Work health and safety policy

Implementing a work health and safety training and development framework procedure

1. Purpose

This procedure sets out the requirements for implementation of a work health and safety (WHS) training and development framework. The procedure aims to provide a consistent approach to the identification and provision of WHS training and development activities. Contractor induction requirements interface with this procedure.

Implementing the steps described in the framework will assist to:

- ensure all workers are made aware of their WHS responsibilities whilst at work
- improve workers' awareness of health and safety risks within the health care environment and support the management of those risks
- support managers and supervisors to manage WHS responsibilities within their functional areas
- enhance staff performance and reduce the likelihood of workplace injury and illness
- meet legislative compliance as specified in s19 of the Work Health and Safety Act 2011 and s39 of the Work Health and Safety Regulation 2011
- maintain and improve organisational effectiveness and efficiency
- support the Department of Health’s values and continuous improvement of the organisation’s health and safety culture.

2. Scope

This procedure applies to all workers including staff, clients, contractors and others within the department’s divisions and agencies and Health and Hospital Services (HHS’s) that are not prescribed services.

3. Procedure

The WHS training framework is based on the same training framework that applies to other training and development programs and consists of the following key elements:

- training needs analysis (TNA)
- training program development
- provision of training resources
- implementation of WHS training and apply learnings
- monitor and review the effectiveness and relevance of the training.
A figure depicting the WHS training framework is provided in attachment 1.

3.1 Stage 1 - Identify work health and safety training needs

The TNA can take place at a number of levels. Generally the TNA will relate to the organisation’s business requirements, both at the overarching accountability area level or at the functional area level, and to the ongoing development needs of individual workers. The training matrix provided (Attachment 2) can help to guide the training needs analysis process.

3.1.1 Organisational work health and safety training needs

- Whole-of-department WHS training needs shall be determined by Organisational Health and will inform Human Resources policy G6 (QH-POL-183) Orientation, Induction and Mandatory Training.
- A TNA should be undertaken by the managers of functional areas to determine the training required to support the management of risks specific to the functional area.
- Identification of organisational training needs should take into account:
  - the organisation’s structure, policies, procedures and workforce
  - the kind of work being undertaken in functional areas and the skills and knowledge required to undertake these safely. This includes the WHS skills and knowledge required by the persons in control of strategic and operational work areas.
  - mandatory legislated and organisational policy requirements that apply to the organisation
  - task and risk analysis
  - consultation with workers
  - workforce infomantics / demographics
  - existing training programs
  - organisational plans
  - the organisation’s WHS performance (e.g. injury and incident data).
- The analysis may identify:
  - the need to provide general WHS awareness training to all workers
  - the need to enhance the understanding of WHS responsibilities of managers and supervisors
  - specific tasks or work areas that have high risks and are an inherent element of the work being performed (e.g. patient or manual handling tasks)
  - specific tasks or work areas that have mandatory legislated requirements which workers should be aware of (e.g. hazardous chemicals, noise)
  - emergent risks where it is desirable to proactively build the skills and knowledge of a dedicated group of workers (e.g. contractor safety management, changes of scope in practice, working with nanoparticles)
3.1.2 Work health and safety training needs of individuals

The WHS training and development needs of individuals may be informed by such things as:

- a change of placement for a worker or a return to the workplace following an extended absence.
- an observation of behaviour or task performance—for example, supervision of a worker identifies a safe work instruction is not being followed. The worker may be required to undertake retraining.
- the selection process—for example:
  - a preferred candidate may understand and meet all of the job requirements but has not undertaken confined spaces entry training which may be required to work in the role safely. They are offered the position conditional to successful completion of this training.
  - the selection process may use a testing and assessment process to evaluate candidates. The assessment may indicate that the preferred candidate needs further understanding of some WHS elements.
- performance and development program (PDP) reviews and career objectives—for example, a worker who works with hazardous chemicals may identify through their PDP an interest in furthering their knowledge of hazardous chemicals so they can perform their job more safely and effectively.

