A Guide to

Occupational Health & Safety

in the

Transport Industry

7th Edition, July 2009

TSG

Transport Safety Group

Preface
to the Guide

The Transport Industry Safety Group (TISG) has now been meeting for over 13 years and continues to address the many freight and logistics industry safety issues.

In 1998, Graeme Johnstone – then State Coroner – recommended that the TISG be established following the death of a 14 year old male pedestrian in a truck related road crash.

The issues arising out of this accident included failures (in part) by the truck driver and the driver's employer (a major Melbourne transport company) to provide the driver with proper induction, training and supervision.

The TISG has met regularly since that date and worked diligently on the many industry safety issues.

Key industry initiatives include:

- Distraction Campaign
- Seat Belts
- Driver Fatigue
- Forklifts
- Major Safety Seminars
- Brake Compatibility Code of Practice
- Buying a Safer Truck & Trailer
- Drug and Alcohol Programs

These initiatives are leading the transport industry to best practice and becoming the "State of Knowledge" in industry.

The Victorian TISG comprises key executives from organisations such as: the Transport Workers Union (Victoria/Tasmania), The Victorian Transport Association, VicRoads, Victoria Police, WorkSafe Victoria, The Transport Accident Commission, Bus Association (Vic), The Victorian Waste Management Association, ARRB, Australian Road Transport Suppliers Association, plus invited consultants Peter Robinson (AM) and Roger Sanders (Delta-V Experts).

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Foreword *by the* TISG

Partnerships in safety achieve a great deal – working together gets results!

The Transport Industry Safety Group (TISG) is now in its 14th year since formation. The Group has matured and is now widely acknowledged as a leading, coal face, safety action group.

This Guide is a living example of what can be achieved with goodwill and industry expertise.

Safety is now the number-one issue for all companies and employees. No longer is near enough good enough – the safety of all employees must be 100%.

This Guide is a summary of most of the key areas in safety.

We have also included details of organisations who can assist, so please contact them if you need assistance.

We acknowledge the support for the publication from WorkSafe and VicRoads.

Philip Lovel AM,
Chairman,
Transport Industry Safety Group.
July 2009.

★ ★ ★ ★ ★

Welcome to the latest edition of the transport industry safety "bible".

The TWU is very proud of its involvement with the Transport Industry Safety Group. Interstate and international visitors often express great surprise at the level of co-operation on safety issues in Victoria between employers, workers and various government agencies.

We've shown that it's possible for people of goodwill to put aside differences in other areas of our relationship to pursue the common goal of looking after the health and safety of everyone involved in this important industry.

Since TISG began its work during the nineties, the scope of its activities has widened considerably. We recognise today that transport safety is about much more than just better built vehicles, better roads and safe working practices.

We are concentrating increasingly on the development and maintenance of a lifestyle that is healthy in both body and mind.

Make use of this Guide. It's no exaggeration to call it a potential lifesaver.

Bill Noonan,
Co-Chairman,
Transport Industry Safety Group.
July 2009.

Finding *More* Information

The best way to get further information on any of the topics covered in this Guide is to use the internet. At the end of each section, under "more information on..." you'll find a web search key. Follow these steps and you should be taken to a webpage with further information on the topic:

1 Go to **www.google.com.au**. This screen will come up: Click on the **advanced search** link.

2 **To use the Google advanced search:**

At the end of each section of this Guide, where it says "for more information on...", there'll be a 'web search' category, listing specific information to key in to your advanced Google search.

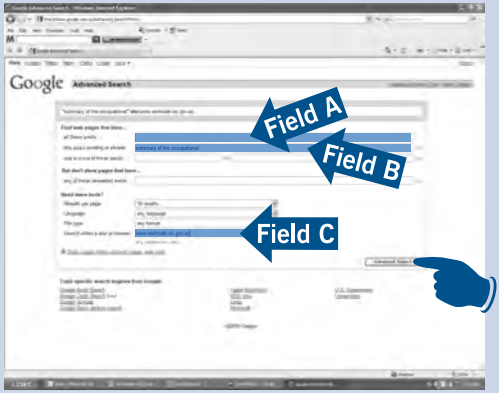
For example, for futher information on "Reasonably Practicable (page 8), you'd key in:

Field B: summary of the occupational

Field C: www.worksafe.vic.gov.au

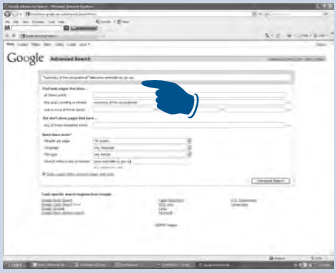
and then click on the **Google Search button** on the screen.

If there's no field mentioned in the instructions, leave that field blank.



3 A list of links should then come up on your screen. Generally the first one listed will be the one you want, but those further down the list may also be of interest to you.

Click on the link of your choice and you'll be taken to that webpage.



Or, of course, you can ring the organisations listed under "for more information" headings and ask for copies of their publications to be sent to you.

Introduction

This Guide provides background to the health and safety issues faced by the transport industry, and provides information and references to aid employers and workers, including contractors and owner-drivers, in developing a broad perspective in response to these issues.

