$10 million certificate (in date)
2. Following acknowledgement of insurance coverage and return of SWMS the Line Contractor Manager sends out a contract which includes the WHS contract clauses, co-ordinates a contract start date with the Contractor and arranges for the completion of the Contractor induction by all contract personnel who will be performing work. Work can commence once the contractor has signed the contract and completed the contractor induction.
3. Long term projects extending beyond 12 months require annual attendance at the Induction by the contractor and a review of the SWMS. Once completed the Line Contractor Manager shall check that the Induction has been completed and the SWMS has been reviewed and all insurance documents are up to date.

#### **APPOINTMENT, COMMENCEMENT & ONGOING MANAGEMENT OF A NEW CONTRACTOR**

1. Once all completed forms are received, the Line Contractor Manager shall file all returned documents associated with the contract on the Contract File and co-ordinate completion of the Contractor Induction for all contract personnel.
2. Once completed the induction date shall be noted on the Contractor Compliance register and a start date agreed with the Contractor.
3. The Line Contractor Manager shall monitor all work performed by the Contractor to ensure the contractor performs work in accordance with legislative requirements and the SWMS. Reviews of the contractor's performance shall be noted by the Line Contractor Manager, filed on the Contract File and non-conformances advised and programmed for correction.

NB: Monitoring will be determined by the Line Contractor Manager and will be based on risk, location and task to be performed.

4. All accidents and incidents involving contractor personnel shall be reported and investigated using the Consortio Incident reporting process and corrective action agreed with the Contractor and implemented.
5. In the event of non-compliance to Consortio procedure, the SWMS or legislative requirements the Line Contractor Manager shall issue the contractor a non-conformance form advise the Contractor of corrective action required and dependent on the severity of the breach may cease the activities of the Contractor concerned until the matter is rectified.
6. The Contractor shall be responsible for rectifying any non-compliances of any contractors he/she appoints.

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7. Where a non-compliance is not rectified to Consortio's satisfaction then a note shall be recorded in the compliance section of the Contractor register about the incident/non-compliance and the Contract Manager should note the recommendation to no longer use the Contractor. Should the contractor rectify the non-conformance then the Contract Manager shall update the rectification note in the Contractor Compliance Database and select matter rectified.

### CONTRACTOR INDUCTIONS

A comprehensive program of induction training (including emergency procedures) shall be conducted for all contractor personnel prior to commencing work with Consortio. Where contractors are used for periods longer than one year an annual refresher induction will be conducted.

### EQUIPMENT, MATERIALS & WORK PERMITS USED BY CONTRACTORS

All equipment, materials and work permits used by contractors shall be supplied by the Contractor and shall meet legislative requirements unless otherwise arranged by the responsible Consortio Manager.

### CONTRACTORS UNDERTAKING NEW WORK

In the event that an existing Contractor is deemed appropriate to undertake additional/new work, prior to any new work tasks taking place the Line Contractor Manager shall request a SWMS and determine that insurance details are still current for the life of the new contract and if not provide new insurance details.

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### 3.6 Working Alone or in Isolation Procedure

Consortio must have documented risk assessment and procedures on how they will ensure the safety of workers who work alone or in isolation. This must include:

- Identification of roles of those working alone or in isolation
- How to ensure workers safety and ongoing communication
- Procedure to follow if there is an emergency and
- Escalation reporting requirements

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## 3.7 Emergency Management

### Site Assessment

The Compliance Officer shall carry out a risk assessment on their location that Consortio manages to determine the likely emergency risks to which the location may be exposed to. This assessment will consider the following:

- The identification of critical machinery or processes which could cause a problem if disrupted for any reason. The results of this assessment will form the basis for all future site-specific emergency procedures and all corrective action will be noted on the corrective action register.
- A review of all emergency equipment (including but not limited to emergency power, lighting, emergency showers) to ensure it is provided where applicable, maintained and adequately meets the site requirements.
- A review of emergency training records to determine if all personnel are adequately trained to meet the requirements of the site emergency plan.

### Liaison with News Media

If there is any reason for the news media to become interested in any emergency in Consortio is involved, no one may comment on any aspects of the emergency to the news media unless authorised by the General Manager to do so.

### Review and Maintenance of the Site Evacuation Plan and Emergency Response Procedures

The Compliance Officer will schedule and run documented 12 monthly fire drills for the location. At the completion of each drill, the wardens will meet and discuss gaps and room for improvement of the drill which will be added to the corrective action register.

