INTEGRAL SKILLS

CONSTRUCTION INDUCTION

(WHITE CARD)

CPCWHS1001 Prepare to work safely in the construction industry

LEARNER GUIDE

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MODIFICATION HISTORY

Version	Date	Nature of Amendment
1	17 Sep 19	Creation
2	7 Dec 22	Updated unit of Competency

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INTRODUCTION

This training course is based on the unit of competency CPCWHS1001 prepare to work safely in the construction industry. This unit describes a participant's skills and knowledge required prior to undertaking construction work.

This unit is appropriate for those wishing to work in the construction and affiliated industries.

The materials provided include the information you need to undertake safe working practices.

COURSE OVERVIEW

This course offers the general WHS induction information you require to work on a construction site in Australia.

The course covers:

- Legislative framework.
- Hazards and risks.
- Construction industry knowledge.
- Accidents and incidents.
- Site safety.

After completing this course you will have a basic knowledge of WHS legislative requirements, particularly as they pertain to your roles and responsibilities as a professional involved in the construction industry.

You will also have a good understanding of the main hazards in the construction industry and the common principles of risk control.

LICENSING/REGULATORY INFORMATION

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and Industry sectors. Relevant information must be sourced prior to application of the unit.

This unit meets the general construction induction requirements of:

- Part 1.1 Definitions and Part 6.5 of the Model Work Health and Safety Regulations;
- Division 11 of Part 3 of the Occupational Safety and Health Regulations 1996 for Western Australia; and
- Division 3 of Part 5.1 of the Occupational Health and Safety Regulations 2007 for Victoria.

PERFORMANCE EVIDENCE

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills, and range of conditions of this unit, in addition to the specific performance and knowledge evidence described below.

The person must:

- identify and orally report two construction hazards
- explain how risk could be reduced or removed in relation to those two hazards
- select appropriate personal protective equipment (PPE) to control the risk
- explain basic procedures for responding to incidents and emergencies, including types and purpose of the following fire safety equipment:
  - fire blankets
  - fire-extinguishers, including water, carbon dioxide, powder and foam
  - hose reels and mains
- identify and orally explain the meaning of required safety signs and symbols
- explain the purpose of job safety analyses (JSAs), safe work method statements (SWMS) and safety data sheets (SDS)
- explain the roles of the following designated health and safety personnel:
  - first aid officers
  - work health and safety (WHS) representatives
  - WHS committee members
  - supervisors.

The person must also demonstrate correctly fitting to themselves the PPE listed below:

- eye protection
- hearing protection
- hard hat
- high visibility vest, shirt or jacket.

KNOWLEDGE EVIDENCE

A person must demonstrate knowledge of:

- basic duty of care, and the roles, rights and responsibilities of business owners and workers in relation to working safely while undertaking construction work
- basic meaning of the terms ‘hazard’ and ‘risk’
- basic principles of risk management, including the following five steps in order:

  - identify hazard
  - assess risk
  - consult and report
  - control hazard
  - review
- basic procedures for accessing first aid
- construction hazards, including those relating to:
  - asbestos
  - confined spaces
  - electrical: power lines, cords and equipment
  - excavations and trenches, including underground services
  - dust
  - falling objects
  - hazardous substances and dangerous goods
  - hot and cold work environments
  - manual handling
  - noise
  - plant and equipment operation
  - traffic and mobile plant
  - unplanned collapse
  - ultraviolet (UV) radiation
  - working at heights, including scaffolding
- construction work that requires a high-risk work licence
- types, purpose and use of PPE used in construction, as specified in the performance evidence, and including safety footwear, harnesses and respiratory protection, and UV protective clothing and sunscreen
- construction emergencies, including:
  - chemical spill
  - fire
  - injury to personnel
  - structural collapse
  - toxic or flammable vapour emission
  - vehicle or mobile plant accident
- construction incidents, including:
  - incidents resulting in personal injury or damage to property

  - near misses or dangerous occurrences that do not cause injury but may pose an immediate and significant risk to persons or property, and need to be reported so that action can be taken to prevent recurrence
- safe work practices that should be followed in construction work, including:
  - accessing and using site amenities for drinking water, hand washing and toilets
  - following safety procedures when performing work tasks and using equipment
  - identifying and reporting hazards, incidents and injuries in the workplace
  - keeping the work area clean, tidy and free from debris
  - not using or being affected by drugs and/or alcohol while at work
  - preventing bullying and harassment in the workplace
  - selecting and using required PPE
  - smoking only in designated areas
  - storing and removing waste and debris in designated areas
- meanings and symbols associated with construction safety signs, symbols and tags, including:
  - emergency information signs: exits, emergency equipment and first aid
  - fire signs: location of fire alarms and firefighting equipment
  - hazard signs and symbols: danger and warning
  - regulatory signs and symbols: prohibition, mandatory and limitation or restriction
  - safety and lockout tags: danger and out-of-service tags.

ASSESSMENT CONDITIONS

The following must be present and available to learners during assessment activities:

- equipment:
  - all of the PPE listed in the performance evidence
- specifications:

  - state or territory Act relevant to the location of the learner, as specified in the range of conditions.

The assessment must reflect a range of methods including practical demonstration, oral and written reporting.

The assessment of performance evidence must be conducted by direct observation of the learner by an assessor, either by an assessor observing the learner physically and/or by an assessor observing the learner via audio and visual media in real time.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Assessors must hold the unit *CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry*, or its successor.

LEFGISLATIVE FRAMEWORK

WHAT IS CONSTRUCTION WORK?

The National Code of Practice for Induction for Construction Work defines construction work as:

"Any work on or in the vicinity of a construction site carried out in connection with the construction, alteration, conversion, fitting out, commissioning, renovation, repair, maintenance, de-commissioning, demolition or dismantling of any structure, and includes:

- The demolition or dismantling of a structure, or part of a structure, and the removal from the construction site of any product or waste resulting from the demolition or dismantling
- The assembly of prefabricated elements to form a structure or the disassembly of prefabricated elements, which, immediately before such disassembly, formed a structure
- Any work in connection with any excavation, landscaping, preparatory work, or site preparation carried out for the purpose of any work referred to in this definition, and
- Any work referred to in this definition carried out under water, including work on buoys, obstructions to navigation, rafts, ships, and wrecks.

It does not include the exploration for or extraction of mineral resources or preparatory work relating to the extraction carried out at a place where such exploration or extraction is carried out."

WHS LEGISLATION

Workplace Health and Safety (WHS) are laws and guidelines to help keep your workplace safe.

These can be broken down into four main types:

- Acts & Regulations.
- Codes of Practice.
- Australian Standards.
- Regulations.

Legislation/Acts	Acts of Parliament and laws to protect the health, safety and welfare of people at work. For example the Work Health and Safety Act (the WHS Act) 2011.
Regulations	More details or information on particular parts of the Act.
Codes of Practice/Compliance Codes	Practical instructions on how to meet the terms of the law. For example the Code of Practice "Managing the Risk of Falls in Workplaces".
Australian Standards	The minimum levels of performance or quality for a hazard, work process or product. For example AS/NZS 1891

Table 1 – Legislation Descriptions

HARMONISATION OF WORKPLACE HEALTH & SAFETY LEGISLATION

In response to industry calls for greater national consistency, the Commonwealth, states and territories agreed to implement nationally harmonised Work Health & Safety (WHS) legislation which commenced on 1 January 2012.

Harmonisation aims to develop consistent, reasonable and effective safety standards and protections for all Australian workers through uniform WHS laws, regulations and codes of practice.

KEY ELEMENTS OF THE WORK HEALTH & SAFETY LEGISLATION

The following key elements of the WHS legislation will impact the way you do your job, and the responsibilities of your workplace:

1. There is a primary duty of care requiring ***persons conducting a business or undertaking (PCBU)*** to ensure, so far as is ***reasonably practicable***, the health and safety of ***workers*** and others who may be affected by the carrying out of work.

2. A requirement that ***officers*** of corporations and unincorporated bodies exercise ***due diligence*** to ensure compliance.

3. ***Workers*** must exercise reasonable care that their act or omissions do not adversely affect the health and safety of persons at a workplace.

The legislation also outlines requirements for:

- The reporting requirements for notifiable incidents.
- Licences, permits and registrations (e.g. for persons engaged in high risk work or users of certain plant or substances).

- Provision for worker consultation, participation and representation at the workplace.
- Provision for the resolution of health and safety issues.
- Protection against discrimination.

Many specific details relating to WHS will be negotiated within the workplace in accordance with the legislation.

It is important that you speak with your Health & Safety Representative or supervisor for more information on how these elements will affect your day-to-day operations, or if you have any concerns relating to health and safety.

A list of common WHS terms and their definitions can be found in appendix 1.

It is important that you are familiar with the WHS laws that exist in your state or territory. Each state in Australia has its own WHS legislation and regulations that must be followed.

The following WHS legislative requirements will affect the way that you work in the construction industry:

- Australian Standards.
- Construction Industry WHS Standards and Guidelines.
- Duty of Care.
- Health & Safety Representatives, Committees and Supervisors.
- Licences, Tickets or Certificates of Competency.
- National safety standards.
- WHS and Welfare Acts and regulations.
- Safety Codes of Practice.

Talk to your WHS officer or representative if you have any questions about legislative requirements

NATIONAL CODE OF PRACTICE FOR INDUCTION FOR CONSTRUCTION WORK

The National Code of Practice for Induction for Construction (2007) work provides guidance to general and residential construction workers on the types of induction training to provide an awareness and understanding of common construction workplace hazards and how they should be managed.

The code of practice outlines the requirements of induction training across 3 different areas:

- **General** – Safety training used to provide basic knowledge of WHS legislative requirements and risk management processes in the construction industry.
- **Site** – This training occurs when you arrive at a site and provides information about specific WHS issues or requirements for that particular site (or part of that site).

- **Task-specific** – This induction provides information relating to WHS issues for a specific work activity undertaken by a particular occupation, industry sector or occupation.

The purpose of these training materials is to meet the requirements of **General Induction Training**

WHO DOES GENERAL INDUCTION TRAINING APPLY TO?
The code of practice recommends general induction training for the following people, occupations and tasks:

- Casual, part-time or labour-hire persons performing construction work.
- Owners carrying out construction work.
- Installation of joinery, pre-cast concrete panels, windows.
- Delivery drivers dropping off materials inside the construction zone.
- Engineers and surveyors who undertake preparatory site work.
- Cleaning and maintenance of structures under construction.
- Work experience students undertaking construction work.
- Traffic control for on-site construction work.
- Finishing and fit-out work such as painting, tiling, carpet laying, floor sanding.
- Landscaping

DUTY OF CARE
Both you and your employer/PCBU have a legal responsibility under duty of care to do everything reasonably practicable to protect others from harm in the workplace.

Duty of care applies to:

- Employers/PCBU and self-employed persons. Persons in control of the worksite.
- Supervisors.
- Manufacturers and suppliers.
- Workers.
- Subcontractors and inspectors.

Your own responsibilities are to comply with safe work practices, including activities that require licences, tickets or certificates of competency, as well to help the employer/PCBU on WHS matters. You should take reasonable care to protect the health and safety of yourself and others through your actions at work.

Your employer's/PCBU's responsibility is to provide a safe working environment, systems, equipment, personal protective equipment (PPE), facilities, WHS information, first aid, instruction and training. This safe environment should also extend to protecting members of the public or visitors to the construction site

SAFE WORK PRACTICES

Safe work practices are the actions that you take while at work to minimise the chance of causing harm to yourself, others or equipment.

It is your responsibility to make sure that you work in a safe way to avoid accidents

ACCESS TO SITE AMENITIES SUCH AS DRINKING WATER AND TOILETS

There should be toilets and clean drinking water on site for you to use. It is your responsibility to make sure the toilet facilities are clean and hygienic.

Drink plenty of water during the day to keep yourself hydrated, especially if you are working outside in the sun. Dehydration can cause fatigue and make it harder for you to concentrate

DRUGS AND ALCOHOL AT WORK

Drugs and alcohol can affect your ability to concentrate and work safely. You are a danger to yourself and to those around you when working under the influence of drugs and alcohol.

PLANT AND EQUIPMENT INCLUDING LICENCING, COMPETENCY AND REFRESHER TRAINING

For some jobs in the construction industry, special training or a licence is required to ensure they are carried out safely. These may include:

- Driving a forklift.
- Erecting scaffolding over 4 metres.
- Dogging, rigging and directing cranes.
- Hoist and crane operation.
- Using earthmoving equipment.
- Handling dangerous materials.
- Working in confined spaces.
- Plumbing, electrical and building work.

WEARING PERSONAL PROTECTIVE EQUIPMENT AND CLOTHING

Personal protective equipment (PPE) can help to reduce the effects or chance of being hurt.

PPE includes:

- Hard hats.
- Ear muffs.
- Safety goggles.
- Boots.
- Gloves
- High-visibility (hi-vis) clothing.
- Respiratory equipment.
- Aprons.

- Arm guards.
- UV-protective clothing and sunscreen.

Make sure that you have at least the minimum PPE required at all times.

Figure 1 – Mandatory signs

HOUSEKEEPING

Clean up any rubbish you make as you work to help prevent tripping accidents, or accidents caused by flying debris.

STORING MATERIALS AND EQUIPMENT PROPERLY

Make sure all equipment and materials are stored properly and safely.

Stack materials neatly so that they don't fall out on the next person who tries to get to them.

Make sure all equipment is stored according to the manufacturer's instructions

CORRECTLY STORING AND REMOVING DEBRIS

Dispose of any debris properly without impacting negatively on the environment. Make sure all materials are collected and removed properly.

PREVENTING BULLYING AND HARASSMENT

Bullying is not tolerated in any workplace. If you are being bullied, or see somebody else being bullied you must report it.

SMOKING ON SITE

Only smoke in designated areas away from flammable materials.

Smoking around flammable materials is extremely dangerous. Make sure you don't do it!

IDENTIFY CONSTRUCTION HAZARDS AND CONTROL MEASURES

RISK MANAGEMENT

Risk management is the process of reducing or managing the risks when working with a hazard or in a hazardous situation and should take into consideration the context of the organisation and worksite.

Risk management must be conducted in accordance with:

- Legislative, organisation and site requirements/procedures.
- Australian Standards (AS/NZS ISO 31000:2009.
- Codes of Practice.
- Employment and workplace relations legislation.
- Equal employment opportunity and disability legislation

HAZARDS CREATE RISK - CHECK FOR HAZARDS.

A **RISK** is the chance of a hazard hurting you or somebody else or causing some damage. A **HAZARD** is the thing or situation that causes injury, harm or damage.

If you can remove or at least control a **HAZARD** you can reduce the **RISK** involved.

Risk management is the process of identifying risks or hazards so that you can take action to eliminate or control them. Risk management is made up of the following stages:

Consultation, reporting, communicating with others, monitoring and review should be planned for and carried out at every stage of the risk management process.

CONSULTATION AND COMMUNICATING WITH OTHERS

Communication and consulting with others is an important part of the risk management process and should take place at all stages.

Identifying risks and hazards and coming up with ways of controlling them includes talking to the people with knowledge of the situation, or who are directly affected by any action you may take.

You should always talk to any workers involved in the hazard control measures as well as the WHS officer or supervisor. This will help ensure that risks and hazards are not only effectively identified but that those involved with controlling and treating them are clear of their role and responsibilities in the risk management process.

It also allows different skills, expertise and views to be brought together to enhance and support the risk management process.

It is important that different views and concerns are identified and recorded as part of the consultation and then taken into account during the decision-making process.

Controlling a hazard can be a team effort and it's important that everybody knows what they need to do and how/if they need to change their work process to suit

RISK/HAZARD IDENTIFICATION

Each worksite has its own specific risks and hazards. A site induction needs to inform you of any hazards which exist on site. Some of these hazards can be removed through staff training, better equipment and safe work methods. Talk to the WHS officer for more information.

Each specific worksite will have risk management procedures, safety systems and information, and procedures for communication, reporting and record keeping.

Before conducting a risk assessment at a worksite, check to see what systems and procedures are in place as they may affect the outcomes of the risk assessment. It is important that suitably knowledgeable personnel/workers are involved in the risk identification process.

To identify possible risks and hazards walk all around the work area and check:

Up High - Hazards could include: obstructions, power lines, trees, scaffolding, cranes.

Eye Level - Hazards could include: other workers, equipment, machines, hazardous materials, obstructions.

Down Low - Hazards could include: surface condition, spills, debris, underground services, weight-bearing ability.

Make a note of any hazard you identify in the area. Remember, a hazard can also be a situation so keep an eye on how the people around you are working too.

You should also check records of injuries and incidents, safety tags and talk to other workers.

Safety Data Sheets (SDS) can be useful tools in identifying potential hazards so make sure you check the SDS documents for your site.

Hazards are not only environmental, and may be caused by the way a job is carried out, or by the equipment being used. Each task/procedure/function needs to be evaluated for risks, as well as the work area where the work is being carried out.

You need to recognise the type and scope of risks that are yet to be resolved and understand the likely impact so as to evaluate the situation and begin to implement control measures.

CONSTRUCTION HAZARDS

Construction hazards could include the following:

Hazard	Description
Confined spaces.	Could suffocate.
Chemical spills.	Could cause fire and explosion, toxic atmosphere, burns, or uncontrolled reaction with other chemicals, or environmental contamination.
Electrical safety.	Could be electrocuted.
Excavations, including trenches.	Could fall in, could collapse.
Falling objects.	Could cause damage to property or injury to personnel/workers.
Fire	Could cause damage to property or injury to personnel/workers.
Hazardous substances and dangerous goods.	Exposure may cause injury.
HIV and other infectious diseases.	Could contract diseases from unsafe or unhygienic facilities.
Liquids under pressure	Could cause an explosion and injury
Hot and cold working environments (temperatures).	Could cause dehydration/sunburn or exposure to cold could cause hypothermia.
Manual handling.	Could cause injury (strain).
Noise, dust and vapours	Could cause hearing, breathing or vision problems.
Plant and equipment.	Could be struck by or injured while using mobile equipment.
Traffic and mobile plant.	Could be hit by moving vehicles.
Unplanned collapse.	Could cause damage to property or injury to personnel/workers.
Ultraviolet (UV) radiation.	Could cause sunburn.
Working at heights.	Could fall from height, objects could fall from heights.
Overhanging beams and protrusions	Objects could fall from heights and/or cause injury to personnel.
Sharp equipment	Could cause injury to personnel

Table 2 – Common Construction Hazards

Once a risk has been identified check for any existing procedural documentation, workplace procedure or workplace policy, which describes how to eliminate or control the risk. It is

important that all records, policies and procedures are kept up to date so that the most relevant information is available and used.

Talk to other workers, your manager, supervisor, team leader or health & safety representative to find out if the risk has already been addressed, and what techniques are available to you to resolve it.

If you find that there is no documentation or guideline in place to resolve an identified risk, you need to assess the risk and identify a feasible course of action to deal with it.

RISK ASSESSMENT

A risk assessment involves completing a risk analysis and a risk evaluation.

RISK ANALYSIS

Risk analysis involves considering what are the causes and sources of risks and comprises 3 factors:

Using a table similar to the one shown here you can analyse how high the risk level is.

LIKELIHOOD	CONSEQUENCE				
	Insignificant	**Minor** First Aid Required	**Moderate** Medical Attention and Time Off Work	**Major** Long Term Illness or Serious Injury	**Severe** Kill or Cause Permanent Disability or Illness
Almost Certain	M	H	H	VH	VH
Likely	M	M	H	H	VH
Possible	L	M	H	H	VH
Unlikely	L	L	M	M	H
Rare	L	L	M	M	M

Table 3 – Risk Matrix

RISK EVALUATION

Risk evaluation is based upon the outcomes and results of the risk analysis.

Risk evaluation involves making decisions about which risks need to be treated and the order in which they should be treated. It should take into consideration the context of the risks in relation to:

- The organisation.
- The worksite.
- The relevant laws.
- Regulations.
- Other policies, procedures and requirements.

Using a table similar to the one shown you can evaluate how soon you should act to remove or control the hazard to achieve an acceptable level of risk.

RISK LEVEL	ACTION
VERY HIGH	Act immediately: The proposed task or process activity must not proceed. Steps must be taken to lower the risk level to as low as reasonably practicable using the hierarchy of risk controls.
HIGH	Act today: The proposed activity can only proceed, provided that: 1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. 2. The risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc. 3. The risk assessment has been reviewed and approved by the Supervisor. 4. A Safe Working Procedure or Safe Work Method has been prepared. 5. The supervisor must review and document the effectiveness of the implemented risk controls.
MEDIUM	Act this week: The proposed task or process can proceed, provided that: 1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. 2. The risk assessment has been reviewed and approved by the Supervisor. 3. A Safe Working Procedure or Safe Work Method has been prepared.
LOW	Act this month: Managed by local documented routine procedures, which must include application of the hierarchy of controls.

Table 4 – Risk Evaluation

Any task with a Very High risk level is absolutely unacceptable to carry out. Steps must be taken to reduce the risk level.

RISK TREATMENT

Once risks have been identified, analysed and evaluated, risk treatment options need to be considered and applied.

Risk treatment involves selecting one or more options to modify a risk and then implementing the selected option/s. Risk treatments should be recorded in a risk treatment plan.

Controls act as a barrier or layers preventing the unwanted event from happening. Every control has its limitations or holes in each layer and can be likened to a piece of Swiss cheese, the more layers / controls the more effective.

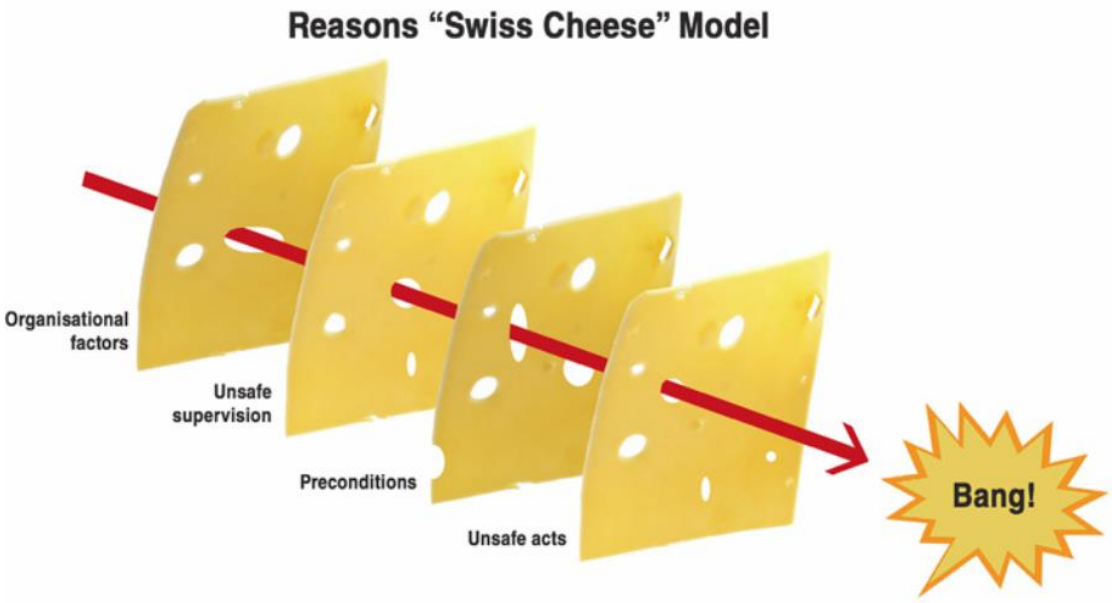
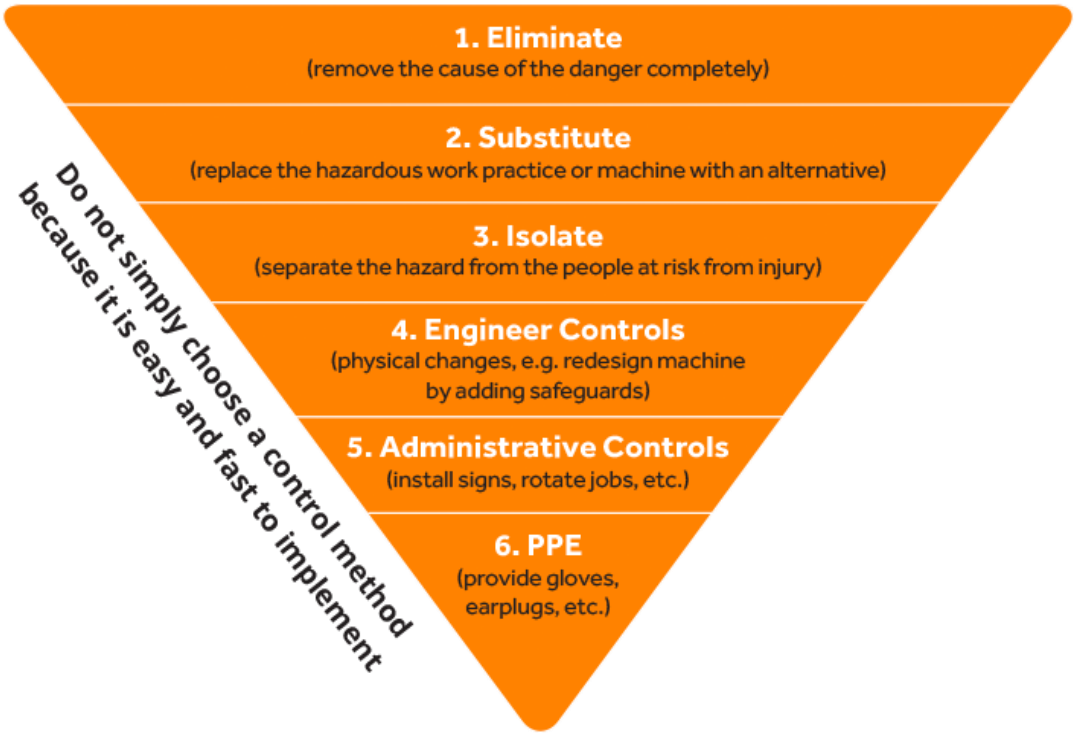


Figure 2 – "Swiss Cheese" model

Once an option has been implemented it may be referred to as a risk control.

CONSIDER HAZARD/RISK CONTROL STRATEGY OPTIONS

The Hierarchy of Hazard Control is the name given to a range of control methods used to eliminate or control hazards and risks in the workplace. The Hierarchy has 6 levels:



1. Elimination	Completely remove the hazard. This is the best kind of hazard control.
2. Substitution	Swap a dangerous work method or situation for one that is less dangerous.
3. Isolation	Isolate or restrict access to the hazard.
4. Engineering Measures	Use equipment to lower the risk level.
5. Administrative/ Safe Work Practices	Site rules and policies attempt to control a hazard.
6. Personal Protective Equipment	The least effective control. Use PPE while you carry out your work.

Figure 3 – Hierarchy of Control

It is important to consider all of the options available when deciding on the best course of action. Not all options are feasible or possible under some circumstances.

You may need to use a number of control measures in conjunction to reduce the risk level to an acceptable level. The risk treatment plan should clearly identify the order in which to implement the individual risk treatments.

IDENTIFY THE RESOURCES REQUIRED TO IMPLEMENT THE CONTROL STRATEGY

These resources should also be outlined in the risk treatment plan and could include:

- New or different equipment.
- Staff training.
- More personnel/workers.
- Creation of procedures and instructions.
- Fencing or traffic control.

IS THE CONTROL STRATEGY PRACTICAL AND REALISTIC?

Once you have determined the course of action that achieves the greatest reduction in risk, and the resources required to implement it, you need to determine if this is feasible (practical and realistic).

- How long will the implementation take?
- What will it cost?
- How many people will it involve?
- Are special requirements, permits or training required?

All of these factors need to be considered when deciding on the course of action to take.

IMPLEMENT THE CONTROL STRATEGY

Once you have come to the conclusion that the action is appropriate, feasible and reduces the level of risk to an acceptable level it is time to take action and implement the control measures.

Plan out, in detail, the steps required to implement the control strategies. This plan is called the Risk Treatment Plan. Consult with other workers and management to ensure the implementation is done correctly and does not have a negative bearing on other trades, procedures or workers.

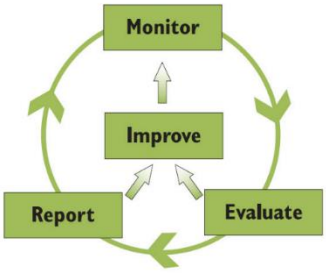
With the risk control measure in place you will need to review the level of risk to determine if more needs to be done to lower the risk level.

The acceptable level of risk is determined by an organisation's policy, goals and objectives towards safety. Talk to your supervisor or health & safety representative if you are not sure about whether or not the risk has been reduced enough to carry out the work.

If you determine the risk to be at an unacceptable level, the work must not be carried out until the situation can be reviewed by an authorised person.

REVIEW OF THE RISK TREATMENT PLAN

The risk treatment plan documents how the chosen risk treatment options will be implemented. The risk treatment plan should also include:



- The reasons and expected benefits of the chosen risk treatments.
- Those responsible for approving and implementing the plan.
- The actions proposed to be taken.
- All resources required.
- How work should be carried out with the controls in place.
- Requirements for reporting and monitoring of the treatment.
- The timing and schedule for the implementation of the treatment

Risk treatment plans should be discussed with appropriate personnel/workers and included within the management processes of the organisation.

MONITOR AND REVIEW RISK MANAGEMENT PROCESS

Monitoring and review are an important part of the risk management process and should be planned for at every stage. Monitoring and review involves regular surveillance and checking and responsibilities concerning it should be clearly defined. Monitoring and review should:

- Ensure that treatments and controls are effective and efficient.
- Aim to improve risk assessment through obtaining further information.
- Be used to analyse events and changes that have occurred through the implementation of the process and any lessons that may be learned from this.
- Be used to detect any changes, including changes to risks, which may require revision of treatments, or the emergence of new risks.

It is important that monitoring and review results are recorded and reported according to organisational policies and procedures

REPORTING AND RECORD KEEPING

Make sure you record any action you've taken and talk to your supervisor and OHS/WHS officer about the control strategies in place.

Reports and records could include:

- Risk Assessment Reports.
- Incident Reports.
- Job Safety Analysis.
- Safe Work Method Statements.

Keeping records is important as they can help ensure that any risk management activities are traceable. Records also provide a basis for improving methods and tools in the risk management process, as well as improving the overall process.

An example of a hazard report form is at Appendix 2.

PERSONAL PROTECTIVE EQUIPMENT

Each workplace and job requires different personal protective equipment (PPE). These items are often a mandatory requirement of entering work areas.

Depending on workplace requirements, environmental factors, and requirements of the job to be done, you may have to wear any of the following:

- Aprons.
- Arm guards.
- Eye protection. (e.g. goggles).
- Hand protection (e.g. gloves).
- Headwear (e.g. hard hat).
- Hearing protection (e.g. muffs).
- High-visibility retro-reflective vests.
- Protective, well-fitting clothing.
- Respiratory protection. (e.g. ½ or full mask respirator).
- Safety footwear. (e.g. boots).
- UV-protective clothing and sunscreen.

If you are not familiar with an item of PPE, ask a competent person to show you how to use it.

WHS COMMUNICATION, REPORTING AND INCIDENT RESPONSE

OHS/WHS COMMUNICATION

It is a legal requirement that you are able to access and contribute to OHS/WHS information in the workplace. It encourages employers and workers to cooperate to ensure health and safety for everyone.

OHS/WHS information can be gained through:

- Discussions with OHS/WHS representatives.
- OHS/WHS meetings.
- OHS/WHS notices, newsletters, bulletins and correspondence.
- OHS/WHS participative arrangements.
- Processes for raising OHS/WHS issues.
- Toolbox talks.
- Workplace consultation relating to OHS/WHS issues and changes.

OHS/WHS INFORMATION AND DOCUMENTATION

OHS/WHS information and documentation must be made available to you. Documentation could include:

- Accident and incident reports.
- Acts and regulations.
- Australian standards.
- Codes of practice/Compliance Codes.
- Construction documentation and plans.
- Online (Industry and Government websites such as Safe Work Australia).
- Emergency information contact.
- Evacuation plans.
- First aid plan.
- Guidance notes.
- Job Safety Analyses.
- Safe Work Method Statements.
- Information from Supervisor/PCBU or other workers
- Labels.
- Safety Data Sheets (SDS).
- Proformas for reporting hazards, incidents and injuries.
- Reports of near misses and dangerous occurrences.
- Risk assessments.
- Safety meeting minutes.
- Site safety inspection reports.

OHS/WHS REPORTS AND FORMS

Site Safety Inspection Reports

Before starting work it is important to check that the worksite is safe. Once you have completed a check, record any hazards that you have found and report to your supervisor or OHS/WHS representative to decide the best course of action.

Risk Assessment Reports

Once you have completed a risk assessment of any hazards you have found, it is important to record your observations and the actions you plan to take. This information will assist in the completion of the Safe Work Method Statement.

Safe Work Method Statement (SWMS)

A Safe Work Method Statement is a site-specific statement that must be prepared before any high-risk construction work is commenced. It covers the job and safety responsibilities of each member of a work group. Workers should be involved in discussions of tasks, associated hazards, risks and controls. See Appendix 3 for a copy of a Safe Work Method Statement.

Incident and Accident Reports

Incident and accident reports must be completed in the event of any incident. Use as much detail as possible when filling out these forms as it may have a bearing on the outcome of workers compensation and safety improvements in the workplace

OHS/WHS PERSONNEL

There are a number of different people that you can talk to about various OHS/WHS issues:

- Your supervisor or manager (where there are no designated OHS/WHS people).
- Your OHS/WHS representative.
- Your workplace OHS/WHS committee.
- Emergency services staff.
- First aid officers.

It is important that you know who your OHS/WHS representative is. They are employed to represent your worksite and you as a worker.

Your OHS/WHS representative is there to give information on OHS/WHS, raise your views, interests and concerns to an OHS/WHS committee.

An OHS/WHS committee is a group of people on a worksite or in your company who decide on workplace safety issues.

They are responsible for looking at safety issues and suggesting ways of improving the work practices, use of equipment, communication and training of staff. They should meet every 6 months

COMMON WORKPLACE SIGNAGE

Another important safeguard method is the use of appropriate signage within and around the worksite. Signs have different colours, which represent instructions. For example: Red (do not), Blue (must do), Yellow (be aware) and Green (information).

			
Danger Signs AS 1319 specifies that these signs are to be used where conditions are likely to be life threatening. The sign is to incorporate the word DANGER in white letters on a red oval shape inside a black rectangle.	**Warning Signs** AS 1319 specifies that these signs warn of conditions that are NOT likely to be life threatening if the message is ignored. The symbol used is a yellow equilateral triangle with a black enclosure.	**Prohibition Signs** AS 1319 specifies these signs are to have a red annulus and slash symbol on a white background. They indicate actions or activities that are not permitted.	**Mandatory Signs** AS 1319 specifies these signs shall be a blue disc with the symbol in white. The word MUST is usually contained in the message.
			
Emergency Signs AS 1319 specifies these signs shall comprise of a white symbol or text on a green rectangle with white enclosure. These signs indicate the location or direction to emergency related facilities and first aid or safety equipment.	**Fire Signs** AS 1319 - 1994 refers to fire signs which are covered in AS 2444 - 1995. These signs indicate the location of fire alarms and fire fighting equipment. Signs shall comprise a red rectangle sign with a white legend and enclosure.	**Hazchem Signs** AS 1216 - 1995 specifies the relevant "designs, layout and size". These signs are prescribed in the "Australian Dangerous Goods Code" and various State Government "Dangerous Goods, Storage and Handling Regulations".	**Safety Tags & Lockout Systems** These are isolation systems that help to prevent incidents by making sure faulty equipment is not used. A lockout prevents operation of equipment by an unauthorised person. Only the person who placed a tag or lockout device can remove it.
			
Site Safety, Directional, Traffic And Warning Signs And Symbols.			

Table 5 – Common Signage

WORKPLACE EMERGENCIES

Construction site emergencies may include:

- Fire.
- Gas leak.
- Toxic and/or flammable vapours emission.
- Vehicle/machine accident.
- Chemical spill.
- Injury to personnel/workers.
- Structural collapse.

DIAL '000' IF THERE IS AN EMERGENCY

EMERGENCY RESPONSE

In the case of an emergency:

- R.A.C.E. Rescue, Alarm, Contain, Extinguish
- Remain calm.
- Raise the alarm with OHS/WHS personnel, your supervisor and/or first aid officer.
- Get help from emergency services (Dial 000).
- Evacuate if necessary (refer to site emergency plans).

SAMPLE EVACUATION PROCEDURE

The purpose of an evacuation procedure or emergency plan is to prevent panic, poor judgement under pressure and breakdown of normal authority and communication. The following is an example of an evacuation procedure:

- Prepare to evacuate when the alarm is raised or when directed by a warden.
- Leave your worksite in a safe condition.
- Close the doors if there is a fire – DO NOT lock them.
- Help anyone in immediate danger.
- Leave the work area via the nearest safe route.
- Follow all directions from wardens and emergency services personnel.
- Move calmly to the nearest assembly point.
- Wait for the all-clear before returning to the work area

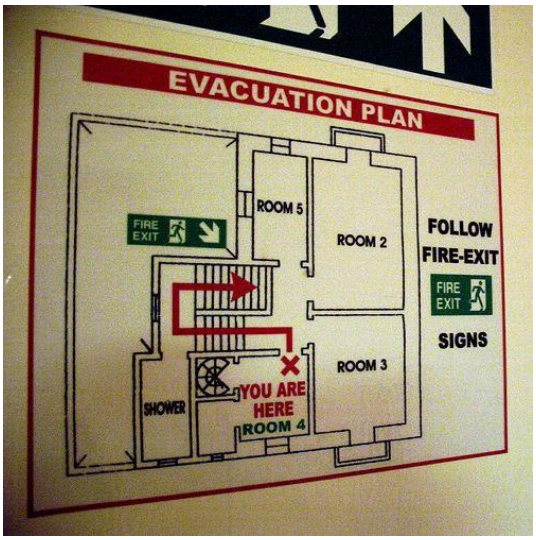


Figure 4 – Evacuation Plan

FIRST AID RESPONSE

During and after a workplace emergency, first aid may need to be administered to individuals who have been affected.

First aid should only be provided by a trained and authorised person. Each work site will have first aid officers who will need to be informed of any injury that requires first aid care. Workers must know how to contact a first aider and access a first aid kit.

It is important that you know how to respond to any first aid situation. If you do not have first aid training you can still assist by carrying out the following procedures:

1. **Checking the immediate area for any danger** – before approaching any injured person check the area to make sure you are not putting yourself in any danger.

2. **Checking the condition of the person** – are they conscious or unconscious? Are they burned, bleeding or suffering some other kind of immediately identifiable injury?

3. **Sending for help** – this should be done as soon as possible. Get in contact with the site first aid officer or if need be, call 000 and request an ambulance.

When speaking on the phone, try your best to maintain your composure, speak clearly to the telephone operator and try to answer all the questions as best you can.

There are situations where it maybe necessary to request the use of a bystander's mobile phone to make the emergency call.

When calling emergency services (Dial 000) let the operator know the following details:

1. Where the emergency is.
2. What has happened.
3. Are there any injuries.
4. What is being done to solve the emergency.
5. Your name.
6. Who has been contacted

Do not hang up the phone until you have been given instructions on how to proceed.

WORKPLACE INCIDENTS

An incident is defined as:

An accident resulting in personal/serious injury, death, or damage to property or, a near miss or dangerous occurrence which does not cause injury but may pose an immediate and significant risk to persons or property, and needs to be reported so that action can be taken to prevent recurrence.

Examples of incidents could include:

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

All incidents MUST be reported!

REPORTING ALL HAZARDS, INCIDENTS AND INJURIES

Depending on the nature and severity of the situation you may need to report to:

- Your supervisor.
- Emergency services (e.g. police, ambulance, fire brigade and emergency rescue).
- OHS/WHS regulatory authority (e.g. WorkSafe, WorkCover).

All reports should be made in writing, verbally (face to face/phone) or using a relevant form. Ask your OHS/WHS representative, supervisor at the site office for the relevant forms and procedures for reporting hazards, incidents and injuries.

Incident report forms are available for recording the details of incidents in the workplace. See Appendix 4 for an example of an Injury and Dangerous Occurrence Report Form.

WORKERS COMPENSATION

If you are injured at work you are eligible for workers compensation. This applies to all personnel/workers.

Workers compensation can help cover lost wages and the costs of medical expenses.

If injured, you must complete a claim form promptly after an injury, and keep a copy for your own records. You must also get a medical clearance before returning to work.

Contact the OHS/WHS regulatory authority in your state for more information.

See Appendix 5 for contact details of the regulators in each state and territory.

FIRE SAFETY EQUIPMENT

There a 6 common causes of fires in the workplace. They are; chemical, electrical, started by explosion, started by friction, caused by flammable materials, or caused by mechanical/welding. The fire safety equipment that is commonly available on construction worksites may include the following:

Breathing Apparatus A self-contained breathing apparatus (SCBA) is a device worn by rescue workers, fire-fighters, and others to provide breathable air in situations with an immediate danger to life and health.	
Fire Blanket Fire blankets are ideal for settings where small Class F fires are a risk such as in kitchens or wherever oils or fats are exposed to potential ignition. They can also be used if a person's clothing has caught fire.	
Fire Extinguisher Portable fire extinguishers can save lives and property by putting out or containing fires within the capability of the extinguisher. However, they must be of the correct type for the particular fire, and they must be used correctly.	
Fire Hose Reel Fire hose reels provide a reasonably accessible and controlled supply of water to combat a potential Class A fire risk. All fire hose reels must comply with Australian Standard AS/NZS1221.	

Table 6 – Fire Safety Equipment

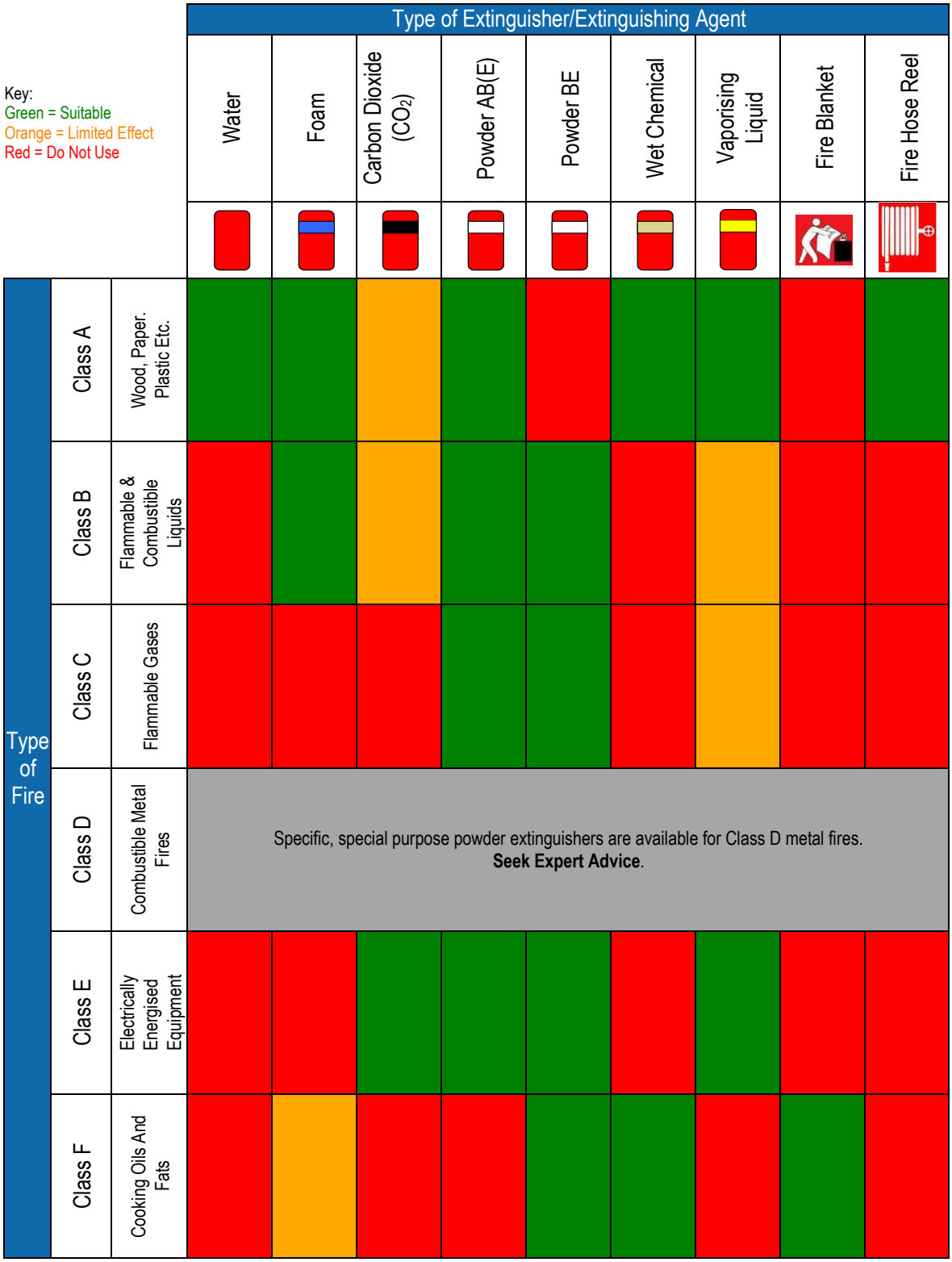


Table 7 – Fire Extinguisher Chart

APPENDIX 1 - WORK HEALTH & SAFETY COMMON TERMS AND DEFINITIONS

Person Conducting a Business or Undertaking (PCBU)	A 'person conducting a business or undertaking' (PCBU) replaces the term 'employer'. A PCBU includes all employers, sole traders, principal contractors, unincorporated associations, partnerships and franchisees. Volunteer organisations that also employ people will be PCBUs. A PCBU's primary duty of care is to ensure the health and safety of everyone in the workplace, so far as is reasonably practicable.
Officers	An 'Officer' is a person who makes, or participates in making, decisions that affect the whole or a substantial part of a corporation. This includes Health and Safety Representatives (HSR).
Workers	'Worker' replaces the term 'employee'. It is defined broadly to mean a person who carries out work in any capacity for a PCBU. A 'worker' covers employees, contractors, sub-contractors (and their employees), labour hire employees, outworkers, apprentices, trainees, work experience students and volunteers.
Reasonably Practicable	Reasonably Practicable is defined as action that is, or was at a particular time, reasonably able to be done to help ensure health and safety based on the following factors: a) Chances of the hazard or risk occurring (likelihood). b) The degree of harm (consequence). c) The knowledge of persons involved in the situation relating to the hazard or risk and methods of eliminating or controlling it. d) The availability and suitability of ways to eliminate or control the hazard or risk. e) The costs involved in taking action to eliminate or control the hazard or risk including consideration of whether the cost involved is inconsistent to the level of risk.
Due Diligence	The Work Health and Safety Act 2011 (the WHS Act 2011) imposes a specific duty on officers of corporations to exercise due diligence to ensure that the corporation meets its work health and safety obligations. In short, they have a responsibility to ensure that the PCBU is doing everything it should to ensure health and safety. The duty requires officers to be proactive in ensuring that the corporation complies with its duty. Due diligence may be demonstrated through the following courses of action: 1. Acquiring knowledge of health and safety issues. 2. Understanding operations and associated hazards and risks. 3. Ensuring that appropriate resources and processes are used to eliminate or minimise risks to health and safety. 4. Implementing processes for receiving and responding to information about incidents, hazards and risks. 5. Establishing and maintaining compliance processes. 6. Verifying the provision and use of the resources mentioned in 1-5.

APPENDIX 2 – HAZARD REPORT FORM

Company Name:	Form Completed By:	Date of Inspection:
Site:	Address:	Contact Phone Number:

1. Identified Hazard	Hazard Type:
2. Hazard Details	Description of Hazard:

3. Risk Assessment	Risk Likelihood Level:	Risk Consequence Level:	Risk Level:
	Is there an existing safety system or procedure that deals with this hazard? Yes / No Details:		

LIKELIHOOD	CONSEQUENCE				
	Insignificant	**Minor** First Aid Required	**Moderate** Medical Attention and Time Off Work	**Major** Long Term Illness or Serious Injury	**Severe** Kill or Cause Permanent Disability or Illness
Almost Certain	**M**	**H**	**H**	**VH**	**VH**
Likely	**M**	**M**	**H**	**H**	**VH**
Possible	**L**	**M**	**H**	**H**	**VH**
Unlikely	**L**	**L**	**M**	**M**	**H**
Rare	**L**	**L**	**M**	**M**	**M**

RISK LEVEL	ACTION
VERY HIGH	Act immediately: The proposed task or process activity must not proceed. Steps must be taken to lower the risk level to as low as reasonably practicable using the hierarchy of risk controls.
HIGH	Act today: The proposed activity can only proceed, provided that: 1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk control. 2. The risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc. 3. The risk assessment has been reviewed and approved by the Supervisor. 4. A Safe Working Procedure or Safe Work Method has been prepared. 5. The supervisor must review and document the effectiveness of the implemented risk controls.
MEDIUM	Act this week: The proposed task or process can proceed, provided that: 1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. 2. The risk assessment has been reviewed and approved by the Supervisor. 3. A Safe Working Procedure or Safe Work Method has been prepared.
LOW	Act this month: Managed by local documented routine procedures, which must include application of the hierarchy of controls.

4. Control Strategies	Intended Control Strategy (Details and Resources Required)	Tick Box
	Elimination	
	Substitution	
	Isolation	
	Engineering	
	Safe Work Practices	
	PPE	

Is the control strategy feasible? Yes / No

5. Action Plan	Has a plan for the implementation of the control strategy been completed?	
	Have the required resources been obtained?	
	Does the implementation meet the requirements of workplace policies and procedures?	
	What is the intended date of implementation?	____/___ /_____
	Who is responsible for implementing the control strategy?	
	Date of review of action taken:	____/___ /_____
6. Review	Date of Review:	____/___ /_____
	Review completed by:	
	Has the hazard control been successfully implemented?	
	New risk level:	
	Is this risk level acceptable?	
	Further action required?	

APPENDIX 3 – SAFE WORK METHOD STATEMENT

SWMS Name:	SWMS Created By:	Date of Creation:
SWMS Summary:		Last Reviewed Date:

Company/Contractor Details:	Project Details:
Name:	Client:
ABN:	Contact Name:
Address:	Site Address:
Contact Number:	Contact Number:
Email:	Start Date:

How to complete this SWMS:
1. **CONSULT:** Consult with all persons who will be involved in the completion of the work.
2. **LIST:** List each of the steps in the task work being done.
3. **IDENTIFY:** Describe the health and safety hazards and risks arising from each step in the work.
4. **RISK ASSESSMENT:** Review the level of risk associated with each hazard listed.
5. **CONTROL:** Describe how the risks will be controlled, and describe what hazard control measures will be put in place.
6. **RESPONSIBILITY:** Allocate a person to be responsible for the hazard control measure.
7. **REVIEW:** Review the effectiveness of the control measures and apply further hazard control measures as required.

Training/Qualifications Required To Carry Out Work: Are All Workers Adequately Trained And Qualified? Yes / No	PPE Required To Carry Out Work:
Legislation, Australian Standards & Codes Of Practice Relevant To Work (Where Applicable):	Equipment Required To Carry Out Work:
Environmental Statement:	Safety Checks Required Prior To Commencement Of Work:
Coordination With Other Trades:	Permits Required For Commencement Of Work: Have These Permits Been Acquired? Yes / No

Risk Analysis Matrix

Use this table to determine the level of risk associated with an identified hazard.

LIKELIHOOD	CONSEQUENCE				
	Insignificant	**Minor** First Aid Required	**Moderate** Medical Attention and Time Off Work	**Major** Long Term Illness or Serious Injury	**Severe** Kill or Cause Permanent Disability or Illness
Almost Certain	**M**	**H**	**H**	**VH**	**VH**
Likely	**M**	**M**	**H**	**H**	**VH**
Possible	**L**	**M**	**H**	**H**	**VH**
Unlikely	**L**	**L**	**M**	**M**	**H**
Rare	**L**	**L**	**M**	**M**	**M**

RISK LEVEL	ACTION
VERY HIGH	Act immediately: The proposed task or process activity must not proceed. Steps must be taken to lower the risk level to as low as reasonably practicable using the hierarchy of risk controls.
HIGH	Act today: The proposed activity can only proceed, provided that: 1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. 2. The risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc. 3. The risk assessment has been reviewed and approved by the Supervisor. 4. A Safe Working Procedure or Safe Work Method has been prepared. 5. The supervisor must review and document the effectiveness of the implemented risk controls.
MEDIUM	Act this week: The proposed task or process can proceed, provided that: 1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. 2. The risk assessment has been reviewed and approved by the Supervisor. 3. A Safe Working Procedure or Safe Work Method has been prepared.
LOW	Act this month: Managed by local documented routine procedures, which must include application of the hierarchy of controls.

Safe Work Method Statement

Work Step	Associated/Identified Hazards	Risk Level (L, M, H, VH)	Hazard Controls	Revised Risk Level (L, M, H, VH)	Person Responsible
Work your way through each step in the work process, giving a brief description of what is required at each stage.	What hazards can be identified for this step?	What is the risk level?	What hazards controls will be put into place to deal with the identified hazards for this step?	Has the risk been reduced?	Who is responsible for carrying out the work and maintaining the hazard controls?

Work Step	Associated/Identified Hazards	Risk Level (L, M, H, VH)	Hazard Controls	Revised Risk Level (L, M, H, VH)	Person Responsible

Personnel/Worker Signoff

All personnel/workers required to carry out this task need to be listed below.

By signing this SWMS, each person declares that they have carefully read the SWMS and that they understand their responsibilities and requirements to complete the work.

Name (please print)	Position / Qualification	Signature	Date

Senior Management Signoff

Does this SWMS meet the necessary safety requirements? Yes / No

Does this SWMS require review? Yes / No Review Date:_____

Additional Comments:			
Name:	Position:	Signature:	Date:

APPENDIX 4 – INJURY & DANGEROUS OCCURANCE REPORT FORM

A - About the employer	
1. Registered Name of Company:	
2. Trading Name	
3. Address of the registered office:	4. Address of workplace/site where incident occurred:
5. Main Activities, trades, services or products associated with this workplace or site:	
6. Number of people employed at the workplace/site: 1 - 4 5 - 9 10 - 20 21 - 50 51 - 100 100+	

B - About the injured or ill person		
7. Family Name	8. Given name/s	
9. Home address		
10. Date of birth	11. Sex	12. Preferred Language:
13. Did the incident result in the death of the person? No Yes		
14. Was the injured person present at the above workplace or site: ☐ as an employee of the above company [GO TO 15 & COMPLETE PART B PRIOR TO PART C or D] ☐ as part of their employment for another company – provide employer name & address [GO STRAIGHT TO PART C OR D] ☐ For a reason not connected with their employment [GO STRAIGHT TO PART C OR D]		

B - About the injured or ill person (cont'd)	
15 Job title	Main duties

17. Type of employment	18 What training has been provided to the person	19. Type of employee
☐ Full time permanent ☐ Full time casual ☐ Part time permanent ☐ Part time casual	☐ Induction training ☐ Related to task performed at the time of incident ☐ Both of the above ☐ None of the above ☐ Other	**Wage/Salary Worker** ☐ Trainee ☐ Outworker ☐ Apprentice ☐ Pieceworker (other than outworker) ☐ Other (note: most employees will fall into this category) **Self employed** ☐ Inc. contract/Subcontractors **Unpaid** ☐ Work experience ☐ Other

C - About the illness
20. Date (as per medical certificate)
21. Diagnosis/description of illness
22. Give details of any chemical/product/process of equipment involved. Include details.

D - About the injury (answer all questions) or dangerous occurrence (answer all excluding 25)
23. Date & time of incident _____/_____/_____ _____am / pm
24. Where did the incident occur (give exact details)
25. What was the injury, as reported to you (provide complete details, including part of body affected- eg- cut of finger of left hand
26. What led to the incident/ dangerous occurrence? (eg leaking batteries corroded shelves)
27. Exact cause of the injury or dangerous occurrence (eg shelve collapsed spilling contents to floor)

E - Outcomes (for dangerous occurrence answer only 29)	
23. Estimated date of resumption of work Normal Duties _____/_____/_____ Short term alt duties _____/_____/_____ Permanent alt duties_____/_____/_____ Not expected to return_____/_____/ _____	29. Details of any action that has been or can be taken to prevent reoccurrence. Proposed / Taken Change to training ☐ ☐ Equipment modification ☐ ☐ Change to work procedure ☐ ☐ Change to work environment ☐ ☐ Other job redesign ☐ ☐ Other preventative action ☐ ☐

F - About the person notifying	
Name: Designation:	Signature: Date:

APPENDIX 5 – WHS STATE REGULATIONS

The table below lists the contact details for each regulatory authority in each state:

Australian Capital Territory	**Worksafe ACT (ACT WorkCover)** Phone: (02) 6207 3000 Email: worksafe@act.gov.au Website: www.worksafe.act.gov.au	
New South Wales	**Safework NSW** Phone: 13 10 50 Website:www.safework.nsw.gov.au	
Northern Territory	**NT WorkSafe** Phone: 1800 019 115 Email: ntworksafe@nt.gov.au Website: www.worksafe.nt.gov.au	
Queensland	**Workplace Health and Safety Queensland** 1300 369 915 www.deir.qld.gov.au/workplace/index.htm	**WorkCover (Queensland)** Phone: 1300 362 128 Email: info@workcoverqld.com.au Website: www.workcoverqld.com.au
South Australia	**SafeWork SA** Phone: 1300 365 255 Email: help@safework.sa.gov.au Website: www.safework.sa.gov.au	**WorkCover SA** Phone: 13 18 55 Website: www.workcover.com
Tasmania	**WorkSafe Tasmania** Phone: 1300 366 322 (Tasmania) / National (03) 6233 7657 Email: wstinfo@justice.tas.gov.au Website: www.worksafe.tas.gov.au	**WorkCover Tasmania** Phone: 1300 776 572 Email: workcover@justice.tas.gov.au Website: www.workcover.tas.gov.au
Victoria	**WorkSafe Victoria** Phone: 1800 136 089 Email: info@worksafe.vic.gov.au Website: www.worksafe.vic.gov.au	
Western Australia	**WorkSafe WA** Phone: 1300 307 877 Email: safety@commerce.wa.gov.au Website: www.safetyline.wa.gov.au	**WorkCover WA** Phone: 1300 794 744 Website: www.workcover.wa.gov.au