The health and safety priorities in this Guide are those that people in the industry know are the issues requiring management, so this Guide has been compiled following consultation within the industry.

The intention is not to contest the technicalities, but to facilitate whatever possible action can be taken.

Effective occupational health and safety (OHS) happens when a company and its workforce co-operate to:

- develop policies, systems and procedures to eliminate or minimise risks,
- make sure the people who implement – and are affected by – the systems and procedures understand them,
- implement effective training in procedures, and
- ensure the workforce has good access to safety standards and safety information generally.

For any OHS system to be effective it must have the total commitment of all levels within the relevant organisation.

The employer's main duty under the Victorian Occupational Health and Safety Act 2004 (OHS Act) is contained in Section 21 (1).

This section requires employers to provide and maintain, so far as **reasonably practicable**, a working environment that is safe and without risks to health.

There are some specific elements to this general duty which require the employer, so far as is reasonably practicable, to do things such as:

- provide and maintain safe plant and systems of work,
- arrange safe systems of work in connection with plant, vehicles, equipment, tools, machinery and substances,
- provide a safe work environment (both in the depot and in vehicles),
- provide adequate welfare facilities, and
- provide employees with the information, instruction, training and supervision they need to perform their jobs in a safe and healthy manner.

Employees also have specific obligations under the OHS Act. Section 25 of the Act requires employees to:

- take reasonable care for their own health and safety and the health and safety of others,
- co-operate with their employer to allow the employer to comply with the Act, and
- not intentionally or recklessly interfere with or misuse anything provided at the workplace for health, safety or welfare.

Who's Who

Who is an Employer?

You are an employer if you employ people directly or engage subcontractors.

You may call yourself a subcontractor but if you employ people or engage other contractors, you are likely to be considered an employer under OHS laws.

An employer may be an individual, a company, body corporate, partnership, unincorporated association, franchising operation or not-for-profit organisation in the private or public sector who has one or more employees.

As an employer, you owe the duty of providing and maintaining a working environment that is safe and without risks to health to independent contractors as well as their employees who are working at your workplace.

This applies to matters over which you, as an employer, have control or should have control.

So, as well as providing a safe and healthy workplace for direct employees, you must consider subcontractors – such as owner-drivers, labour-hire personnel and others who could be deemed employees – in terms of OHS matters under your control.

The Building Blocks of OHS

6. Workplace Policies
are very important, as they provide guidance and can be used in prosecutions.

5. Non-Statutory Guidance
is information published by WorkSafe aimed at building people's knowledge and awareness of OHS issues, risks to health and safety, and the disciplines and techniques that can be applied to manage and control risks. It is not mandatory, nor does it provide any "deemed to comply" outcomes for duty-holders. The guidance does, however, form part of the 'state of knowledge' about OHS.

4. WorkSafe Positions
are guidelines made under section 12 of the OHS Act that state how WorkSafe will apply the Act or Regulations or exercise discretion under a provision of the Act or Regulations. WorkSafe Positions are intended to provide certainty to duty-holders and other affected parties.

3. Compliance Codes
provide practical guidance to duty-holders.

2. Occupational Health and Safety Regulations 2007
specify the way in which a duty imposed by the OHS Act must be performed, and prescribe procedural or administrative matters to support the OHS Act.

1. Occupational Health and Safety Act 2004
is the law and must be followed.

Who is an Employee?

You're considered to be an employee if you work where an employer has, or should have, control when you're:

- employed under a verbal or written contract of employment or a contract of training – this includes direct employees as well as placements through group training and apprenticeships,
- an independent contractor engaged by someone else to do a specific job,
- a subcontractor,
- an employee of a contractor, or
- a person whose services are provided through someone else, such as a labour-hire or recruitment agency.

People working on matters over which an employer has control may be considered to be employees even if there is no contract of employment. Contracts don't matter – it's all about who actually has control.

Contractor Control

Under existing Commonwealth and State occupational health and safety legislation, the general OHS duties applying to an employer or contractor also apply to subcontractors and their employees in relation to matters *over which the employer (or contractor) has control*.

Contractors must be made aware that they are subject to the same safety standards as company employees.

Accordingly, contractors should be instructed and supervised to ensure that they meet such standards.

It is the company's duty to ensure that all contractors (and their employees) work in accordance with all company OHS requirements and meet regulatory standards such as vehicle maintenance, driving hours, etc.

In order to exercise practical control over a contractor working on its behalf, a company needs to implement appropriate measures such as:

- ensuring that the contractor is made aware of the company's OHS standards and procedures before commencing work,
- clearly defining responsibilities, roles and lines of communication and reporting between company personnel and the contractor, any subcontractors and other persons,
- ensuring that personnel designated to liaise with a contractor receive appropriate instructions in managing and controlling contractors (this should include knowledge of relevant legislation, knowledge of standards and codes of practice, understanding of the company OHS policies and procedures and a full and complete knowledge of the processes and procedures involving the use of contractors),
- clearly defining operational and other job requirements (for example, scheduling, awareness of the company's internal reporting and recording requirements, company rules, known work hazards, etc.), and
- providing appropriate information (and, if necessary, instruction and training) on working with specific hazards as they may affect or involve contract workers.