### Emergency Plan

The company will use the Emergency Plan template and amend as required to ensure it is specific to each site.

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## 4 TRAINING, LEARNING AND SKILLS DEVELOPMENT

### 4.1 WHS Legislation Procedure

#### Identification and Communication of Relevant Legislation

The Compliance Officer shall liaise with WorkCover and other authorities, by personal contact and internet access, to monitor and assess changes to WHS standards and legislation.

The Compliance Officer shall ensure that all changes to WHS standards and legislation which have the potential to affect the various sections with Consortio are identified and passed on to the relevant worker.

Where necessary, the Compliance Officer shall ensure that amendments to the WHSMS are carried out in accordance with the WHSMS.

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## 4.2 Training Procedure

Training will be provided to all workers to enable them to perform tasks safely and to assist them in supporting the WHSMS in accordance with their areas of responsibility. All new workers and contractors shall receive appropriate induction training prior to the commencement of work, using the Induction Checklist.

All Line Contractor Managers shall review the training needs of worker and address issues such as when:

- New skills and skills gaps are identified
- New workers are inducted
- Safety requirements have changed
- Changes occur in the organisational structure which could affect specific worker
- Responsibilities of workers change.

WHS training needs of workers will be assessed, as a minimum, in the annual performance appraisal of workers.

Line Contractor Managers shall advise General Manager when the requirements for additional skills training arise within their area of responsibility.

Line Contractor Managers shall arrange for the appropriate training of all workers within their area of responsibility.

The Compliance Officer shall maintain all documentation relating to training activities including the Training Register, records of course content and course evaluation material, which shall be maintained in the form of a database and hard copy filing system.

At the completion of each course the Compliance Officer shall evaluate the suitability of the course.

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## 4.3 Medical Assessments

Medical assessments are conducted to ensure that workers are fit for specific jobs they undertake. Fitness for work means that workers are physically and mentally able to perform the essential functions of the job.

Medical assessments may, when appropriate, be used to identify risks and minimise the consequences and severity of a work related illness or injury.

All Consortio high risk role workers must be assessed for fitness to work against their functional job description, as appropriate.

Consortio is committed to ensuring that candidates and existing workers are not discriminated against because of a medical condition or disability that would otherwise not affect their ability to perform the duties of that position.

The following process should be followed:

1. Prior to placing a candidate with a client, the Client completes the Job Physical Requirements and Safety form, to determine the physical requirements and safety of the job. This may be completed by the client or the consultant on site.
2. All high risk role workers must complete a Pre-Employment Medical Questionnaire.
3. Depending on the results of the questionnaire, if there is concern that the worker may not be fit to undertake the job, or upon the request of the client the worker must attend a medical assessment using a Consortio preferred Doctor. The Doctor must be given a copy of the completed questionnaire, and the completed Job Description Medical Assessment form.
4. The Doctor must forward the Consortio Consultant in writing a recommendation that the worker is either fit for the work, unfit for work, for fit for work with specific limitations.
5. If there are limitations, this must be discussed with the client to determine if the worker is suitable based on the Doctors recommendations.

The purpose of the Pre-Employment Medical Questionnaire is to identify whether the applicant can meet the inherent (essential) requirements of the position.

Pre-employment medical screening processes are about ensuring the prospective worker is medically and physically suited to the role for which they are applying in addition to the questionnaire if required.

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

1. Forward a copy of the completed Job Physical Requirements and Safety form and the completed Pre-Employment Medical Questionnaire to the Doctor.
2. Request the Doctor assess the worker in relation to the physical requirements of the job and give to Consortio in writing a summary of the assessment and if the worker would be suitable to safely complete the job.

The assessment may also include:

- Function capacity evaluation
- Musculoskeletal examination
- Audiometry

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- Spirometry
- Vision testing
- Drug and alcohol testing
- ECG
- Chest X-rays

The cost of the pre-employment medical assessment will be paid for by the client if this is set out in the client contractor. If the contract does not stipulate client payment, costs of the assessment must be paid for by the candidate.

Any personal medical information obtained by Consortio is strictly confidential information and managed in accordance with the Consortio Privacy Policy and Procedures. All medical information is securely stored and only made available to a third party with the written consent of the worker or when required to do so through legal processes.

If a worker refuses to sign a consent form, this may result in refusal to hire or disciplinary action.

Consortio has a network of preferred suppliers to conduct worker medical screens outlined in this procedure. The Consortio Consultant may coordinate an evaluation of the nominated Doctors to ensure they are capable to perform the medical assessment to Consortio's standards.

