



Form	No: TA08
	Name: Assessment Task Cover Sheet

Ensure this sheet is attached to your work.

STUDENT DETAILS			
Firstname:	Valeria I	Surname:	SIMMONS F
Mobile #:	0403476982	UIT Student #:	UIT05285
Email:			

ASSESSMENT DETAILS			
Course Code:	BSB51915	Course name:	Diploma of Leadership & Management
Unit Code:	BSBWH501	Unit name:	Ensure a safe workplace
Assessment Task No:	1	Assessment Task name:	Establish and maintain WHS management systems
Assessment Task No:	2	Assessment Task name:	Undertake consultation and manage WHS risk
Assessment Task No:	3	Assessment Task name:	Evaluate WHS management systems
Trainer's Name:	Antony	Due Date:	25 / 7 / 16
		Date Submitted:	

Student Declaration:

I declare that this assessment is my own work, except where acknowledged, and has not been submitted for academic credit elsewhere, and acknowledge that the assessor of this item may, for the purpose of assessing this item:

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I certify that I have read and understood UIT's Policies in respect of Student Academic Misconduct.

Student's Signature: Valeria Simmons Date: _____

Tear Here.....

RECEIPT OF LODGEMENT			
Firstname:	Valeria Irlanda	Surname:	SIMMONS F
Unit:		UIT Student #:	05285
Trainer:	Antony	Task:	
		Due date:	25 / 7 / 16
		Date submitted:	
Office use only			
Received by:		Signature:	
		Date received:	

UNIT RESULT

Student ID		Student Name	
Unit Code	BSBWHS501	Unit Title	Ensure a safer workplace
Qualification Code	BSB51915	Qualification Title	Diploma of Leadership and Management
<p>Purpose: This sheet enables assessors to determine a student's competency for each unit based on all assessment tasks submitted. It also provides evidence to ASQA that the student has been assessed appropriately, after the student's assessment has destroyed after the mandatory 6 months retention period. Under the <i>Public Records Act</i>, this document must be retained for 7 years.</p> <p>Instructions: Assessor: Record the outcome of each assessment task on this sheet. Once all assessment has been finalised, determine the student's competency for the unit based on all assessment tasks. Record the unit outcome below, sign and date then forward this form together with all assessment to the VET Training Manager according to the assessment submission schedule.</p> <p>Data Team: Record the Unit Outcome in teams. Ensure the date assessed matches the end date for the unit in TEAMS. Scan this sheet in the student's electronic record then save the assessment bundle in the student's file.</p>			
Assessment Tasks	1st submission	2nd submission	Final submission
Assessment Task 1 Establish and maintain WHS management systems	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory
Assessment Task 2 Undertake consultation and manage WHS risk	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory
Assessment Task 3 Evaluate WHS management systems	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory
Unit Outcome	<input type="checkbox"/> Competent <input type="checkbox"/> Result not available	<input type="checkbox"/> Competent <input type="checkbox"/> Result not available	Final RESULT
			<input type="checkbox"/> Competent <input type="checkbox"/> Not Yet Competent
Comments			
Assessor's Name (Print)			
Assessor Signature			
Date Assessed			
DATA ENTRY <i>(Entered onto TEAMS)</i>	<input type="checkbox"/> Competent (change result to Competent and enter date assessed) <input type="checkbox"/> Result not available (do not change result, record submission in notes field) Date: Initials:	<input type="checkbox"/> Competent (change result to Competent and enter date assessed) <input type="checkbox"/> Result not available (do not change result, record submission in notes field) Date: Initials:	<input type="checkbox"/> Competent (change result to Competent and enter date assessed) <input type="checkbox"/> Not Yet Competent (change result to NYC and enter date assessed) Date: Initials:

Establish and maintain WHS management systems

Submission details

The assessment task is due on the date specified by your assessor. Any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

Performance objective

For this task, you will demonstrate the skills and knowledge required to establish and maintain a WHS management system.

Assessment description

Referring to the simulated business and scenario information provided in the Appendices of this task, you will plan and develop a WHS management system to assist the organisation to comply with WHS legislation. You will identify and use sources of expert advice to plan your system. You will gather a portfolio of evidence to collect samples of documentation to support the WHS management system. You will then prepare a report outlining and explaining the system, duty holders, resources, and approval required.

Procedure

1. Review the Australian Hardware scenario in Appendix 1.
2. Review the Australian Hardware simulated business information in Appendices 2–5.

Note: Detailed information on Australian Hardware, including operational policies and procedures, risk management, and financials may be accessed at:

- a. 'Australian Hardware', IBSA,
<http://simulations.ibsa.org.au/australian_hardware/>.
3. Research WHS management systems (WHSMS) to determine the features for an appropriate WHS management system to propose for Australian Hardware.
Consider:
 - a. which policies and procedures to include

- b. what adaptation and amendments may be required to existing policies and procedures
- c. the roles, responsibilities and accountabilities required
- d. which human, physical and financial resources are required (estimate costs over first year of implementation). See table below for costs.

Note: Two hours of training per employee has been approved relating to the new WHSMS itself, duties, and role-specific safety training. The total approved budget is \$1 million.

Resource	Wage incl. entitlements cost (\$ hourly)	Lost productivity cost (\$ hourly)	Total cost (\$ hourly)
Senior managers	100	100	200
Store managers	50	50	100
Team leaders (5–8 per store)	30	30	60
Workers (15–20 per store)	25	25	25
WHS consultants	60	N/A	60
Training rooms	50	N/A	50

4. Amend the Wollongong Store WHS policy to apply nationally.
5. Develop a report on the proposed WHSMS. Include:
 - a. description of the features of the proposed WHSMS, including policies and required amendments
 - b. explanation of how the proposed WHSMS meets legislative requirements, including description of duty holders (PCBU, officers, workers, etc.)
 - c. explanation of how the proposed WHSMS meets organisational requirements and integrates with organisational needs, including budget.
6. Submit all required documentation, including a budget for your proposed WHSMS, to your assessor for approval as per specifications below. Keep copies for your records.

Specifications

You must provide:

- a one- to two-page report on your proposed WHS management system
- a portfolio of evidence, including:
 - an amended WHS policy to apply nationally
 - an outline of resources and costs for the system, which includes the name of the designated person for approval.

Your assessor will be looking for evidence of:

- knowledge of relevant WHS Acts, regulations and codes of practice that apply to WHS risk management and recordkeeping in the context of the simulated business and scenario
- literacy skills to adapt and communicate WHS policies that reflect WHS legislative requirements
- information technology skills to, for example, source simulated business information and use word processing software to adapt existing policies.

Appendix 1: Scenario – Australian Hardware

You are a WHS consultant. You have been contracted by Australian Hardware to research and propose a WHS management system for the organisation.

Australian Hardware has expanded rapidly to include 138 warehouse stores nationally. Unfortunately, one of the possible results of this rapid expansion is a lack of a national, consistent approach to WHS compliance.

The company does take seriously its legal and ethical obligations to provide a safe workplace; however, safety standards may be slipping. According to incomplete Australian Hardware records, last year, the Lost Time to Injury Frequency Rate (LTIFR) was 13.9. The current industry benchmark 10.1¹.

Areas and types of injuries of particular concern include:

- manual lifting of outdoor furniture and hardware goods in warehouses and in customer service areas
- hazardous materials handling by forklift drivers, drivers and customer service staff.

In addition, a lack of systematic WHS recordkeeping has meant the organisation cannot be entirely sure of health and safety performance, nor can it be sure of WHS compliance.

The main needs of Australian Hardware with respect to the proposed WHS management system are:

- legal compliance across jurisdictions
- the safest possible workplace conditions for workers (objective: bring LTIFR and Injury Rate (IR) to 10% below national averages)
- integration with all other Australian Hardware management systems, operations and corporate culture
- to advertise and demonstrate Australian Hardware's commitment to WHS.

¹ Source: Safe Work Australia, 2013, *Australian frequency rates by industry*, available online, *Safe Work Australia*, viewed January 2015, <http://www.safeworkaustralia.gov.au/sites/SWA/Statistics/Documents/National_time_series_freq_rates.pdf>.

Appendix 2: Australian Hardware national business plan (excerpt)

The Business

Business name:	Australian Hardware Ltd
Business structure:	Public company since 1982
ABN:	4000000000
Business location:	Australian Hardware is headquartered in Sydney, NSW. The business owns and operates 138 stores throughout Australia.
Website:	http://simulations.ibsa.org.au/australian_hardware/
Date established:	26 January 1921
Business owners:	The Greenwright family retains a controlling interest in Australian Hardware. Holden Greenwright serves as both Chair of the Board of Directors and CEO.

Products/services

Australian Hardware supplies hardware and home improvement products and provide expert advice and service to the Australian consumer market through its network of 138 stores/warehouses.

The Market

Target market

The market has been divided into three target markets or segments:

1. home improvers
2. DYIs
3. tradespersons.

Marketing strategy

Australian Hardware takes a two-pronged strategic approach, characterised by product and service differentiation along with select targeted marketing activities.

The Future

Vision statement

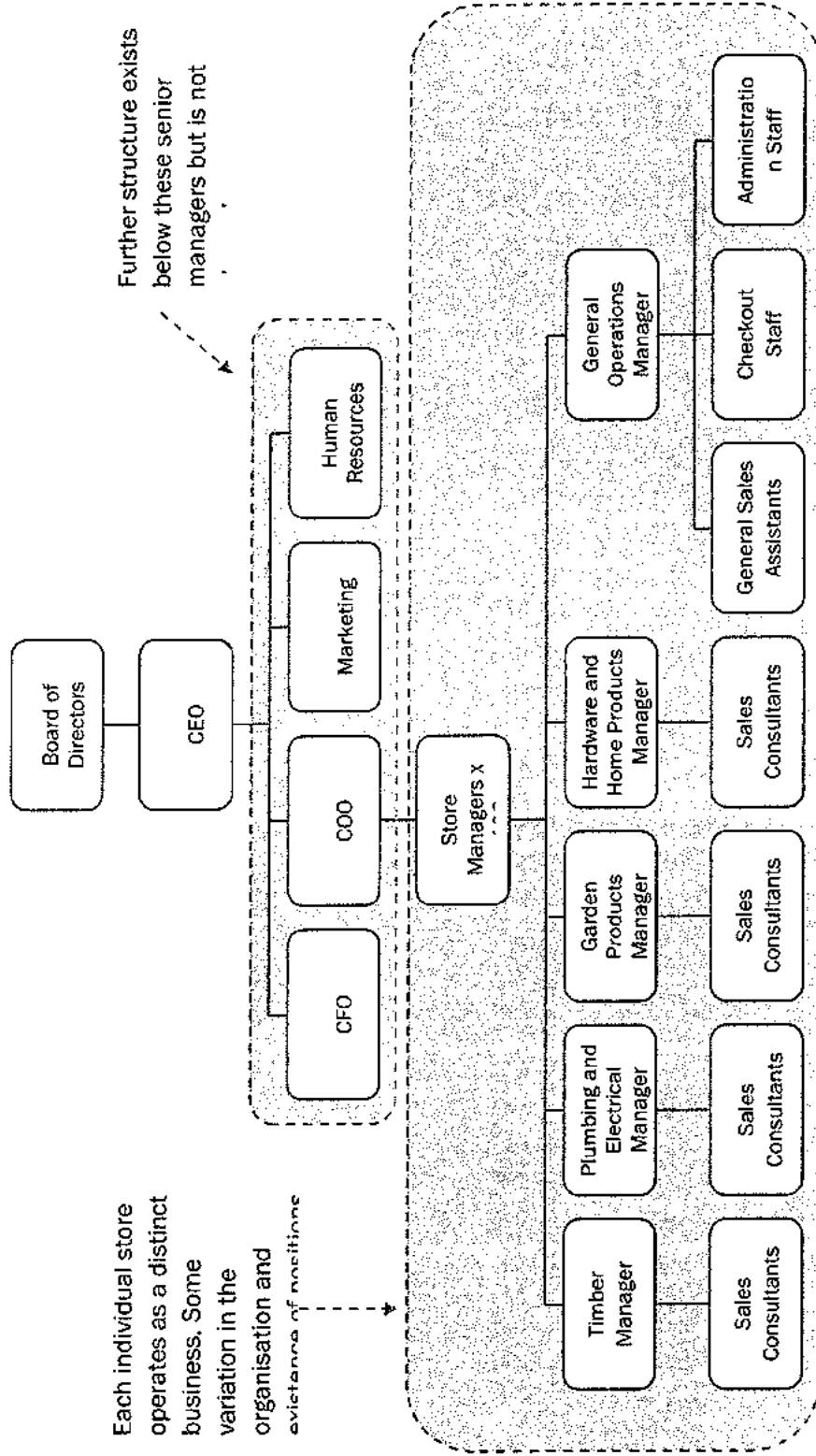
Within five years, Australian Hardware will lead the hardware and home improvement market in Australia.

Strategic directions for FY 2013

Australian Hardware's strategic directions are to:

- increase sales revenue and gross profit
- maintain or increase market share
- control direct and indirect operational costs
- maintain superior product and service quality standards
- establish Australian Hardware's reputation as a socially and environmentally responsible company.

Appendix 3: Australian Hardware organisational chart



Appendix 4: Australian Hardware (Wollongong) WHS policy and procedures

Purpose	The purpose of this policy is to ensure that work is carried out safely in accordance with Australian Hardware's ethical and legal obligations to provide and maintain a safe workplace. Australian Hardware recognises its responsibility to provide a healthy and safe working environment for employees, contractors, clients and visitors. Australian Hardware is committed to the continued wellbeing of its employees and to ensuring that all employees are safe from injury and health risks while undertaking work-related duties, including home-based work.
Scope	The scope of this policy covers all employees and contractors of Australian Hardware - Wollongong Store.

Responsibility	<p>Responsibility for the implementation of this policy rests with employees and management of Australian Hardware with responsibility for providing a safe place of work.</p> <p>Management at the Wollongong Store are responsible for:</p> <ul style="list-style-type: none">• consultation with employees regarding health and safety and changes to legislation and/or working practices which may affect the workplace• providing and maintaining a safe and healthy environment for work• providing support, training, and supervision to employees to ensure a safe and healthy workplace• the provision of adequate resources for employees to meet health and safety management system targets. <p>Individual employees are responsible for:</p> <ul style="list-style-type: none">• following all workplace health and safety policies and procedures• ensuring that they report all potential and actual risks to managers/supervisors• taking care to protect their own health and safety and that of their colleagues at work• ensuring that their own, or others', health and safety is not adversely affected by the consumption of drugs or alcohol• encouraging others to follow healthy and safe working practices in the workplace.
Relevant legislation/standards	<ul style="list-style-type: none">• <i>Work Health and Safety Act 2011 (NSW)</i>• <i>AS/NZS 4804:2001 Occupational health and safety management systems – general guidelines on principles, systems and supporting techniques.</i>
Updated/authorised	<p>20/09/2012 – Lynn Lee (Finance Manager, Wollongong).</p>

Health and safety management system principles and objectives

In order to ensure a healthy and safe working environment, Australian Hardware will:

- establish a safe and healthy workplace
- ensure compliance with all relevant legislation
- provide written procedures and instructions for safe working practices and material safety data sheets (MSDS) where required
- provide appropriate support, instruction, training and supervision to employees to ensure safe working practices
- consult employees and affected persons on health and safety issues
- set and monitor clear performance goals for prevention and lessening of illnesses and injuries in the workplace for employees, contractors and visitors (including clients and volunteers)
- detect hazards leading to assessment and appropriate control activities for all risks in the workplace
- commit to participation in workplace health and safety matters by all senior managers, line managers, supervisors and staff (including employee representatives)
- access and provide appropriate information relating to working safely and the training required for organisational employees to carry out their duties in a safe manner
- establish and commit to a health and safety management system and continual improvement including internal/external audits and systematic management review.

Appendix 5: Australian Hardware procurement policy

Purpose	<p>Procurement is also called 'supply management' or 'purchasing'. The procurement policy is concerned with processes that control incoming products and materials.</p> <p>The purpose of this policy is to ensure the purchase of resources is carried out consistently, fairly and transparently and in accordance with Australian Hardware requirements.</p>
Scope	<p>The scope of this policy covers the purchasing and acquisition of resources by employees and contractors of Australian Hardware.</p>
Responsibility	<p>Responsibility for the implementation of this policy rests with employees and management of Australian Hardware with responsibility for purchasing resources.</p>
Relevant legislation	<ul style="list-style-type: none">• <i>Privacy Act 1988</i> (Cwlth)• anti-discrimination legislation• <i>Corporations Act 2001</i> (Cwlth)• <i>A New Tax System (Goods and Services Tax Administration) Act 1999</i> (Cwlth)• <i>Income Tax Assessment Act 1997</i> (Cwlth)• <i>Fair Work Act 2009</i> (Cwlth)• work health and safety legislation.
Updated/ authorised	<p>20/09/2012 – David Mifsud (CFO).</p>

Approval authority

Who	Purchase amount	Required number of quotes	Comment
CEO/Board/ FARM Committee	Unlimited.	Two or more competitive quotes.	Must be consistent with business/operational and strategic planning.
Chief Financial Officer (CFO)/ Chief Operating Officer (COO)	Authority to sign contracts for products and services up to \$500,000.	Two or more competitive quotes.	Must be within the approved budget and consistent with business/operational and strategic planning.
Store General Manager	Authority to sign contracts for products and services up to \$200,000. Must seek approval from Chief Financial Officer (CFO) for amounts above \$200,000.	Two or more competitive quotes for contracts over \$75,000.	Must be within the approved budget and consistent with business/operational and strategic planning. Detailed services contract required.

Undertake consultation and manage WHS risk

Submission details

The assessment task is due on the date specified by your assessor. Any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

Performance objective

For this task, you will demonstrate the skills and knowledge required to establish and maintain effective and compliant participation arrangements for managing WHS. You will also demonstrate the skills and knowledge required to establish and maintain procedures for effectively identifying hazards and assessing and controlling risks.

Assessment description

Using the WHS policy and planning you developed in Assessment Task 1, you will undertake consultation and manage WHS risk. You will develop or source and adapt risk management and recordkeeping procedures, participate in two consultation role-plays, follow risk management procedures, and plan follow-up activities for ongoing risk management. You will also need to identify sources of expert advice and seek input.

Procedure

Part A

1. Review the following scenario:

You are a WHS consultant. You have been contracted by Australian Hardware to design and implement a WHS management system (WHSMS) for the organisation. You have decided to pilot your program in the Wollongong Store.

You will need to develop WHS risk management policy and procedures, and plan and implement risk management in consultation with workers and their representatives.

2. Review the Australian Hardware simulated business information in the Appendices of the previous Assessment Task.

Note: Detailed information on Australian Hardware, including operational policies and procedures, risk management, and financials may be accessed at:

- a. 'Australian Hardware', IBSA,
<http://simulations.ibsa.org.au/australian_hardware/>.
3. Develop a policy and procedure/s for WHS risk management. Ensure your policy and procedure/s:
 - a. define the organisation's approach to WHS risk management and commitment to legal compliance
 - b. refer to relevant legislation, codes of practice, etc.
 - c. include procedures for identifying hazards, and assessing and controlling risk
 - d. include reference to, and procedures for using, hierarchy of control
 - e. refer to and assist the organisation to comply with consultation requirements under the WHS Act.

Note: Policies/procedures may be sourced and adapted, rather than written from scratch.

4. Develop recordkeeping policy and procedure/s:
 - a. Include templates and procedures for collecting information on hazards, incidents and actions taken, such as incident reports and risk registers.

Note: Policies, procedures, templates may be sourced and adapted, rather than written from scratch.

Part B

1. Arrange with your assessor to meet with the Wollongong work group health and safety representative (HSR). Prepare to collect information on worker concerns and effectiveness of existing controls for risk.
2. In a role-play, meet with the Wollongong HSR.
3. Identify and seek expert advice for some aspect of planning or implementation of WHS risk management or WHS legislation. For example:
 - a. determine safe storage of petrol, turpentine, poisons, paints, etc.
 - b. determine systems for safely directing traffic in warehouse areas.

Note: You may choose to contact your WorkCover authority for advice, for example, on implementing aspects of the WHS Act.

4. Arrange with your assessor to meet with the Wollongong Store Manager. Prepare to discuss worker concerns and possible actions to take.
5. In a role-play, meet with the Wollongong Store Manager. During the meeting, you will explain and use your procedures to assess and record actions taken to control WHS risks. Discuss the expert advice you researched or received.
6. Develop a plan to implement appropriate measures to control risk. Include:
 - a. timelines, resources and actions
 - b. any new procedures to be developed
 - c. changes to procedures
 - d. further communication and consultation:
plan at least one meeting in detail to inform affected workers of changes and include strategies to provide access to information and ease of understanding
 - e. ongoing, regular monitoring (plan for at least three monitoring activities, e.g. scheduled audits)
 - f. recordkeeping or reporting actions to assist in compliance and organisational WHS performance review.
7. Submit all required documentation to your assessor as per the specifications below. Keep copies for your records.

Specifications

You must:

- participate in a role-play meeting with the HSR (the assessor)
- identify and seek expert advice
- participate in a role-play meeting with Wollongong Store Manager (the assessor)
- submit a portfolio of evidence that includes:
 - WHS risk management policy and procedure/s
 - recordkeeping policy and procedure/s, including the required templates and forms
 - an implementation plan for control and monitoring of identified risk/s
 - completed records of risk treatment (completed as per recordkeeping procedures).

Your assessor will be looking for evidence of:

- knowledge of relevant WHS Acts, regulations and codes of practice that apply to WHS risk management and recordkeeping in the context of the simulated business and scenario
- analytical and problem-solving skills to examine relevant workplace information and data to identify hazards, and to assess and control risks using the hierarchy of control
- communication skills to consult with staff and to promote a safe workplace
- literacy skills to locate, adapt and communicate WHS policies that reflect WHS legislative requirements
- information technology skills to, for example, source simulated business information, use word processing software to adapt existing policies, and complete and store records of risk treatment.

Evaluate WHS management systems

Submission details

The assessment task is due on the date specified by your assessor. Any variations to this arrangement must be approved in writing by your assessor.

Submit this document with any required evidence attached. See specifications below for details.

Performance objective

For this task, you will demonstrate the skills and knowledge required to evaluate and maintain a WHS management system.

Assessment description

Using the simulated business and scenario information provided in the appendices of this assessment task, as well as policy and planning developed in Assessment Tasks 1 and 2, you will evaluate a WHS management system.

Using the data provided, you will measure the effectiveness of the WHS management system (WHSMS) and develop a number of recommendations to be included in an evaluation report. You will then plan for the implementation of your recommendations, including training or induction.

Procedure

1. Review the Australian Hardware scenario in Appendix 1.
2. Review the Australian Hardware simulated business information in the appendices of Assessment Task 1 and WHSMS documentation and planning you developed in Assessment Tasks 1 and 2.

Note: Detailed information on Australian Hardware, including operational policies and procedures, risk management, and financials may be accessed at:

- a. 'Australian Hardware', IBSA,
<http://simulations.ibsa.org.au/australian_hardware/>.
3. Review the Australian Hardware national WHS data in Appendix 2.
 4. Read and analyse the data.
 5. Develop an evaluation report. Include in your report:

- a. three recommendations, including improvements to recordkeeping practices and induction or training
 - b. justification for recommendations with reference to internal and external requirements, such as WHS legislation, standards, codes of practice. Refer to particular relevant sections of legislation.
6. Create a plan for the implementation of your recommendations, including the implementation of training/induction recommendations. Ensure you:
- a. include regular review and reporting
 - b. include timelines, resources and actions
 - c. are consistent with recommendations and justification with respect to compliance and adherence to organisational requirements.
7. Create a plan for a typical training or safety induction session. Ensure your training/induction session:
- a. adheres to existing policies and procedures
 - b. demonstrates adherence to your recommendations and is designed to address performance issues:
 - i. for example, develop and demonstrate a procedure for safe handling of X to reduce accidents with X
 - c. demonstrates adherence to overall company aims and objectives
 - d. has a particular target audience
 - i. for example, customer service inductees or managers
 - e. demonstrates adherence to WHS legislation, codes of practice or standards:
 - i. for example, develop and train a relevant safety procedure with close reference to an Australian Standard or model code of practice.
8. Submit all required documentation to your assessor as per specifications below. Keep copies for your records.

Specifications

You must provide:

- a three- to four-page evaluation report with recommendations
- a portfolio of evidence, including:
 - an implementation plan for recommendations
 - a session plan for a typical training/safety induction session.

Your assessor will be looking for evidence of:

- knowledge of relevant WHS Acts, regulations and codes of practice that apply to WHS risk management and recordkeeping in the context of the simulated business and scenario
- analytical and problem-solving skills to examine relevant workplace information and data to identify hazards and to assess and control risks through recommendations and planning
- communication skills to plan effective induction or training of staff to promote a safe workplace
- literacy skills to interpret policies, legislation and make recommendations in an evaluation report
- information technology skills to, for example, source simulated business information, and use word processing software to present data in a report.

Appendix 1: Scenario – Australian Hardware

You are a WHS consultant. You have been contracted by Australian Hardware to design and implement a WHS management system for the organisation.

You have developed and implemented your WHS risk management policy and procedures in consultation with workers and their representatives.

After successfully piloting the program at the Wollongong Store, you have implemented the program nationwide.

The main needs of Australian Hardware with respect to the proposed system, are:

- legal compliance across jurisdictions
- safest possible workplace conditions for workers
 - objective: bring LTIFR and Injury Rate (IR) to 10% below national averages (Last year LTIFR = 13.9; IR = 2.0)
- integration with all other Australian Hardware management systems, operations and corporate culture
- advertise and demonstrate Australian Hardware commitment to WHS.

It is now the end of the first year of implementation and you have data to determine the success of the program.

You will need to analyse the data, plan improvements to the system, and plan any required training/induction.

Appendix 2: Australian Hardware national WHS data

FAI	First Aid incidents
MTI	Medical Treatment Injury
LTI	Lost Time Injury
NMI	Near Miss Incident
LTIFR	Lost Time Injury Frequency Rate
IR	Incidence Rate

Incident	Date	Role	Description	Action	Location	Regulator notification
FAI	1 Jul 2012	Customer service staff (new)	Hurt back lifting lawn mower for customer. 10 missed days.	Team leader initiated remedial training and coaching for employee.	Wollongong	N
MTI	1 Jul 2012	Customer service staff (new)	Fall from stacks of building supplies in warehouse; broken wrist. 1 day hospitalisation; 10 missed days.	Team leader initiated safety action meeting.	Sydney	Y

Assessment Task 3

BSBWHS501 Ensure a safe workplace

Incident	Date	Role	Description	Action	Location	Regulator notification
MTI	4 Jul 2012	Customer service staff (new)	Chemical burns. 2 employees engaging in horseplay.	Disciplinary action against 2 employees; team leader Team leader initiated safety action meeting; regulator notified six weeks after incident; team leader embarrassed by conduct of employees under supervision.	Perth	Y
LTI	7 Aug 2012	Customer service staff (new)	Depression. Leave of absence ongoing.	No action recorded.	Bendigo	N
NMI	14 Aug 2012	Customer service staff (new)	Service staff dropped leaf blower narrowly missing other customer service staff; could have resulted in serious head injuries.	No action recorded.	Darwin	N
LTI	25 Aug 2012	Driver	Suspected panic attack but possible heart attack; driver ceased work immediately before possible accident. Driver receiving counselling; medical examination; leave of absence 5 days.	No action recorded.	Bendigo	N
LTI	17 Aug 2012	Customer service staff (new)	Staff member sore back from lifting; 5 days' leave.	No actions recorded.	Port Arthur	N

Incident	Date	Role	Description	Action	Location	Regulator notification
LTIFR	9 Sep 2012	Customer service staff (new)	Staff member fall from lumber stacks. Sore back; 2 days' leave.	No actions recorded.	Gold coast	N
FAI	10 Sep 2012	Customer service staff (new)	Employee received minor cuts while demonstrating grinder to customer.	Team leader initiated safety action meeting.	Coburg	N
MTI	19 Sep 2012	Customer service staff (new)	Employee panic attack/nervous breakdown/psychotic or drug induced; employee physically threatens another with lawn mower blade and unknown substance; Employee arrested, placed in psychiatric examination.	No actions recorded.	Ballarat	Y
LTI	23 Sep 2012	Customer service staff (new)	Staff member hurt lifting vanity into customer vehicle; 1 day's leave.	Team leader initiated safety action meeting.	Launceston	N
LTI	22 Sep 2012	Customer service staff (new)	Staff member hurt hands while stacking mortar; 2 days' absence.	Team leader initiated remedial training and coaching for employee.	Mount Isa	N
LTI	3 Oct 2012	Forklift driver	Driver hurt by falling boxes: 2 days' leave	Team leader initiated remedial training and coaching for employee.	Adelaide	N

Incident	Date	Role	Description	Action	Location	Regulator notification
LTI	18 Oct 2012	Fork lift drivers	Team complaining of headaches from forklift fumes; 5 days' team total absence.	No other actions recorded.	Sydney	N
FAI	24 Oct 2012	Customer	Customer fell in spill petrol. First aid administered for bruising on left leg.	Team leader initiated training and SAM for staff.	Melbourne	N
LTI	28 Oct 2012	Customer service staff (new)	Staff member struck by falling object. Sore neck and shoulders; 1 day's absence.	Team leader initiated training and SAM for staff.	Torquay	N
NMI	2 Nov 2012	Customer service staff (new)	Customer service staff member nearly severs finger demonstrating bandsaw.	Team leader initiated training and SAM for staff.	Wollongong	N
MTI	13 Nov 2012	Forklift driver overcome by fumes	Driver found unconscious.	Hospitalisation. Possible brain injury. Other actions recorded.	Hobart	N
LTI	17 Nov 2012	Customer service staff (new)	Staff member struck by falling object. Sore neck and shoulders; 1 day's absence.	No action recorded.	Byron Bay	N
NMI	8 Dec 2012	Customer service staff (new)	Customer service staff member nearly severs finger demonstrating bandsaw.	No action recorded.	Port Macquarie	N

Assessment Task 3

BSBWH501 Ensure a safe workplace

Incident	Date	Role	Description	Action	Location	Regulator notification
LTI	10 Dec 2012	Customer service staff (new)	Staff member sore back from lifting; 53 days' leave.	No actions recorded.	Geraldton	N
LTI	13 Jan 2013	Customer service staff (new)	Fell while carrying boxes. Minor cuts treated.	Training recommended in manual lifting.	Geelong	N
MTI	11 Jan 2013	Customer service staff (new)	Customer service staff member severs finger demonstrating bandsaw; Ambulance called. 1 day required hospitalisation.	Training and SAM recommended. Regulator not informed for several weeks due to confusion as to who is responsible for notification.	Ballina	Y
LTI	6 Mar 2013	Customer service staff (new)	Slipped and fell while carrying boxes; 2 days' absence.	Training recommended in manual lifting.	Port Fairy	N
FAI	1 Apr 2013	Customer service staff (new)	Fell while carrying boxes. Minor cuts treated.	Training recommended in manual lifting.	Freemantle	N
LTI	2 Apr 2013	Customer service staff (new)	Slipped while stacking outdoor furniture; 2 days' absence.	Training recommended in manual lifting	Bundaberg	N

Assessment Task 3
BSBWHS501. Ensure a safe workplace

Incident	Date	Role	Description	Action	Location	Regulator notification
LTI	4 May 2013	Customer service staff (new)	Slipped and fell while carrying boxes; 2 days' absence.	Training recommended in manual lifting.	Canberra	N
NMI	15 May 2013	Customer service staff (new)	Customer nearly injured by lawn mower during demonstration.	No action taken or recorded.	Malvern	N
LTIFR	27 May 2013	Customer service staff (new)	Slipped on unknown substance. 1 day's absence.	No actions recorded.	Perth	N

National LITFR and IR statistics:

National LITFR = 11.3 / Australian Hardware target = 9

National IR = 1.5 / Australian Hardware target = 1.5

National manager summary of comments:

Workers, particularly new retail workers, are unfamiliar with working in retail/warehouse environment. Workers as well as those in supervisory positions would benefit from basic safety awareness/reporting training. All training/induction would need to be based on national standards and legislation as much as possible. Training/induction should focus on areas of high incidence rates.