Contractors are required to make sure no-one is put at risk from the carrying on of their business.

More Information on Employers, Employees and Contractor Control

📖 Occupational Health and Safety Act 2004, Section 24

Web search (see page 4):

Employers:
Field B: who is an employer
Field C: www.worksafe.vic.gov.au

Employees:
Field B: information for employees
Field C: www.worksafe.vic.gov.au

Contractor Control
Field B: information on engaging a contractor
Field C: www.worksafe.vic.gov.au

What Does "Reasonably Practicable" Mean?

Some of the general duty provisions in the Occupational Health and Safety Act and some specific requirements in the Regulations are qualified by the words "so far as is reasonably practicable".

These words put limits on the duty to ensure health and safety.

The OHS Act explains what has to be taken into account when deciding if something is reasonably practicable.

In general terms, the things to be taken into account are:

- the likelihood of the hazard or risk eventuating,
- the severity of any injury or harm to health that may occur,
- what is known, or should be known, about the hazard or risk and the ways of eliminating or reducing the hazard or risk,
- the availability and suitability of ways to eliminate or reduce the hazard or risk, and
- the cost of any risk control methods.

All of these things have to be given weight when deciding if something is reasonably practicable.

Common practice and knowledge throughout the relevant industry are taken into account when judging whether a safeguard is reasonably practicable.

! Reasonably practicable means that if something can be done, and a reasonable person looking at the situation would consider that it is reasonable to do, then it should be done.

Individual employers cannot claim that they did not know what to do about certain hazards if they are known by others within the industry and if safeguards are available.

Industry safety standards and other published information, including Compliance Codes, Australian Standards, and other guidance material published by WorkSafe Victoria, all contribute to establishing this state of knowledge.

While cost is a factor, it must not be given any more importance than other factors in deciding if an action is reasonably practicable. The OHS Act does not allow a person to avoid putting a risk control measure in place purely on the basis of the cost of the control measure.

Where a regulation exists and is not qualified by the words "as far as is reasonably practicable", the regulation must be complied with in full.

More Information on "Reasonably Practicable"

Web search (see page 4):

Field B: summary of the occupational
Field C: www.worksafe.vic.gov.au

Chain of Responsibility

What is the Chain of Responsibility?

The chain of responsibility means that anybody – not just the driver – who has control in a transport operation can be held responsible for breaches of road laws and may be made legally liable.

In other words, if you use road transport as part of your business, you share responsibility for ensuring breaches of road laws do not occur.

So if a breach of road transport law occurs due to your action, inaction or demands, you may be legally accountable.

Put simply this means:

From 30 September 2005, the chain of responsibility became applicable to:

- driving hours, speeding and dangerous goods Regulations,
- mass and dimension limits, and
- load restraint requirements.

Who is Covered by the Chain of Responsibility?

If you are involved in any of the following road transport activities, you may be held responsible for breaches of road laws:

- Consigning – commissioning the carrying of goods.
- Packing – placing goods in packages or containers or on pallets.
- Loading – placing or restraining the load on a vehicle.
- Driving – the physical act of driving a commercial vehicle.
- Operating – operating a business which controls the use of a commercial vehicle.
- Receiving – paying for goods/taking possession of load(s).

If you are involved in any of the above roles, you also have obligations not to coerce, induce or encourage a breach of road transport laws.

In addition to ensuring compliance with road laws, you have to take reasonable steps to make sure that you do not pass on to other

parties any false or misleading information about a vehicle or its load.

If you victimise an employee or contractor who raises concerns about actual or possible breaches of road transport laws, it is an offence under the law.

If you are in control of a transport operation, you can be held liable for breaches.

Enforcement Powers

On 1 July 2003, inspection and search powers were introduced in Victoria to support the enforcement of the chain of responsibility.

The laws allow WorkSafe inspectors and police officers to:

- inspect and search commercial vehicles and premises associated with road transport,
- direct a person associated with road transport to provide documentation and items relating to commercial vehicle compliance,
- require a driver or other responsible person to provide reasonable assistance to an inspector or police officer and to give their name, home address and business address, and
- require a person to provide details regarding any other person who is associated with a commercial vehicle or its load, and to give information to help identify the driver.

Consignor/Receiver

Responsibilities

As a consignor or receiver, you have a responsibility for ensuring that any demands you make do not require a truck driver to:

- exceed permitted driving hours,
- fail to have minimum rest periods, or
- exceed the speed limit.

Under legislation, you also have a responsibility for ensuring that goods carried on your behalf:

- do not exceed vehicle dimension limits,
- do not cause vehicle mass limits to be exceeded, and
- are appropriately secured.

If you can show that you did not know and could not have been reasonably expected to know that the road law breach would occur, and that either:

- you have taken all reasonable steps to prevent the breach, or
- there was nothing that you could reasonably have been expected to do to prevent the breach,

you won't be liable for an offence under the chain of responsibility.

What You Need to Do

You should ensure that you can demonstrate that you took reasonable steps to prevent a breach occurring.