The training needs of an individual worker may also be influenced by factors such as:

- experience
- existing qualifications
- cultural background
- an incident.

3.1.3 Mandatory training requirements

- Mandatory training shall apply to all workers including students and volunteers.
- Contractors shall be required to undertake the contractor safety induction program either via the e-learning module or via the equivalent induction handbook, prior to arriving on-site. Once on-site the contractor shall be provided any additional mandatory training, information or orientation which is deemed relevant by the officer supervising the contractor.
- In the case of mobile workers such as students, mandatory WHS training will only need to be completed once, regardless of their rotation. To avoid duplication, a record of the training undertaken during a placement should be provided to the
worker to present to their supervisor at subsequent placements (see Attachment 3 for a sample training record).

Note: Fire and evacuation training and workplace induction programs are site specific and must be provided to workers for each site they work on.

- Legislated requirements: Training specified by WHS or other relevant legislation must be provided where the organisational WHS training needs analysis identifies particular relevant activities are being carried out; for example: boiler operation. Mandatory training specified by legislation may be:
  - training required as a control for a workplace risk (e.g. confined space entry)
  - specific task-based training for prescribed high risk work (e.g. boiler or forklift operation)
  - training required to fulfil specific workplace roles (e.g. for the provision of first aid, health and safety representative (HSR)).

- Organisational policy— the requirements of the Department of Health Human Resources Policy G6 (QH-POL-183) Orientation, Induction and Mandatory Training must be adhered to. A summary of the WHS training mandated by this policy is provided in Attachment 1.

3.2 Stage 2 - Develop a training program

- Based on the requirements identified in the training needs analyses one or more training and development programs may be developed. Training and development programs may be at the accountability area level (e.g. for the Department of Health), the functional area level (e.g. a work unit) or specific to an individual or a role.

- The program must incorporate maintenance of all WHS training records including assessment records. Where an electronic learning management system is available, this shall be the preferred option for managing WHS training records.

- The records shall at least show the following:
  - the name of the training program
  - the name of the person completing the training
  - the person’s work area
  - the date the program was completed
  - the trainer (if applicable)
  - the name and position of the person signing off on the completed training.

- Training records shall be kept in accordance with the Queensland State Archives General Retention and Disposal Schedule for Administrative Records (GRDS) requirements. In the case of contractors this may be recorded in the contractor register.

3.3 Stage 3 - Provision of training resources

- Accountability and functional areas shall take into account WHS training needs when allocating budget and other resources for training and development activities.

- The resources and delivery methods may vary but should take into account such things as:
  - the learning needs of the worker
3.4 Stage 4 - Implement work health and safety training and apply learnings

The aim of successful implementation of the WHS training is to ensure that workers are made aware of workplace risks and understand the measures implemented to control them, how to safely perform their tasks and duties and the actions to take in the event of an incident.

Where it has been identified the nature of the hazard or risk requires a worker achieve a certain level of competency in order to ensure protection of the worker and others, ensure the assessment is relevant and that competency is achieved. Assessments may be theoretical or practical (for example, a worker may practically demonstrate hand hygiene for infection control).

Workers shall undertake all necessary refresher or re-certification training as directed unless the requirements are no longer applicable to the nature of the work being undertaken.

3.5 Stage 5 - Monitor and review processes

Following the completion of training, the worker should be supervised to ensure application of learnings and safe work procedures.

Where any deficiencies are identified, feedback shall be provided to the worker and further training or instruction should be provided. This should be linked into the PDP process.

Refresher training or re-certification requirements should be monitored and workers provided notification as applicable.

All WHS training and development programs and requirements shall be reviewed as follows:
- if prompted by a legislative change
- when there are changes in work practices
- at intervals determined as part of the organisation’s safety management system monitoring and review schedule.
4. **Supporting documents**

Authorising policy and standard/s:
- QH-POL-401:2014 Work health and safety policy
- QH-IMP-401-2:2014 Work health and safety governance, consultation and capability implementation standard

Procedures, guidelines and protocols:
- Nil

Forms and templates:
- WHS training record and checklist

5. **Related documents**

- G6 (QH-POL-183) Orientation, Induction and Mandatory Training
- Work, health and safety training matrix
- Work, health and safety – Contractor induction handbook
- Fact sheet: Mandatory WHS training - information for students and student placement coordinators
- General Retention and Disposal Schedule for Administrative Records

6. **Review**

This policy is due for review on 01 May 2017 or subject to changes in legislation, organisational activities, or OHS performance. Notwithstanding this policy remains in force until such time as it is revoked.

**Date of last review:** 30/04/2014

**Supersedes:**
- QH-IMP-274-7:2012 OHS Induction and Training
- QH-IMP-275-2:2012 Fire Safety
- QH-PCD-275-6-2:2013 Occupational Violence Prevention Fundamentals Training

7. **Business area contact**

Organisational Health, Human Resource Services, System Support Services Division
8. Definitions of terms used in the policy and supporting documents

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / explanation / details</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountability area</td>
<td>A division, agency or HHS</td>
<td>Department of Health</td>
</tr>
<tr>
<td>Functional area</td>
<td>A work unit, category of services, or a work group.</td>
<td>Department of Health</td>
</tr>
</tbody>
</table>
| Worker              | A person is a worker if the person carries out work in any capacity for the person conducting a business or undertaking, (e.g. the department, agency or HHS), including work as:  
> • an employee  
> • a contractor or subcontractor  
> • an employee of a contractor or subcontractor  
> • an employee of a labour hire company who has been assigned to work in the person’s business or undertaking  
> • an outworker  
> • an apprentice or trainee  
> • a student gaining work experience  
> • a volunteer  
> • a person of a prescribed class.                                                                                                                                                               | Work Health and Safety Act 2011 s 7 |

9. Approval and implementation

Policy custodian:
Senior Director, HR Policy, Performance and Organisational Health

Responsible executive team member:
Deputy Director-General, System Support Services Division

Approving officer:
Deputy Director-General, System Support Services Division

Approval date: 01 June 2014
Effective from: 01 July 2014

Version control

<table>
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<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
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<td>V1.0</td>
<td>30/04/2014</td>
<td>OHS</td>
<td>SMS review project 2013-2014</td>
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</tbody>
</table>
Attachment 1 – Work health and safety training and development framework

Stage 1: Undertake training needs analysis (TNA):
- organisational
- individual
- mandatory.

Stage 2: Develop a training program:
- for the accountability area
- for the functional area
- for the individual (PDP)
- establish record keeping processes.

Stage 3: Provide training resources:
- allocate budget
- develop or identify delivery mediums
- identify equipment, suitable venues and training
- identify suitable trainers.

Stage 4: Implement training and apply learnings:
- application of safe work practices
- required skills and competencies met.

Stage 5: Monitor and review:
- application of learnings
- ongoing training and development requirements.

Existing mandatory training requirements:
- WHS orientation
- general evacuation
- first-response evacuation instructions
- Healthcare ergonomics
- Orientation to occupational violence prevention
- Contractor induction and orientation

Factors to consider for the TNA Organisational:
- legislated requirements
- organisational policy
- task analysis
- risk assessment
- worker consultation
- workforce infomantics
- existing training programs
- WHS performance.

Individual:
- individual experience
- existing qualifications
- cultural background
- task performance or behaviour
- assessment of skills and competency
- personal development needs.
Worker name: .................................................................  Educational institution (if applicable) ......................................................... Start date: ............  
Supervisor / educator……………………………………………… Position……………………………… Facility .................................  

Copies of all signed sheets and certificates must be retained by supervisor and worker

Section 1–Mandatory training that does not require annual refresher training or is not site specific

<table>
<thead>
<tr>
<th>Training</th>
<th>Mandatory / if required</th>
<th>Timing</th>
<th>Worker signature I certify I have completed the following training components as required</th>
<th>Supervisor / educator sign-off</th>
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</thead>
<tbody>
<tr>
<td>Health and Safety Orientation</td>
<td>Mandatory</td>
<td>Prior to commencing duties</td>
<td></td>
<td>Name:</td>
</tr>
<tr>
<td>Orientation to Occupational Violence</td>
<td>Mandatory</td>
<td>Prior to commencing duties</td>
<td></td>
<td>Signature:</td>
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<tr>
<td>Ergonomics / MSD Prevention Training</td>
<td>Mandatory</td>
<td>Within 6 weeks</td>
<td></td>
<td>Date:</td>
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</table>

Section 2–Mandatory training that is site specific or requires refresher training.

<table>
<thead>
<tr>
<th>Training</th>
<th>Mandatory / if required</th>
<th>Timing</th>
<th>Worker signature I certify I have completed the following training components as required</th>
<th>Supervisor / educator sign-off</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role specific / local site induction</td>
<td>Mandatory</td>
<td>Upon commencement</td>
<td></td>
<td>Placement 1:</td>
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<tr>
<td>☐ safe work procedures, tools, PPE, etc</td>
<td>Mandatory</td>
<td></td>
<td></td>
<td>Name:</td>
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<td>Item</td>
<td>Requirement</td>
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<td>Security protocols</td>
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<td>Health and safety rep contact details</td>
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<td>Location of WHS policies and procedures</td>
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<td>Location of first aid facilities</td>
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<tr>
<td>Location of hazardous chemicals stores, registers and safety data sheets</td>
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<td>Location of risk assessments</td>
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<tr>
<td>Fire and evacuation</td>
<td>Mandatory</td>
<td>Within 2 days</td>
<td></td>
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<tr>
<td>General evacuation instructions</td>
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<tr>
<td>First-response evacuation instructions</td>
<td>Mandatory</td>
<td>Within 30 days</td>
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<td></td>
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</tbody>
</table>

Placement 1:
Name:                                                     Date:    
Signature: 

Placement 2:
Name:                                                     Date:    
Signature: 

Placement 3:
Name:                                                     Date:    
Signature: 

Placement 4:
Name:                                                     Date:    
Signature: 

WHS training and record checklist

July 2014
### Local emergency procedures

**Mandatory**
Within 30 days

#### Placement 1:
- **Name:**
- **Date:**
- **Signature:**

#### Placement 2:
- **Name:**
- **Date:**
- **Signature:**

#### Placement 3:
- **Name:**
- **Date:**
- **Signature:**

#### Placement 4:
- **Name:**
- **Date:**
- **Signature:**

### Section 3–Additional training

(as determined by legislation, TNA, risk assessment or for professional development)
(The training cited is indicative only. Please add other identified training as required)

<table>
<thead>
<tr>
<th>Program / course</th>
<th>Worker signature</th>
<th>Supervisor / educator sign-off</th>
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<tbody>
<tr>
<td>Personal protective equipment</td>
<td></td>
<td>Name:</td>
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<td>Patient handling fundamentals</td>
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<tr>
<td>Infection control / hand hygiene</td>
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<td>Fatigue management</td>
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<td>Hazardous chemicals</td>
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<tr>
<td>Occupational violence prevention:</td>
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<td>Name:</td>
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<tr>
<td>□ Communication and de-escalation</td>
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<td>Signature:</td>
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<td>techniques</td>
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<tr>
<td>□ Personal safety (break free) techniques</td>
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<tr>
<td>□ Restrictive practices</td>
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<td>Waste management</td>
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<td>ChemAlert modules</td>
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<tr>
<td>□ How to use ChemAlert for chemical safety and compliance</td>
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<tr>
<td>□ How to use ChemAlert to review the chemicals register</td>
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<td>□ Updating ChemAlert stock holdings</td>
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<td></td>
<td>Date:</td>
<td></td>
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<tr>
<td>Health and safety representative training</td>
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<td>(applicable only to elected HSR)</td>
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<td>First aid (applicable only to persons wishing to undertake first aider role)</td>
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<td>Signature:</td>
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<td>Date:</td>
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<tr>
<td>Fire warden training (applicable only to personnel undertaking these duties)</td>
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<td>Signature:</td>
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