The following is in place to ensure the pre employment medical screening process is non-discriminatory:

- Pre employment medical screening processes are specific to the physical and mental attributes required for the role;
- Pre employment screening processes can only assess current fitness to perform the work role and not attempt to predict future deterioration;
- Consortio will not refuse employment to someone who has a medical condition or disability that has no impact on their ability to perform the inherent requirements of the job for which they are applying;
- Even if a prospective worker does have a medical condition or disability that may impact on their ability to perform the job, Consortio will consider reasonable ways of accommodating them where possible; and,
- Employment will only be refused to someone with a medical condition or disability that prohibits them from being able to perform the 'inherent requirements' of the role.

The decision made not to employ on a basis of pre employment medical screening, must be strongly supported by a medical doctor in writing

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## 5 REPORTING, RECORDS AND RECORD MANAGEMENT

### 5.1 Recording and Reporting Incidents and Investigations Procedure

#### Reporting

All Consortio workers shall report all workplace accidents and incidents in accordance with this procedure.

All Line Contractor Managers shall ensure that an Incident Notification Report is completed and submitted as soon as possible after an accident or incident. Line Contractor Managers shall carry out an investigation of all accidents and incidents and ensure that all lost time injuries are reported in accordance with the WHS Act and Regulation and Consortio procedures.

The following procedure should be followed where an accident or incident occurs in the workplace:

- All Consortio worker and contractors must report all workplace accidents and incidents to their Line Contractor Manager immediately
- All Line Contractor Managers must report Lost Time Injuries and Medical Treatment Injuries to the Compliance Officer and their Line Contractor Manager immediately by telephone
- All Line Contractor Manager must ensure an Incident Notification Report is completed and submitted to the Compliance Officer as soon as possible after an accident or incident
- The Incident Notification Report must be completed by the Line Contractor Manager during an interview session with the person/s involved in the incident
- The Line Contractor Manager must ensure that all aspects of the incident are thoroughly reviewed and investigated (use form Incident Investigation Report)
- The Line Contractor Manager must complete all relevant sections of the Incident Notification Report in an accurate and legible manner.
- Line Contractor Managers must ensure that failure to follow Safe Operating Procedures or wear PPE is recognised and recorded on the Incident Notification Report
- Details of preventative actions must be relevant and document what must be done to reasonably ensure that there is not a recurrence of the incident
- The completed Incident Notification Report must be forwarded to the Compliance Officer as soon as practical after completion of the report
- On receipt of a completed Incident Notification Report, the Compliance Officer must forward the completed report to the General Manager if a lost time injury has occurred.
- In the event that the Compliance Officer identifies additional or alternative preventative actions or provides further observations regarding the incident, it is important that this feedback is provided to all others involved with the incident report. If the General Manager is not satisfied with the comments or the content of the report, they must conduct an interview with the persons concerned to discuss the content of the report and ensure that the information supplied is adequate. This interview may involve the person/s involved with the incident.

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- On receipt of the Incident Notification Report, the Compliance Officer must assess the safety incident to ensure that the incident has been dealt with appropriately, ensure the incident is recorded in the management WHS statistics
- The General Manager shall ensure that all notifiable incidents are reported to the Compliance Officer so these can be then reported to WorkCover and/or Consortio's workers compensation insurer. Any incident that may be required to be reported to WorkCover and/or Consortio's workers compensation insurer should be reported to the Compliance Officer immediately.
- The Compliance Officer is responsible for notifying WorkCover and/or Consortio's workers compensation insurer.

### Rehabilitation

Consortio workers and management shall comply with Consortio Injury Management and Return-to-Work Program

The Compliance Officer shall liaise with the relevant General Manager to ensure that suitable Return-to-Work plans are produced for injured workers.

### Serious Incident Response

The General Manager shall ensure that workers who are involved or affected by a serious workplace incident are assessed and appropriately counselled or treated by competent medical worker.

The following incidents must be reported to WorkCover immediately after becoming aware of:

- Immediate treatment as an in-patient in a hospital
- Immediate treatment for:
  - The amputation of any part of his or her body
  - A serious head injury
  - A serious eye injury
  - A serious burn
  - A separation of his or her skin from an underlying tissue
  - A spinal injury
  - The loss of a bodily function
  - Serious laceration
- Medical treatment within 48 hours of exposure to a substance
- An uncontrolled escape , spillage or leakage of a substance
- An uncontrolled implosion, explosion or fire
- An uncontrolled escape of gas or steam
- An uncontrolled escape of a pressurised substance
- Electric shock
- The fall or release from a height of any plant, substance or thing
- The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with legislation

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- The collapse of partial collapse of a structure
- The collapse or failure of an excavation or of any shoring supporting an excavation
- The inrush of water, mud or gas in workings, in an underground excavation or tunnel
- The interruption of the main system of ventilation in an underground excavation or tunnel

### **Procedure for Reporting Incidents to WorkCover and Workers Compensation Insurer**

Incidents and injuries should be reported as outlined in this policy.

Any incident that involves medical treatment or lost time should be reported to the Compliance Officer and Compliance Officer immediately.

The Compliance Officer assesses the Incident Notification Form and decides, in conjunction with the Senior Management, whether WorkCover or the workers compensation insurer needs to be notified.

Investigations may need to be carried out by the Line Contractor Manager, General Manager and Compliance Officer depending on the severity of the incident.

The Compliance Officer, with approval from the Senior Management, notifies WorkCover and/or workers compensation insurer depending on the type of incident within the timeframes specified. The Compliance Officer is responsible for completing the WorkCover online notification form within seven days where required.

The Senior Management reviews and authorises the form before it is submitted.

The Compliance Officer files documents on incidents reported to WorkCover and/or workers compensation insurer.

Records are kept for at least five years.

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## 5.2 Management Reporting and Analysis Procedure

All Incident Notification Reports and related reports will be collected centrally by the Compliance Officer. These reports will be tabled and reviewed at the Management meeting.

Following a review of all incidents and relevant actions being endorsed, a quarterly WHS report will be submitted to the management members. This report will summarise:

- Total incidents including injuries.
- Workers compensation claims
- Audits and inspections
- Lost time injury frequency rate (LTIFR).

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### 5.3 WHS Document Control Procedure

#### Procedure format

All procedures must follow the below format:

- Procedure Title
- Procedure – steps within the procedure with stepped headings and sub points if appropriate

#### Document Control

All internal controlled documents will be produced with the following:

- Header – consisting of the name of the document and company name
- Footer – approved by, issued date, version number, review date, issue date and page number

All controlled documents must be controlled electronically with the words ‘This document may contain proprietary and/or confidential information and is a controlled document. The controlled document is maintained electronically by Consortio’s Document Controller and will become uncontrolled when printed’.

A document schedule form contains the list of all WHS management system documents, and when they are due for review. All documents must be reviewed as a minimum every 2 years or earlier is an incident occurs which affects that document.

#### Stakeholders to View Content

The main stakeholders are to view the content and structure of the document and comment on the document for approval. Once completed and approved by the Compliance Officer, the document controller must finalise the document in preparation for sign off by the Senior Management.

#### Authorisation of Document

The General Manager is required to review the content of the document and authorise. Once authorised the Compliance Officer shall update the WHS Document Review Schedule.

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## 5.4 Review and Continuous Improvement of the WHSMS Procedure

The Compliance Officer and the Line Contractor Manager shall review the WHS management system for effectiveness, implementation level and continued suitability to the organisation taking into consideration other parties review recommendations. This includes:

- Policies
- Procedures
- Forms and checklists
- Objectives, targets and KPIs
- WHS plans

The Compliance Officer conducts a review of the WHS Management System against the following (note, the following only applies if the audit is not an AS4801 audit):

- Legislative requirements;
- The expectations and requirements of interested parties (i.e. Contractors, authorities, etc.);
- Changes in products and or activities of each department;
- WHS incidents of the last three (3) years;
- Market preferences;
- WHS audits and inspection reports;
- Feedback and communication received over the past three (3) years about the system; and
- The proposed future direction of the WHS Management Program within Consortio

The Compliance Officer notes all the items reviewed and any findings of the review, including recommendations for alteration and reviews them in consultative meetings.

Upon completion of the review the Compliance Officer meets with other key worker to discuss key findings and recommendations and obtain approval to proceed with recommendations.

Upon approval of the recommendations corrective action is tabled into the WHS Action Plans for implementation.

Where modifications to the system are required the Compliance Officer makes these modifications in accordance with WHS Document Control Procedure

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## 6 INJURY MANAGEMENT

### 6.1 Injury Management Procedure

#### Worker Obligations

Statutory obligations:

- Take reasonable care in the performance of work to prevent work related injuries or illness to themselves and others
- Cooperate with Consortio to enable injury management obligations imposed by legislation
- Cooperate with reasonable workplace changes designed to assist the rehabilitation of fellow workers.

Other obligations:

- Seek medical attention
- Notify the employer of a workplace injury as soon as possible after the injury happens
- Record their name, date and cause of the injury in the employers Register of Injuries
- Sign the WorkCover medical certificate where one is required
- Participate and cooperate in the establishment of an injury management plan
- Comply with their obligations under the injury management plan
- Nominate a treating doctor who will agree to participate in the development of the injury management plan
- Comply with requests made by the insurance company
- Receive authorisation from the treating doctor to return-to-work with their pre-injury employer, as soon as possible having regard to the injury
- Make all efforts to return the work as soon as possible.

#### Employer Obligations

- Ensure the health, safety and welfare at work of all workers
- Provide the injured worker with:
  - First aid and transport to medical treatment if required
  - Details of the workers compensation insurance company
  - A workers compensation claim form when requested
- Keep a register of injuries
- Participate and cooperate in the establishment of an injury management plan for an injured worker and comply with the obligations imposed upon the employer in the injury management plan written by the insurer

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- Notify the insurer of the workplace injury within 48 hours where workers compensation is or may be payable
- A serious incident involving a fatality or a serious injury or illness should be reported to WorkCover immediately
- For other incidents (non-serious) where workers compensation is or may be payable, Consortio should notify the insurer within 48 hours. There is no need to notify WorkCover of non-serious incidents as the insurer will notify WorkCover of these incidents
- Forward to the insurer:
  - A WorkCover medical certificate, if provided by the injured worker, within seven days
  - On going medical certificates, receipts and accounts for medical or other treatment, within seven days.
- Provide suitable employment for a worker who has been incapacitated for work and is able to return-to-work on a full-time or part-time basis. The Compliance Officer is to develop a Return-to-Work Plan for the injured worker after discussions with the injured worker and treating doctor. The employer will implement and monitor the Return-to-Work Plan for the injured worker.

#### **Insurer Obligations**

- Ensure Consortio are aware of their legislative obligations in relation to the insurer's injury management plan
- Contact the injured worker and employer within three days, and consult with the treating doctor, to ensure that the injured worker receives the necessary assistance to recover and return to work
- Commence provisional liability payments of weekly benefits and medical expenses within seven days, unless a reasonable excuse exists
- Cooperate with its obligations under the injury management plan
- Consult with the injured worker, employer and nominated treating doctor in the development of an injury management plan
- Provide information to both the employer and injured worker with respect to the injury management plan.

#### **Nominated Treating Doctor Obligations**

- Complete WorkCover medical certificates
- Arrange and monitor appropriate treatment
- Provide specific work restriction.
- Provide information to insurer and employer in relation to the injury management and Return-to-Work plans.

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## 6.2 Return-to-Work Program

A return-to-work program is:

- An agreed system that an employer must have in place, in readiness for the management of workers who suffer a work related injury or illness.
- An agreed system between employers and worker representatives that is developed before an injury or illness occurs.
- A reflection of the business practices, culture and environment of the workplace.

The return-to-work program consists of the formal policy and the procedures to help injured workers with their recovery and return to the workplace.

The return-to-work program must not be inconsistent with the injury management program.

The return-to-work program covers the following areas:

- Prevention of workplace injury/illness.
- Development and implementation of the return-to-work program.
- Consultation.
- Injury management and return to work.
- Provision of suitable duties.
- Return-to-work not to disadvantage injured workers.
- Resolution of disputes.

### Prevention of Workplace Injury/Illness

Consortio will comply with employer obligations under the Work Health and Safety Act to maintain a safe and healthy working environment.

Consortio has a systematic approach to the identification, assessment and control of hazards which may cause injury or illness.

### Development and Implementation of Return-to-work Program

Consortio has developed this return-to-work program to facilitate the return-to-work of injured workers. The return-to-work program outlines Consortio's commitment to assist injured workers with accessing necessary treatment and rehabilitation, and outlines the steps to be taken to achieve a safe, timely and durable return to work.

The return-to-work program is to be used in conjunction with the return-to-work plan.

### Consultation

Consortio is committed to consulting with workers and where applicable any union representing them to ensure that the return-to-work program and return-to-work plan operates efficiently. An Information Consent form should be signed by the injured worker to assist the consultation process between the parties concerned.

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### **Injury Management and Return to Work**

In order to succeed, injury management requires all parties to follow the procedures adopted.

#### When an Injury Occurs

It is the worker's responsibility to notify the employer of any injury as soon as possible (usually within 24 hours of the injury). Consortio's Incident Notification Report should be filled out and sent to the Compliance Officer.

Once the injury is reported, the company will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible, and conduct an investigation to prevent recurrence.

The company will use the defined procedure for reporting and investigating injuries which includes notifying the insurer within 48 hours where workers compensation is or may be payable.

The insurer is to contact the employer and worker within three days of notification for all workers with significant injuries, and to contact the treating doctor as well if appropriate and reasonably practical.

#### Post Injury

The Compliance Officer will coordinate the process of workplace rehabilitation, i.e. returning the injured worker to suitable employment as soon as safely possible.

Consortio will participate and cooperate in the development of an injury management plan by the insurer for every worker with a significant injury (this should be completed no more than 20 working days after notification).

Consortio is required to select agreed accredited rehabilitation providers who can be called upon to assist with rehabilitation cases. A criterion for rehabilitation providers has been developed.

Accredited rehabilitation providers will have access to the workplace to enable familiarity and assist with workplace assessments.

Note: Injured workers will retain the right to nominate an accredited provider of their own choice; however, any proposed program must be approved by Consortio.

The injury management process will include the following:

- Initial assessment.
- Referral for functional assessment.
- Referral to appropriate rehabilitation providers.
- Expected progress with associated time frames.
- Liaise with treating doctors.
- Review dates and program modifications.
- Phased return-to-work including graduated suitable duties.
- Retraining needs, i.e. external involvement with the insurance company.
- Job and equipment modifications required to accommodate the worker's temporary or permanent disability.
- Final outcome e.g. return to normal duties, redeployment, retirement.

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### Provision of Suitable Duties or Phased Return to Work

Provision of all duties should be on the basis that the worker is given meaningful tasks. Rehabilitation should be viewed as part of the normal work scheme and return-to-work in a minimal period should become a normal practice and expectation.

For the purpose of this policy the terms 'suitable duties' and 'phased/graduated return to work' include:

- Temporary placement in an existing position.
- Temporary placement in a job specifically created to fit a worker's current capabilities.
- Temporarily reduced working hours.
- Special transport arrangements.
- Temporary modifications to existing task, equipment or environment.

### Identification and Notification of Suitable Duties

Maintenance of a viable injury management plan is dependent on the active assistance and cooperation of the General Manager together with Line Contractor Managers, and commences with the compilation of a list of duties available within each area that could be utilised in a rehabilitation case plan. This data should be passed to the Compliance Officer and followed up by regular notification of changes. A pool of alternative duties is thus available for the Compliance Officer to begin selection and liaison with the appropriate department.

If the worker has sustained a minor injury and is deemed fit for selective work, suitable alternative duties or phased return-to-work will be arranged by the Compliance Officer in conjunction with the rehabilitation provider if required.

Where it is necessary to provide suitable duties, the Compliance Officer shall, if possible, provide suitable duties within the workers pre-injury classification. In determining suitable duties or alternate employment, it must be ensured that the worker will not suffer any recurrence or aggravation of the injury or illness.

When the worker resumes on suitable duties or phased return to work, due consideration must be given to the provision of 'reasonable accommodation'. Reasonable accommodation is the adaptation of employment practices, special services and facilities to enable a person with a physical disability to do a job which he/she is qualified for and able to do safely and effectively.

Where suitable duties or alternate employment are identified and agreed upon, the duties shall be specified in writing.

Where a worker cannot return to their pre-injury position, Consortio will assist the worker find alternate employment by:

- Undertaking vocational skills assessment.
- Providing some skills development training appropriate to the worker.
- Trying to identify alternate positions within the organisation based on the workers transferable skills.
- Placement of workers requiring permanent suitable employment will be coordinated by the Compliance Officer and key parties.

When a worker returns to work on suitable duties with restrictions, the employer/Compliance Officer or rehabilitation provider must prepare a Return-to-work Plan.

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### **Injured Workers not to be Disadvantaged**

Consortio will ensure that injured workers are not disadvantaged while participating in the process of return to work.

### **Resolution of Disputes**

Every endeavour should be made to resolve any dispute by discussions among the rehabilitation team, The General Manager, Line Contractor Managers, the worker, and if necessary, any union representing that worker. The rehabilitation team comprises of:

- The treating doctor.
- Compliance Officer
- External providers (where applicable)