There are no limits to the ways in which you can do this. What constitutes reasonable steps will vary according to each individual's circumstances.

Examples of steps you could take include:

- ensuring that compliance assurance conditions are included in relevant commercial arrangements with other responsible persons,
- requesting information about what systems and controls are in place to ensure compliance,
- avoiding arrangements which encourage or reward non-compliance, and
- complying with an Industry Code of Practice.

Individual industries should develop Codes of Practice to suit their needs, and these Codes should cover contractual arrangements, equipment, due diligence and quality management systems.

Loader/Packer

Responsibilities

Under legislation, loaders have a responsibility for ensuring that the vehicle's load:

- does not exceed dimension limits,
- does not cause vehicle mass limits to be exceeded, and
- is placed so that it does not become unstable, move or fall off the vehicle.

Packers have a responsibility for ensuring that documentation about the vehicle's load is not false or misleading.

Packers also need to make sure that any goods packed in a freight container do not cause the container's gross weight or safety approval rating to be exceeded.

If you can show that you did not know and could not have been reasonably expected to know that the road law breach would occur, and that either:

- you have taken all reasonable steps to prevent the breach, or
- there was nothing that you could reasonably have been expected to do to prevent the breach,

you won't be liable for an offence under the chain of responsibility.

What You Need to Do

You should ensure that you can demonstrate that you took reasonable steps to prevent a breach occurring.

There are no limits to the ways in which you can do this. What constitutes reasonable steps will vary according to each individual's circumstances. Examples of steps you could take include:

- having a loading diagram for different types of loads to ensure axle weight limits are not exceeded,
- if the vehicle's weight cannot be accurately assessed at the time of loading, underloading for the first trip and verifying the weight at some stage of the journey – subsequent loads can be adjusted accordingly,
- fitting scales to loading equipment and keeping a running total of the weight of the load for each trip, and/or
- using a pre-printed form which requires the person in control of packing or loading the goods to verify the accuracy of any records, and
- complying with an Industry Code of Practice.

Individual industries should develop Codes of Practice to suit their needs, and these Codes should cover contractual arrangements, equipment, due diligence and quality management systems.

The people who make the decisions about how a task is carried out are responsible under the chain of responsibility – not necessarily the person who carries out the task. For example, if a packer is told by their supervisor to overfill a pallet or box, their supervisor would be considered responsible.

Driver

Responsibilities

As a truck driver, your responsibilities include ensuring that:

- required rest breaks are taken,
- records of your driving hours are kept,
- your vehicle does not exceed mass limits,
- your vehicle and load do not exceed dimension limits,
- your load is appropriately restrained,
- you do not exceed the speed limit, and
- you do not tamper with any equipment required to be fitted to the vehicle.

What You Need to Do

As a driver, you need to make sure that your conduct does not compromise road safety or involve breaking the law.

You should be familiar with the Professional Driver Code of Conduct and Heavy Vehicle Driver Fatigue Laws.

You should also know your vehicle's mass. Examples of ways you can do this include:

- keeping weighbridge dockets issued to the vehicle you are driving,
- using on-board scales to check your weights, and
- keeping any loading documentation that shows the weight of your load.

You must not exceed the regulated hours for driving and working. Remember that these are maximum hours. You should always rest when tired, and have adequate sleep to prevent fatigue.

You should make sure that your vehicle does not exceed legal dimensions.

Your load should be checked to ensure it is properly restrained, even if you are not the person who loaded the vehicle. You should check the adequacy and condition of restraining equipment (chains, ropes, straps etc.).

You should make sure you observe the speed limit at all times.

Special Defence for Drivers

Under legislation, if someone else is responsible for maintaining the vehicle you drive, or its equipment, you won't be liable for any deficiencies provided that:

- you did not cause or contribute to the deficiency,
- you did not know or could not reasonably be expected to have known of the deficiency, and
- you could not reasonably be expected to have checked whether there were, or were likely to be, deficiencies.

Operator/Manager/ Scheduler

Responsibilities

As an operator, manager or scheduler of a business involved in road transport, your responsibilities include ensuring that:

- rosters and schedules do not require drivers to exceed driving-hours Regulations or speed limits,
- vehicle speed limiters are functioning,
- vehicles do not exceed mass or dimension limits,
- appropriate restraint equipment is provided and loads are appropriately restrained, and
- you keep records of your drivers' activities, including driving, work and rest times.

What You Need to Do

As an operator, or an employee of an operator, you need to make sure that your conduct does not compromise road safety or involve breaking the law.

You should:

- ensure that you are familiar with the Transport Industry Operator Code of Conduct,
- implement systems to ensure that the mass of each vehicle is assessed and recorded for each trip,
- have an auditable system for rostering and scheduling your drivers so that they do not exceed the regulated hours of driving and work or any speed limits, and that they have sufficient opportunity for rest and sleep to avoid fatigue,

- have work practices in place so that vehicles and equipment are kept in good condition and all loads are properly restrained,
- ensure that, if speed limiters are fitted to the vehicles, they are operating properly,
- keep records of drivers' activities including driving, working and resting, and check that they are complying with the Regulations,
- include compliance assurance conditions in relevant commercial arrangements with other responsible persons,
- ensure that employees have the necessary information, instruction, training and supervision to enable compliance with relevant laws.

More Information on Chain of Responsibility

VicRoads on 13 11 71.

Web search (see page 4):

Field B: chain of responsibility
Field C: www.vicroads.vic.gov.au

OHS *Policy* Statement

The present focus of State and Federal occupational health and safety legislation requires employers to:

- establish and maintain formal consultation procedures allowing for the regular exchange of information on OHS issues between management, supervisors, employees and contractors, and
- formalise, through documentation, standard risk identification and control mechanisms, and safe systems of work practices.

A company OHS policy statement should be in place. This should be a brief but concise declaration of intent, and should define lines of responsibility and the processes of accountability for both management and employees alike. It should also demonstrate the joint commitment of management and the workforce to translating that commitment into effective action.

It should indicate, in clear and simple terms, the organisation's health and safety policy objectives, and outline the arrangements to achieve those objectives, including the allocation of functions and responsibilities.

Issues that should be covered in company OHS policy statements include:

- a senior management commitment to the provision and maintenance of working environments that are safe and without risks to health,
- the integration of that commitment into all organisational activities,
- a commitment to document the functions and duties of all people in the organisation for maintaining health and safety standards and practices,
- the accountability of all levels of management for implementing health and safety practices and procedures,
- the importance of consultation and co-operation between management and employees for the effective translation of policy objectives into action,
- the training of employees and sub-contractors (including labour-hire personnel and owner-operators who are deemed employees in all these activities) in, and communication of, health and safety practices and procedures, and
- a commitment to regular monitoring and review of the policy and its effectiveness.

The policy must be kept up to date in line with developments across the organisation. Accordingly, arrangements must be in place to monitor and review the effectiveness of the policy statement. Indeed, it should be reviewed every year to make sure it remains current and relevant.

All employees must be aware of the significance of the OHS policy statement, together with the strategies and plans for conversion of the policy into action.

The policy statement should be ratified and supported by management and employee representatives.

Upon agreement, the document should be widely distributed, explained to all existing and new personnel and be posted on all noticeboards within the workplace.

Management Commitment

In demonstrating a company's OHS commitment towards all levels of staff and contractors, actions such as the following are necessary.

Demonstration of Commitment

Clearly-defined company policies should be developed, appropriately distributed and clearly displayed.

Identification of Roles and Responsibilities

Responsibilities of line managers and site supervisors should be clearly identified for all employees and contractors working under their direction.

Continuous Improvement

Clear responsibilities and procedures should be established to ensure continuous improvements in providing employees and contractors with healthy and safe workplaces.

These duties and responsibilities also apply to all contractors who employ staff or engage contractors themselves.

Consultation

Employees must be consulted when decisions are made or planned about occupational health and safety matters that directly affect them.

This includes consulting Health and Safety Representatives, where elected, and independent contractors whose health and safety is likely to be affected.

Consultation includes sharing information, giving employees an opportunity to express their views on the matter, and taking those views into account before decisions are made.

More Information on Management Commitment

Web search (see page 4):

Field A: criteria evaluating
Field B: management commitment
Field C: www.worksafe.vic.gov.au

Safe Work Practices

Safe work practices and procedures should be developed from knowledge and assessment of the work system as a whole.

Audits and assessments of existing work practices and procedures should be conducted, and formal risk evaluations and control measures should be documented.

All levels of staff should be involved in the development of safe work practices. This will help in gaining a total commitment from all employees to the implementation of such procedures.

Safe work practices should address each of the following areas:

- The design of transport vehicles with regard to OHS considerations such as entry and exit for drivers, ergonomic layout, ride and noise level.
- The safe operation of plant, machinery and powered mobile plant (including roadside work) and the prevention of fatigue.
- Issues about working at height, including top of load.
- The safe handling of raw materials, intermediates, waste and by-products, etc, including consideration of the weight bearing tasks, the size and shape of loads and use of mechanical aids etc.
- Appropriate reporting lines and contacts with regard to accident and hazard reporting, contingency planning, lock-out procedures, etc.
- The adequate supply, use and maintenance of any and all personal protective equipment.
- The reporting of hazards or unsafe work practices at workplaces not under the control and management of the employer (or contractor) to the employer's (or contractors) representative.
- The implementation of effective emergency procedures.
- Appropriate and documented vehicle and plant maintenance systems.
- The safe interface of forklifts into transport yards, warehouses or other shared areas ensuring that pedestrians are physically separated from forklifts.
- Other areas where there is a risk of harm.

Each workplace should be assessed individually, according to their particular needs and functions – not limited to these suggested areas.

More Information on Safe Work Practices

- www.worksafe.vic.gov.au
- **Web search** (see page 4):
  - WorkSafe:
    Field B: safety assessment tool
    Field C: www.worksafe.vic.gov.au
  - Safe Work Australia:
    Field B: safe work practices
    Field C:
    www.safeworkaustralia.gov.au

Controlling OHS Hazards and Risks

Workplaces can be dangerous; there are many hazards that have the potential to kill, injure or cause ill health or disease. Protecting the health and safety of people in the workplace is a community expectation that makes good business sense.

Workplace incidents can have a dramatic impact on people's lives (people in the workplace, families and friends), and they can have significant financial impacts on organisations through loss of skilled staff and lost production of goods or services.

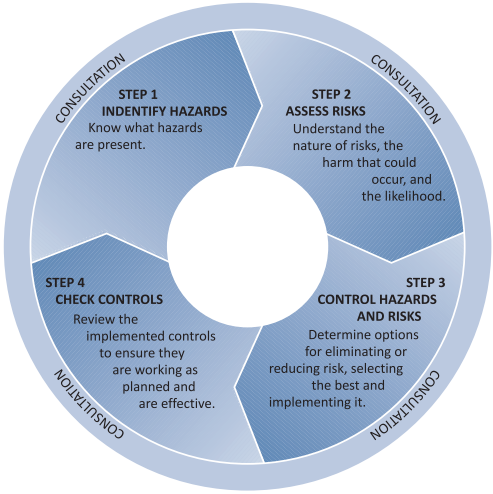
Duty-holders (employers, self-employed people and those with management or control of workplaces who have duties to ensure health and safety under the OHS Act and its Regulations) have obligations to ensure the health and safety of people so far as is reasonably practicable.

A safe and healthy workplace and compliance with the law does not happen by chance or guesswork.

Good health and safety is all about eliminating and controlling hazards and risks.

This is best achieved by a proper consideration of the sources of harm and what can be done to prevent the harm from occurring. An outline of the methods used to control OHS hazards and risks is provided below.

Steps in Controlling Hazards and Risks



Consultation with HSRs and Employees

Consultation with Health and Safety Representatives (HSRs), employees and others is a critical part of controlling OHS hazards and risks.

Apart from it being required by law, involving HSRs, employees and others at the workplace in the method makes sense.

The people who do the job often know and can provide insight into how hazards and risks can come about, and about the workability and effectiveness of potential controls.

They also have to work with the control measures, and they will do this more effectively if they understand the reasons for them and how they work.

Consultation with HSRs, employees and independent contractors and their employees at the workplace in each step of the process is required by law; that is, when:

- Identifying and assessing hazards and risks.
- Making decisions about controlling risks.
- Making decisions about procedures for providing information and training to employees and monitoring the health of employees.

Consultation must involve sharing information with those people, giving them a reasonable opportunity to express their views, and taking those views into account.

If there is a Health and Safety Committee, it may be useful to engage the Committee in the process as well.

Key Concepts

There are four important concepts that need to be understood so that the information on these pages makes sense:

- A **hazard** is something currently (or which may in future be) in the work environment that has the potential to cause harm to people.
- A **risk** is the chance (or likelihood) that a hazard will cause harm to people.
- **Harm** is death, injury, illness (including psychological illness) or disease that may be suffered by a person from a hazard or risk.
- A **control** is a thing, work process or system of work that eliminates an OHS hazard or risk or, if this is not reasonably practicable, reduces the risk so far as is reasonably practicable.

Step 1: Identify Hazards

Identifying hazards involves finding all of the foreseeable hazards in the workplace and understanding the possible harm that the hazards may cause.

What to Look For

A hazard is something in the workplace (or that will be in the workplace) that can cause harm to people. A piece of plant, a substance or a work process may have many different hazards, and each of these hazards needs to be identified.

For instance, a production line may have mechanical hazards, noise hazards, electrical hazards, body stressing hazards associated with manual handling, and psychological hazards associated with the pace of work.

Methods for Identifying Hazards

There are a number of methods for identifying hazards. The following are the most common:

Inspecting the Workplace:

A walk though the workplace is a direct way of identifying many hazards.

This walk-through can be assisted by using a hazard checklist developed in consultation with employees to suit the workplace.

Inspections should not be limited to physical things such as plant, equipment or buildings and structures – they should also look at systems of work and work procedures.

A walk-through may detect straightforward problems – action should be taken on these immediately. Some may be simple matters such as a risk control not being used or not working properly, or things being put in the wrong place.

There is no need to do a formal risk assessment – action can be taken without delay to eliminate or control the risk – and consultation can take place on the spot with the employees or HSRs doing the inspections, and with the people doing the work.

At the other end of the scale, however, a walk-through may detect a situation that represents an immediate or substantial danger to people doing work.

The work causing the risk should either be stopped immediately or the people moved to safety.

Finding and Applying Available Information

A large amount of information is readily available for particular industries, types of activity and job types. For example:

- WorkSafe publishes information on its website and in hard copy on a range of OHS topics and industries.

  Visit www.worksafe.vic.gov.au or read the WorkSafe publication *More information about Controlling OHS Hazards and Risks*.
- Industry associations and unions can provide information about hazards in particular industries or particular jobs.
- Manufacturers and suppliers can provide information about hazards associated with specific plant, substances or processes.
- Material Safety Data Sheets (MSDS) from manufacturers or suppliers of workplace substances. WorkSafe's workers' compensation insurance agents.
- Technical and OHS specialists.

Testing and Measuring

Some hazards, such as noise and atmospheric contaminants, may require measurement to decide if further action is required. For instance, there are simple comparisons that can be made to estimate general noise levels (e.g. can people working within close proximity be easily heard?), and testing and measuring can provide a more accurate determination of the hazard (e.g. noise meters, atmospheric testing).

Surveys of Employees and Others at the Workplace

Conducting a survey of employees and others who work at the workplace can provide valuable information about matters such as workplace bullying, occupational stress, as well as muscle and skeletal aches and pains that can signal potential hazards.

Analysing Records and Data

Records of injuries or incidents and the results of any investigations are useful sources of information about hazards. Larger organisations may even have records or data that show incident and injury trends. WorkSafe and other workplace safety authorities publish data about the common sources of injury in particular industries. Similarly, some industry associations may have data about the hazards that have caused injuries in the industries that they cover.

Hazard Identification Outcomes

Hazard identification provides a complete knowledge of the hazards for the particular part of the workplace assessed. Keep a list of what the hazards were and where they were identified to ensure that nothing is forgotten.

Step 2: Assess Risks

Risk assessment is a process for developing knowledge and understanding about hazards and risks so that sound decisions can be taken about control.

A formal risk assessment is unnecessary if the knowledge and understanding already exist. However, often a risk assessment is the best way of building knowledge and understanding.

Risk assessment assists in determining:

- what levels of harm can occur;
- how harm can occur;
- the likelihood that harm will occur.

A risk assessment provides knowledge to make informed decisions about controlling hazards and risks. The risk assessment needs to be tailored to the situation and to the organisation in which it is conducted; it can be as simple as structured discussion during consultation or it can be more elaborate and formal.

When Should a Risk Assessment be Done?

A risk assessment should be done when:

- there is only limited knowledge about a hazard or risk, or about how the risk may result in injury or illness;
- there is uncertainty about whether all of the things that can go wrong have been found;
- the situation involves a number of different hazards that are part of the same work process or piece of plant, and there is a lack of understanding about how the hazards may impact upon each other to produce new or greater risks.

There are common events in the life of an organisation when a risk assessment should be done. These events typically result in a lack of understanding about OHS hazards and risks or what needs to be done to control them.

When a Risk Assessment is Not Necessary

Many hazards and risks are well known and have well established and accepted control measures. A formal risk assessment is not required when:

- OHS laws require some hazards or risks to be controlled in a specific way. These requirements must be complied with.
- Other laws require specific risk controls to be implemented, e.g. gas and electrical safety and dangerous goods laws. These requirements must be complied with.
- A WorkSafe Compliance Code, or other WorkSafe guidance, sets out a way of controlling a hazard or risk and the guidance is applicable to the situation. In these instances, the guidance can simply be followed.
- There are well known and accepted controls that are in widespread use in the particular industry, that are suited to the circumstances in the workplace and provide acceptable control of the hazards or risks. These controls can simply be implemented.

Work Out what Levels of Harm Can Occur

The level of harm from a hazard will influence decisions about how much effort is needed to control the risks.

The hazards in the workplace should have been identified in Step 1. The first task in the risk assessment phase is to work out what harm each hazard can cause.

This involves looking at the potential of the hazard and making an assumption that a person will be exposed to it when the harm actually occurs. A hazard may have the potential to cause a range of different types of harm ranging from minor discomfort to a serious disabling illness, injury or death. The possible levels of harm need to be understood.

For example, liquefied petroleum gas (LPG) cylinders may be stored in a factory room. One of the hazards of LPG is its potential to catch fire or cause an explosion. If the LPG escapes:

- The gas may disperse harmlessly.
- If ignited, the room could be set on fire, causing burns to anyone in the room.
- If enough gas escaped, there could be an explosion that could destroy the room,

damage areas outside and kill or injure anyone nearby.

Ask the following questions to estimate the degree of harm that could result from each hazard:

- What harm can occur?

  Could the hazard cause death, serious injuries, illness or less serious harm, such as minor injuries requiring first aid?

- What factors could influence the severity of an injury?

  For example, the distance someone might fall or the concentration of a particular substance will determine the level of harm that is possible.

  The harm may occur immediately something goes wrong (e.g. injury from a fall) or it may take time for it to become apparent (e.g. illness from long term exposure to a substance).

- How many people could be harmed?

  If something goes wrong, is one person affected or are many people affected? For example, a mobile crane collapse on a busy construction site has the potential to kill or injure a large number of people.

- Are there circumstances that could magnify the severity of an injury or incident?

  Using information about the nature of risks and the effectiveness of controls can provide an indication of the potential harm when more than one thing goes wrong.

When assessing how things may go wrong, look more broadly than the immediate effects.

Can one failure initiate other failures?

Is there something in the workplace that can be affected to cause the incident to become more serious?

For example, failure of electrical supply can cause risk controls that rely on electricity in the workplace to become ineffective unless they are 'fail safe'.

The presence of large amounts of unnecessary combustible material in a workplace can spell disaster in the event of an initial minor fire that is not controlled quickly.

Work Out how Hazards may Cause Harm

A sequence of events has to occur before a hazard will cause harm to a person.

Understanding the sequence of events provides valuable information about how to control the risk from the hazard.

If one or more of the events in the sequence can be stopped or changed, the overall risk may be eliminated entirely or reduced.

One way of working out the sequence of events is to determine the starting point where things begin to go wrong and then ask, If this happens, what may happen next?

Continuing to ask this question will provide a list of events that results in the harm eventuating.

Each of the identified risks associated with a hazard needs to be analysed to develop an understanding of how harm can be caused. In doing so:

- take account of existing health and safety controls;
- look at how work is actually being carried out rather than relying on written manuals and work procedures;
- look at abnormal situations, as well as how things are normally meant to occur. Consider maintenance and cleaning, as well as breakdowns of equipment and failures of health and safety controls.

Work Out the Likelihood of Harm Occurring

The likelihood that a hazard will cause harm will influence decisions about how much effort needs to be taken to control the risks.

Estimating likelihood can be based on what is known about a risk, the actual circumstances of the workplace and the way work is really done.

It should be sufficient to simply rate the likelihood as one of the following:

- certain to occur;
- very likely;
- likely;
- unlikely;
- rare.

It is not usually necessary to quantify frequencies or probabilities to understand the likelihood of harm occurring.

Risk Assessment Outcomes

Carrying out a risk assessment provides an understanding of what harm hazards can cause, how the hazards cause harm and the likelihood that harm will occur.

Step 3: Control Hazards and Risks

Duty-holders are required to ensure health and safety by controlling risks.

Risks must be controlled by eliminating them as far as reasonably practicable or, if this is not possible, reducing the risks that remain as far as reasonably practicable.

Arriving at appropriate controls involves:

- Identifying the options for controls.

  A control option may be a single control or it may be made up of a number of different controls that together provide protection against a risk.

- Considering the control options and selecting a suitable option that most effectively eliminates or reduces risk in the circumstances.

- Implementing the selected option.

Note: mandatory controls specified in the OHS Regulations must be implemented regardless of the results of the methods in this guide.

Reasonably Practicable

Duty-holders are required to ensure health and safety, so far as is reasonably practicable.

Determining what is reasonably practicable to protect people from harm involves weighing up all the following matters and making a judgement about what is reasonable in the circumstances:

- The likelihood of a hazard or risk occurring.
- The degree of harm that would result if the hazard or risk occurred.
- What the duty-holder knows, or reasonably ought to know, about the hazard or risk, and any ways of eliminating or reducing the risk.
- The availability and suitability of ways to eliminate or reduce the hazard or risk.
- The cost of eliminating or reducing the hazard or risk.

Steps 1 and 2 provide information about the hazards and risks in the workplace and their likelihood and degree of harm.

Some Controls are More Effective than Others

The various ways of controlling risks can be ranked from the highest level of protection and reliability to the lowest. According to this ranking:

- The **most effective** protection measure is to eliminate the risk, which can be done by eliminating the hazard.

  If the hazard cannot be eliminated, then eliminate as many of the risks associated with the hazard as possible.

- The **second most effective** measure is to reduce the risks that remain by changing the risk to reduce the likelihood and/or level of harm.

  These measures are more effective than those that rely on controlling the behaviour of people.

- The **least effective** measure is to change the way people expose themselves to the risk, or their behaviour.

  This does nothing to change the risk itself, but relies on protecting people by controlling the behaviour or skill levels of people, limiting the chance of human failure, limiting exposure time or by providing personal protective equipment for people to use.

OHS Regulations contain requirements concerning the order in which controls must be considered. These Regulations must be complied with.

Eliminating the Hazard or Risk

Eliminating Hazards

A hazard can be eliminated if it is not really necessary to have the hazard in the workplace to start with.

Example: Mezzanine floors or space above offices in warehouses and manufacturing areas are often used to store archived records and disused items. These areas can become fire hazards, and there are fall hazards if proper access arrangements are not made. These hazards are not necessary. Good records management and discipline concerning appropriate storage or disposal of unwanted items can eliminate these hazards.

Eliminating Risks

A hazard may not be able to be eliminated if doing so means that the end product or service cannot be made or delivered.

A hazard will normally have several different risks associated with it, and these should have been identified in the risk assessment. The hazard may have the potential to cause different kinds of harm or be capable of causing different levels of the same type of harm. These are different risks.

If the hazard cannot be eliminated, the next step is to find out how many of the risks associated with the hazard can be eliminated by making it impossible for a particular kind or level of harm to happen.

Review the sequence of events that leads to the harm occurring. Can the sequence of events be broken by a control in such a way that the harm can never happen?

Reducing Risks

If it is not possible to eliminate the hazards or all of the risks, steps need to be taken to reduce the likelihood or degree of harm of the hazards and risks that remain.

Changing the Risk to Reduce it

Changing the risk is the most effective way of reducing it because this approach is less reliant on people performing faultlessly.

The three approaches to changing risk to reduce it are to:

1. substitute the risk with a lesser risk;
2. reduce the risk by using engineering methods or changing the work process;
3. isolate people from the risk.

Examples:

1. