[Insert organisation name/logo]

# WORK HEALTH AND SAFETY POLICY

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***Note\****

*This policy template has been developed to meet the needs of a diverse range of services and includes items for consideration in policy****. Not all content will be relevant to your service.******Organisations are encouraged to edit, add and delete content to ensure relevancy.***

*If you are unsure about legislative responsibilities for your specific service, you are encouraged to seek out legal review of Policy Toolkit documents.*

*All notes (like this one) should be considered and deleted before finalising the policy. The contents list should be updated as changes are made, and when content is finalised. See the NADA Policy Toolkit User Guide for more editing tips.*

*\*Please delete note before finalising this policy.*

[WORK HEALTH AND SAFETY POLICY 1](#_Toc167818335)

[SECTION 1: WORK HEALTH AND SAFETY FRAMEWORK 4](#_Toc167818336)

[1.1 Policy statement 4](#_Toc167818337)

[1.2 Purpose and scope 4](#_Toc167818338)

[1.4 Principles 6](#_Toc167818339)

[1.5 Outcomes 7](#_Toc167818340)

[1.6 Roles and responsibilities 7](#_Toc167818341)

[1.7 Policy implementation 8](#_Toc167818342)

[1.8 Risk management 8](#_Toc167818343)

[SECTION 2: WORK HEALTH AND SAFETY OBLIGATIONS-POLICY DETAIL 9](#_Toc167818344)

[2.1. [Organisation name] 9](#_Toc167818345)

[2.2 Workers 9](#_Toc167818346)

[2.3 Work Health and Safety Representatives 9](#_Toc167818347)

[2.4 Health and Safety Committee (HSC) 11](#_Toc167818348)

[2.5 Monitoring and consultation 12](#_Toc167818349)

[SECTION 3: WORKER ORIENTATION AND TRAINING-POLICY DETAIL 12](#_Toc167818350)

[3.1 WHS orientation 12](#_Toc167818351)

[3.2 WHS training 13](#_Toc167818352)

[SECTION 4: MANAGING RISK- POLICY DETAIL 13](#_Toc167818353)

[4.1 Different approaches to risk management 13](#_Toc167818354)

[4.3 Risk management process 14](#_Toc167818355)

[4.4 Hazard identification 15](#_Toc167818356)

[4.5 Risk Assessment 16](#_Toc167818357)

[4.6 Hazard and risk assessment records 21](#_Toc167818358)

[SECTION 5: INTERNAL REFERENCES 22](#_Toc167818359)

[5.1 Supporting documents 22](#_Toc167818360)

[5.2 Related policies and procedures 22](#_Toc167818361)

[SECTION 6: EXTERNAL REFERENCES 23](#_Toc167818362)

[6.1 Legislation 23](#_Toc167818363)

[6.2 Websites 23](#_Toc167818364)

***Note\****

*To update the contents list when all content has been finalised, right click on the contents list and select ‘update field; an option box will appear, select ‘Update entire table’ and ‘Ok’.*

*To use the contents list to skip to relevant text, use Ctlr and click to select the relevant page number.*

*\*Please delete note before finalising this policy.*

## SECTION 1: WORK HEALTH AND SAFETY FRAMEWORK

### 1.1 Policy statement

**[Organisation name]** is committed to providing a healthy and safe work environment for employees, Board members, students, clients, volunteers, and visitors.

### 1.2 Purpose and scope

This policy aims to provide guidance to **[organisation name]** in developing and implementing work health and safety (WHS) systems that are compliant with health and safety legislation, and effectively prevent and respond to health and safety risks and incidents.

This policy applies to all **[organisation name]** workers, including permanent, contract and casual employees, Board members, contractors, students, volunteers and visitors.   
  
This policy should be read in conjunction with the WHS Procedure, and the Disaster and Emergency Management Policy.

This policy does not provide detailed guidance on:

* WHS procedures- see the Work, Health and Safety Procedure
* Managing emergencies, disasters and pandemics-refer to the Disaster and Emergency Management Policy
* Workplace bullying, harassment and other unacceptable workplace conduct- refer to the Equal Employment Opportunity Policy

**1.3** **Definitions**

***Note\****

*This policy template has been developed to meet the needs of a diverse range of services. As such, not all definitions in this section may be relevant to your service- for example, ‘health and safety representative’ may not be used by all sectors. Please edit this ‘definitions’ to suit your service, and ensure corresponding references to the terms in the WHS Policy and Procedure templates are removed if they are not applicable to your service.*

*\*Please delete note before finalising this policy.*

|  |  |
| --- | --- |
| **Workers** | The collective term used in this policy to refer to a person who carries out work for **[organisation name]** including permanent, contract and casual employees, contractors, sub-contractors, employees of a contractor, students and volunteers. |
| **Workplace** | This is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while working. |
| **Hazard** | A situation or thing that has the potential to harm a person. |
| **Psychosocial hazard** | A hazard that arises from, or relates to: a) the design or management of work, or  b) a work environment, or  c) plant at a workplace, or  d) workplace interactions or behaviours, *and* may cause psychological harm, whether or not it may also cause physical harm. |
| **Risk** | Likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard. |
| **Psychosocial risk** | A risk to the health or safety of a worker or other person arising from a psychosocial hazard. |
| **Incident** | Any accident or event that occurs in the course of **[organisation name]** work. |
| **Health and Safety Committee (HSC)** | Committee established by workers, bringing together employees and management to assist in the development and review of health and safety policies and procedures for the workplace. |
| **Health and Safety Representative (HSR)** | Employee elected or selected to represent the health and safety interests of employees within **[organisation name].** The HSR assists both the FSO and FAO in monitoring and reporting WHS risks and incidents. |
| **Fire Safety Officer (FSO)** | Employee elected or selected to supervise day-to-day fire prevention, protection, fire safety functions and implement emergency procedures. The FSO assists the HSR and FAO in monitoring and reporting WHS risks and incidents. |
| **First Aider** | Individuals who are certified to provide First Aid. |
| **First Aid Officer (FAO)** | An employee elected or selected to be responsible for administering First Aid, monitoring and maintaining First Aid facilities and policies. The FAO assists both the HSR and FSO in monitoring and reporting WHS risks and incidents. |
| **Incident** | Any accident or event that occurs in the course of **[organisation name]** which involves:   * Occupational illness * Disabling injuries * Psychological, primary and secondary injury * Serious equipment or property damage * Dangerous occurrences which could have, but did not, injure any person * Exposure to hazardous substances or circumstances   Any other event that could put people or property at risk |
| **Infection** | Requires three main elements — a source of the infectious agent, a mode of transmission and a susceptible host. |
| **Infection control** | Is preventing the transmission of infectious organisms and managing infections if they occur. |
| **Standard precautions** | Are work practices which require everyone to assume that all blood and body substances are potential sources of infection, independent of perceived risk. |
| **Reasonably practicable** | Reasonably practicable, in relation to a duty to ensure health and safety, is, ‘that which is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters including:  (a) the likelihood of the hazard or the risk concerned occurring  (b) the degree of harm that might result from the hazard or the risk  (c) what the person concerned knows, or ought reasonably to know, about the hazard or risk, and ways of eliminating or minimising the risk  (d) the availability and suitability of ways to eliminate or minimise the risk, and  (e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk’.[[1]](#footnote-2) |
| **Visitors** | Anyone who attends the premises and is not a Board member, paid staff member, student or volunteer. |

### 1.4 Principles

* **[Organisation name]** establishes and maintains safe working premises, equipment and culture. This includes providing an environment that promotes and supports the physical and psychological health and wellbeing of employees in the workplace in line with the **[organisation name]** Code of Conduct
* WHS systems and initiatives are implemented and revised in consultation with workers
* Providing facilities, equipment, resources and services to enable employees to perform their role safely
* **[Organisation name]** staff receive WHS orientation and training relevant to their position and responsibilities, and
* Workplace injuries are managed to meet the needs or workers and **[organisation name]**

### 1.5 Outcomes

* Workers are provided with a safe working environment that they have contributed to.
* Workplace incidents and injuries are prevented or minimised.
* **[Organisation name]** workers understand and comply with their WHS obligations.

### 1.6 Roles and responsibilities

|  |  |
| --- | --- |
| **Board of Directors** | * Endorse WHS Policy * Comply with, and ensure compliance with, the WHS Policy and Procedure * Monitor work health and safety risk management strategies, incidents and injuries. |
| **Business services/ management** | * Comply, and ensure compliance with, WHS Policy and Procedure * Ensure staff are provided with relevant WHS training * Lead emergency responses where the delegated HSR is not available.   **CEO/Manager (or as delegated)**   * Receive and respond to WHS reports from HSC or HSR. * Operational decision-making relating to WHS management, including expenditure. * Refer serious WHS issues to the Board and/or to relevant authorities. |
| **Program Services/ clinical** | * Comply with WHS Policy and Procedure   **Health and Safety Representative**   * Representation of **[organisation name]** workers in the workplace. * Maintain WHS Register records. * Investigate WHS incidents and make recommendations to **[organisation name]** Board in relation to WHS incidents and systems.   **Fire Safety Officer**   * Lead emergency evacuations and evacuation drills. * Make recommendations to improve emergency evacuation and fire safety policy and practice.   **First Aid Officer**   * Lead First Aid responses. * Make recommendations to improve First Aid policy and practice. |

***Note\****

*Some of the roles like ‘Work Health and Safety representative’ listed under the ‘Program services/clinical’ above may not be applicable to your sector, or your organisation may not be required to have all the WHS representative roles listed. Edit this section to suit your organisational circumstances.*

*\*Please delete note before finalising this procedure.*

### 1.7 Policy implementation

This policy is developed in consultation with **[organisation name]** employees and approved by the **[organisation name]** Board of Directors.

All **[organisation name]** workers are responsible for understanding and adhering to this WHS Policy and Procedure.   
  
Specific monitoring and support activities undertaken include:

* Incorporated in orientation/induction for new staff
* WHS agenda items in staff and Board meetings, where system and application issues are addressed
* Annual workplace environment audits
* Working from home environment audits and checklists
* Consultation with office co-locators
* Emergency evacuation drills

### 1.8 Risk management

WHS Policy and procedure is informed by and complies with relevant parts of the following:

* *Work Health and Safety Act 2011* (NSW)
* Model Work Health and Safety Regulations 2011
* *Workers Compensation Act 1987* (NSW)
* *Workers Compensation Regulation 2010*
* *Workplace Injury Management and Workers Compensation Act 1998* (NSW)
* *Workplace Relations Act 1996* (Cth)

Employees undertaking specific WHS responsibilities are provided with suitable training and support from **[organisation name]** to fulfil their responsibilities.

All policies are reviewed regularly and are noted in **[organisation name]** policy review schedule. Significant operational, policy or legislative changes may prompt the review of this policy outside of the ordinary policy review schedule.

## SECTION 2: WORK HEALTH AND SAFETY OBLIGATIONS-POLICY DETAIL

### 2.1. [Organisation name]

**[Organisation name]** is responsible for ensuring, as far as reasonably practicable, that workers are not exposed to health and safety risks. The concept of “reasonably practicable”1 requires **[organisation name]** to implement a system of work health and safety which identifies workplace hazards, assesses those hazards and takes action to eliminate or control them. Strategies include: orientation to the workplace and WHS for workers, WHS training, consultation with workers, and regular workplace audits.

2.2 Workers   
**[Organisation name]** staff have the responsibility to:

take reasonable health and safety care of themselves and others in the workplace;

* avoid reckless behaviour that may place others at risk of death, serious injury or illness;
* use premises, equipment and resources responsibly to support the health and safety of themselves and other workers;
* comply with **[organisation name]** and legislative WHS requirements;
* cooperate with other workers, the CEO/Manager and the **[organisation name]** Board on WHS matters; and
* contribute to the development and review of WHS systems and practices.

### 2.3 Work Health and Safety Representatives

***Note\****

*The term ‘Work Health and Safety representative’ may not be applicable to your sector, or your organisation may not be required to have all the WHS representative roles listed in this section. Edit this section to suit your organisational circumstances.*

*\*Please delete note before finalising this procedure.*

**[Organisation name]** is responsible for designating and/or supporting the election of WHS representatives and providing them with relevant training and the appropriate support to perform their duties in a professional manner. In the case of Health and Safety Representatives (HSR) (refer to section 2.3.1), **[organisation name]** is legally obligated to:

* give the HSR time off at normal pay and any necessary facilities and assistance to enable them to fulfil their role.
* talk with the HSR about work health and safety issues.
* give the HSR access to all information regarding hazards and risks.
* allow the HSR to attend work health and safety interviews if a worker consents.
* allow a person assisting the HSR to enter the workplace if that assistance is necessary.
* permit the HSR to accompany an inspector on an inspection of areas where the workers they represent work.
* give the HSR five days training and a one-day annual refresher course, if requested.
* notify SafeWork NSW of the names of HSR’s, deputy HSR’s and associated work groups and display these names in the workplace

**[Organisation name]** also ensures WHS representatives’ posters are displayed strategically throughout the organisation’s premises so that they can be identified easily.

All WHS representatives work closely with the **[organisation name]** quality improvement program co-ordinator to identify and co-ordinate improvements to workplace health and safety.

***Note\****

*Quality improvement (QI) programs provide great opportunities to identify and review your service practices. If your organisation does not have a QI program, it is recommended that one is developed as a priority to ensure better outcomes for your organisation. See the Organisational Development Policy for more information on QI, or visit the NADA website.*

*\*Please delete note before finalising this policy.*

**2.3.1** **Health and Safety Representative**

A Health and Safety Representative (HSR) facilitates the flow of information about health and safety between **[organisation name]** and the workers, provides representation for **[organisation name]** workers in the workplace, monitors WHS measures taken by **[organisation name]**, investigates WHS-related complaints, and makes inquiries into issues that have the potential to place at risk worker health and safety.

In the event that **[organisation name]** has a formal Health and Safety Committee (see 2.4 below), the Health and Safety Representatives (HSR) and deputy HSR’s are elected through a democratic process involving all employees. Notices calling for nominations with a reasonable closing date are prominently displayed. Notices are prepared in an easy to understand language.

After the nominations have been called an election can be conducted.

* every employee is informed of the election date as soon as possible after the date is determined
* all employees are given an opportunity to nominate for the position of HSR and vote in the election
* all workers and the CEO/Manager are informed of the outcome of the election

If a formally elected HSR has completed approved HSR training they can also direct unsafe work to stop when they have a reasonable concern that carrying out the work would expose a worker to a serious risk.

A direction to stop work can only be given if the issue has not been resolved by consultation (unless the risk is so serious that it's unreasonable to consult first).

HSRs can also issue a '**Provisional Improvement Notice**' (PIN)[[2]](#footnote-3) when they reasonably believe there is a contravention of the Work Health and Safety Act 2011.

**2.3.2** **Fire Safety Officer**

The Fire Safety Officer (FSO) is an employee elected or selected for the role and assists the HSR and FAO in monitoring and reporting WHS risks and incidents.

Fire Safety Officer duties include supervision of day-to-day fire prevention and protection, implementing emergency procedures and conducting evacuation drills and procedures. Other duties include reviewing and checking emergency exit routes, fire and smoke doors, firefighting equipment, emergency lighting and alarm systems (detection, sprinklers and manual).

**2.3.3** **First Aid Officer**

The First Aid Officer (FAO) employee is elected or selected for the role and assists the HSR and FSO, in monitoring and reporting WHS risks and incidents.

The FAO holds a current First Aid qualification (or is working towards one) from a registered training organisation and is properly trained to administer First Aid, monitoring and maintaining a First Aid allocated area, together with First Aid kits. There may also be other First Aiders within the organisation who can be of assistance in an emergency.

### 2.4 Health and Safety Committee (HSC)[[3]](#footnote-4)

A Health and Safety Committee provides a formal mechanism for workers and management to review workplace health and safety matters.

A Health and Safety Committee can be established by the CEO/Manager or at the request of:

* a HSR (see 2.3.1), or
* five or more workers at the workplace

A Committee must be established within two months, if requested to do so.

The make-up of the Committee must be agreed upon by the workers and the CEO/Manager**.**

The HSC includes all **[organisation name]** WHS representatives and othersnominated by the organisation. The CEO/Managercan only nominate up to half of the members.

The role of workers on the HSC is to ensure genuine worker representation in health and safety matters that affect them.

The Committee is required to prepare a constitution/terms of reference agreed upon by the CEO/Manager, theHSRand workers at the workplace. If agreement is not reached within a reasonable timeframe, any party may request SafeWork NSW to appoint an inspector to decide the matter.

Functions of the HSC are to:

* facilitate co-operation between **[organisation name]** and workers in instigating, developing and carrying out measures designed to ensure workers’ health and safety;
* assist in developing systems and procedures relating to health and safety; and
* undertake other functions prescribed by regulation or agreed between **[organisation name]** and workers.

HSC members are allowed to:

* spend reasonable time to attend meetings, carry out functions as committee members, and be paid at their normal rate of pay while doing so;
* access **[organisation name]** information about workplace hazards and risks relating to health and safety of workers (excluding the worker’s personal medical information without that worker’s consent); and
* access opportunities to develop skills relevant to their role on the HSC.

The HSC must meet at least every three months and at any reasonable time when requested by at least halfof the HSC members. Regular reports of WHS matters are then provided at staff meetings.

2.5 Monitoring and consultation  
 **[Organisation name]** monitors WHS systems and consults with workers who are (or are likely to be) directly affected by a work and health safety matter. Monitoring and consultation provides opportunity for information-sharing and discussion about strategies to manage health and safety.

Specific consultation, monitoring and support activities undertaken include:

* WHS as an agenda item in staff and Board meetings.
* Quarterly workplace environment audits, including a review of First Aid kits.
* Working from home environment audits and agreements.
* Emergency evacuation drills.
* External checks of fire safety equipment by authorised professionals.
* Identifying and supporting work, health and safety representatives
* involving office co-locators in environment audits and communication regarding WHS risk management strategies the occurrences of incidents
* **[Insert other monitoring and consultation mechanisms].**

***Note\****

*Other examples of monitoring and consulting mechanisms include:*

* *All staff participating in undertaking environment audits on a rotation*
* *management, staff and Board members reviewing WHS incidents*
* *involving staff and Board in the development and review of WHS policies and procedures*
* *review of WHS policies and procedures every two years at a minimum.*

*\*Please delete note before finalising this procedure.*

## SECTION 3: WORKER ORIENTATION AND TRAINING-POLICY DETAIL

### 3.1 WHS orientation

All **[organisation name]** staff are provided with WHS information and instruction on commencement of their time with **[organisation name]**. Workers are directed to, or provided a copy of, **[organisation name]’**s WHS Policy and supporting documents, and informed of their responsibility to understand and comply with them.

The new employee, contractor and student’s supervisor and/or WHS Officer provide instruction on:

* emergency procedures
* first aid
* amenity facilities
* reporting and responding to hazards or other safety issues
* reporting WHS incidents
* how work health and safety is managed in the workplace
* specific health and safety procedures related to their tasks, such as workstation set-up and use of the **[organisation name]** motor vehicle.
* **[Insert other WHS orientation item].**

The CEO/Manager and/or the Board President provide Board members with instruction on relevant matters above.

### 3.2 WHS training

Employees acting as a WHS Officer or First Aid Officer or Fire Safety Officer are required and supported to undertake accredited training as part of the WHS role. **[Organisation name]** provides financial resources to cover costs of training and releases employees from their usual duties to undertake initial and maintenance training.

## **SECTION 4:** **MANAGING RISK- POLICY DETAIL**

4.1 Different approaches to risk management  
Risk management is a crucial element of WHS work. Risk management processes and definitions detailed in WHS Policy and Procedure are specific to the area of work, health, and safety. Risk management definitions and approaches detailed in **[organisation name]**’s Risk Management Policy and Procedure can be used to assist with managing risks not pertaining specifically to work, health and safety- for instance, in relation to the risk of cyberattack, contractual compliance risk, reputational risk and strategic risk faced by organisations.   
  
4.2 Hazards versus risks

Hazards are different to risks. Hazards are those things and situations that have potential to cause harm, and generally arise from the following aspects of work:

* physical work environment
* equipment, materials and substances used
* work tasks and how they are performed
* work design and management.

Examples of hazards that may be relevant to the **[organisation name]** workplace:

|  |  |
| --- | --- |
| **Hazard** | **Potential harm** |
| **Physical work environment** | Trips and falls from power cords across walkways |
| **Work tasks and how they**  **are performed** | Overexertion or repetitive movement causing muscular strain |
| **Equipment, materials and substances** | Being hit by, or hitting, moving vehicles whilst operating the **[organisation name]** motor vehicle |
| **Work design and management** | Effects of work-related stress, bullying, and work-related fatigue |

A risk is the likelihood that harm (such as death, injury or illness) might result because of a hazard.

### 4.3 Risk management process

Risk assessments identify any potential hazards, assess the risks associated with those hazards and, if necessary, implement control measures to eliminate or minimise the risks.

**[Organisation name]** undertakes risk assessments in the following circumstances:

* when hazards are identified as part of the standard environment audits
* when someone notices a hazard and there is uncertainty about how a hazard may result in injury or illness
* when a new practice, equipment or facilities are introduced to the workplace and the hazards, risks and controls are not clear
* following a significant WHS incident.

**[Organisation name]** staff must have an understanding of the four-step risk management process (also set out in figure 1 below):

1. **identifying hazards** – finding out what could cause harm

2. **assessing risks** (if necessary) – understanding the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening

3. **controlling risks** – implementing the most effective control measure that is reasonably practicable in the circumstances

4. **reviewing control measures** – ensuring control measures are working as planned.

Control measures must be selected to eliminate the risk, so far as is reasonably practicable. If elimination is not reasonably practicable, the risks must be minimised so far as is reasonably practicable.



*Figure 1: Risk management process. Image based on diagram from*[*How to Manage Work Health and Safety Risks Code of Practice 2011*](https://www.safework.nsw.gov.au/__data/assets/pdf_file/0012/50070/How-to-manage-work-health-and-safety-risks-COP.pdf)

Incorporate the steps into work activities. If any persons are concerned about the control measures used in a workplace activity, they must bring this to the attention of their direct manager.   
  
For further guidance with the risk management process for psychosocial hazards, refer to ‘Code of Practice: Managing Psychosocial Hazards at Work’ by Safe Work NSW (2021).

### 4.4 Hazard identification

The first step in managing workplace health and safety risks is hazard identification. Hazards are those items and situations that have potential to cause harm, and generally arise from the following aspects of work:

* physical work environment
* work tasks and how they are performed
* equipment, materials and substances used
* work culture, design and management.

Examples of hazards that may be relevant to the **[organisation name]** workplace are:

|  |  |
| --- | --- |
| **Hazard** | **Potential harm** |
| Physical work environment | Trips and falls from power cords across walkways |
| Work tasks and how they  are performed | Over-exertion or repetitive movement causing muscular strain |
| Equipment, materials and substances | Being hit by, or hitting, moving vehicles whilst operating the organisation’s motor vehicle |
| Work culture, design and management | Effects of work-related stress, bullying, and work-related fatigue |
| **[Insert other workplace hazard]** | **[Insert potential harm]** |

**[Organisation name]** works closely with workers to look at every task in the workplace to assist in finding potential hazards.

Strategies for identifying hazards include:

* inspecting the workplace (environment audits);
* consulting with workers; and
* reviewing information and advice from external parties, such as industry associations and regulators.
* **[Insert other strategies to identified hazards].**

To identify psychosocial hazards in particular, some factors you may consider include:3

* Systematically collecting and/or reviewing workplace data- for instance, absenteeism, turnover, exit interviews, sick leave data and workers’ compensation claims
* advice from WHS professionals, employer organisations and unions
* complaints and investigations into alleged harmful workplace behaviours
* psychosocial hazard and workforce or culture surveys. The People at Work psychosocial risk assessment survey is a free government tool that can be taken by workers to help identify risks   
  (see ‘References and Resources’ for link).

Make a list of all the hazards you can find or hear from workers, including the ones you know are already being dealt with, to ensure that nothing is missed. You could list these in WHS form 04 Site-specific risk assessment.

### 4.5 Risk Assessment

Once a hazard has been identified, determine how serious the risk is.   
Risk assessment considers what could happen if a person is exposed to a hazard, and the likelihood of it happening. Risk assessment can determine how severe the risk is, whether existing control measures are effective, what controls should be implemented, and how urgently a response needs to be taken.

**[Organisation name]** undertakes risk assessments in the following circumstances:

* when hazards are identified as part of the standard environment audits
* when someone notices a hazard and there is uncertainty about how a hazard may result in injury or illness
* when new practice, equipment or facilities are introduced to the workplace and the hazards, risks and controls are not clear
* following a significant WHS incident
* when developing a new program or coordinating an organisational activity
* **[Insert other circumstances where a risk assessment would be undertaken].**

A risk assessment is mandatory for high-risk activities such as live electrical work.

Some hazards that have exposure standards, such as noise, may require scientific testing or measurement by a competent person to accurately assess the risk and to check that the relevant exposure standard is not being exceeded (for example, by using noise meters to measure noise levels).

A risk assessment is not required when legislation requires a hazard or risk to be controlled in a specific way – these requirements must be complied with.

A detailed risk assessment may not be required where a code of practice or other guidance sets out a way of controlling a hazard or risk that is applicable to your situation. In this circumstance, you simply implement these control measures.

**4.5.1** **How to do a risk assessment**

**Step 1: Identify WHS Risk Rating**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Consequence** | | **+** | **Likelihood** | |  | **=** | **Risk Rating** | | | | |
| *Level* | *Descriptor* |  | *Level* | *Descriptor* |  |  | *Consequence (1-5)* | | | | |
| **1** | Insignificant |  | **A** | Almost certain |  | *Likelihood*  *(A – E)* | **1** | **2** | **3** | **4** | **5** |
| **2** | Minor |  | **B** | Likely |  | **A** | **Med** | **High** | **High** | **Very high** | **Very high** |
| **3** | Moderate |  | **C** | Possible |  | **B** | **Med** | **Med** | **High** | **High** | **Very high** |
| **4** | Major |  | **D** | Unlikely |  | **C** | **Low** | **Med** | **High** | **High** | **Very high** |
| **5** | Severe |  | **E** | Rare |  | **D** | **Low** | **Low** | **Med** | **Med** | **High** |
|  |  |  |  |  |  | **E** | **Low** | **Low** | **Med** | **Med** | **Med** |

**Determine the consequence of the hazard**

Hazards have the potential to cause different types and severities of harm (consequences), ranging from minor discomfort to a serious injury or death.

In the table above are the five escalating levels of **consequence** of the hazard used by **[organisation name]** in assessing risk:

1. insignificant
2. minor
3. moderate
4. major
5. severe

The consequence of the hazard is rated according to one of these levels of risk.

In estimating the severity of harm that could result from each hazard, the following matters are considered:

* What type of harm could occur (for example muscular strain, injuries due to fatigue, psychological injury, burns, laceration)? How severe is the harm? Could the hazard cause death, serious injuries, illness or only minor injuries requiring first aid?
* What factors could influence the severity of harm that occurs? For example, the distance someone might fall will determine the level of harm that is possible. The harm may occur immediately if something goes wrong (for example injury from a fall) or it may take time for it to become apparent (for example illness from long-term exposure to a substance or to excessive work demands).
* Do you need to use specific tools or processes to assess how severe the harm could be? This could include arranging noise exposure level testing.
* How many people are exposed to the hazard and how many could be harmed in and outside your workplace?
* Could one failure lead to other failures?
* Could a small event escalate to a much larger event with more serious consequences? For example, a minor fire can get out of control quickly in the presence of large amounts of combustible materials.

**Determine the likelihood of harm occurring**

In the table above are the five escalating levels of the **likelihood** of the hazard occurring used by **[insert organisation name]:**

1. **Almost certain to occur**—expected to occur in most circumstances
2. **Very likely**—will probably occur in most circumstances
3. **Possible**—might occur occasionally
4. **Unlikely**—could happen at some time
5. **Rare**—may happen only in exceptional circumstances.

The likelihood of the hazard occurring is rated according to one of these levels of risk.

The likelihood that someone will be harmed can be estimated by considering the following:

* How often is the task done? Does this make the harm more or less likely?
* How often are people near the hazard? How close do people get to it?
* Has it ever happened before, either in your workplace or somewhere else? How often?
* **[Insert other circumstances in which your organisation will estimate the likelihood of harm occurring].**

**Determine the risk rating**

The **Consequence** and **Likelihood** of any given risk are plotted on the **Risk Rating** matrix shown above to determine the level of resulting risk or its overall risk rating:

* Low
* Medium
* High
* Very High

**Step 2: Identify Response Rating**

|  |  |
| --- | --- |
| **Risk rating** | **Response rating** |
| Very high (VH) | Act immediately |
| High (H) | Act today |
| Medium (M) | Act within 1 week |
| Low (L) | Act within 1 month |

The Risk Rating, in turn determines the Response Rating, as seen in the table above.

**Step 3: Control the risks**

Develop and decide on a suitable control measure that will ensure that the hazard is either eliminated (where reasonably practicable) or reduced to its lowest possible level using the ‘hierarchy of risk controls’, in line with Table 2. A combination of controls may be the most effective.

*Table 2: Hierarchy of controls*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Eliminate** | **Substitute** | **Isolate** | **Engineering** | **Administrative** | **Use personal protective equipment** |
| Shape**Best Worse** | | | | | |
| Remove the risk, process or task. | Replace the risk with a less hazardous material, process or plant. | Separate the people from the hazard or the hazard from the people | Structural or design change to the working environment, equipment or work process | Reduce exposure to the hazard through procedural instructions, training, signage or permits. | Last line of defence, worn by workers. Selected PPE must be fitted correctly and maintained and used in accordance with manufacturer’s instructions. |
| *Examples* Removal of trip hazard, removal of asbestos, working at heights.   If a worker is expiring the psychosocial hazard of work overload, reduce the amount of work they’re expected to perform in consultation with them. | *Examples* Substitute a toxic substance with another that is non-toxic.  If a manager is bullying an employee, find an alternative manager for that employee. | *Examples*  Place insulation around noisy equipment or move work spaces away from noisy equipment. | *Examples*  Rearrange the work area and work flow, e.g. have deliveries made to the endpoint to avoid re-handling, intersperse repetitive activity with different tasks to avoid overuse injuries, etc. | *Examples*  Provide training and supervision appropriate to the level of expertise of the personnel involved. This could include anti-bullying training, familiarisation with local hazards and their control, safe work methods and emergency procedures. | *Examples*  Safety glasses, gloves, masks etc. |

In determining the control measures for psychosocial risks, **[organisation name]** will consider factors such as:

* the duration, frequency and severity of the exposure of workers and other persons to the psychosocial hazards
* How psychosocial hazards can combine or interact
* The training and supervision provided to workers
* The design of work, including job demands

See section 2.1.1 of the WHS Procedure for possible controls you can apply if a worker is experiencing bullying.

**Step 4: Review the risk control measures**

**[Organisation name]** regularly reviews WHS risk control measures to ensure the controls are adequate.

A review is required in instances such as:

* when it is apparent that a control measure is not effective in controlling the risk;
* if a new hazard or risk is identified;
* before changes to work practices are implemented and where health and safety risks are unknown;
* if the results of a consultation indicate that a review is necessary; or
* if the WHS Officer requests a review.

At a minimum, **[organisation name]** reviews control measures as part of yearly environmental audits (see [Appendix A: Environment and facilities](bookmark://Section5) in the WHS Procedure).

In reviewing risk control measures, consider the following:

* Are the control measures working effectively?
* Have the control measures introduced new problems?
* Have all hazards been identified?
* Have new work approaches, new equipment or chemicals made the job safer?
* Are safety procedures being followed?
* Has instruction and training been provided to workers on how to work safely been successful?
* Are workers actively involved in identifying hazards and possible control measures

Where reviews identify further WHS issues, implement risk assessment and new control measures.

Risk control measures are implemented as soon as possible, with responsibility assigned to an appropriate worker and a completion date set. The person responsible for implementing the risk control measure provides updates to workers through staff meeting and reports to the WHS Officer, where appropriate.

### 4.6 Hazard and risk assessment records

Identified hazards, risks and their control mechanisms are documented and filed in **[Organisation name]** WHS Register located at the **[insert location of WHS register]**. If the hazard or risk includes confidential information- for example, in relation to bullying- you can opt to include only high-level information in the general WHS register.

The HSR is responsible for maintaining the WHS Register, which includes:

* Incident Reports – containing completed Incident Reports for the past five years, and copies of blank Incident Report Forms ready for completion if/when needed
* identification and risk assessments of individual hazards conducted over the past five years
* environmental audits and action plans
* **[insert organisation name]’s** WHS Policy and Procedure
* current WHS Officer, Fire Safety Officer and First Aid officer details
* other relevant WHS documentation
* **[Insert other information included in your organisation’s WHS register].**

## SECTION 5: INTERNAL REFERENCES

### 5.1 Supporting documents

* WHS Procedure
* WHS Register
* Incident Report Form
* Outreach home visit log
* Emergency evacuation report
* Home WHS Report & Agreement
* WHS Environmental Audit
* Visitor register
* WHS environmental audit schedule
* Motor vehicle log
* First Aid content register
* Ergonomic office guide
* Key Register

**Posters and information**

* Emergency response plan
* Evacuation diagram
* Car park map of emergency equipment
* WHS officers poster
* Visitor notice
* Office entry and exit procedure poster
* Medical emergency plan
* If you get injured at work poster

**Human Resources Policy Supporting Document**

* Code of Conduct

### 5.2 Related policies and procedures

* Disaster and Emergency Management Policy
* Bullying and Harassment Policy
* Human Resources Policy and Procedure
* Client Clinical Management Policy and Procedure
* Risk Management Policy and Procedure
* Financial Management Policy
* Organisational Development Policy and Procedure
* Service and Program Operations Policy and Procedure

## SECTION 6: EXTERNAL REFERENCES

### 6.1 Legislation

* *Work Health and Safety Act 2011* (NSW)
* *Work Health and Safety Regulation 2017* (NSW)
* *Workers Compensation Act 1987* (NSW)
* *Workplace Injury Management and Workers Compensation Act 1998* (NSW)
* *Workers Compensation Legislation Amendment Act 2012* (NSW)
* *Work Health and Safety Act 2011* (Cth)
* *Work Health and Safety Regulations 2011*(Cth)

### 6.2 Websites

* NSW Government Roads and Maritime Services
* Safe Work Australia
* SafeWork NSW
* State Insurance Regulatory Authority
* iCare NSW

1. ‘Interpretive guide line- model work health and safety act the meaning of “reasonably practicable”, Safe Work Australia, <https://www.safeworkaustralia.gov.au/system/files/documents/1702/interpretive_guideline_-_reasonably_practicable.pdf> (accessed 19 January 2023) [↑](#footnote-ref-2)
2. For further information on [Provisional Improvement Notices](https://www.safework.nsw.gov.au/about-us/glossary/glossary-acordion/provisional-improvement-notices-pins) (PIN’s) refer to SafeWork NSW [↑](#footnote-ref-3)
3. Further guidance on [Health and Safety Committees](https://www.safework.nsw.gov.au/safety-starts-here/consultation@work/safety-committees) can be found at SafeWork NSW. For instance, refer to its ‘[Worker Representation and Participation Guide](https://www.safework.nsw.gov.au/__data/assets/pdf_file/0017/50165/worker-representation-and-participation-guide.pdf)’ [↑](#footnote-ref-4)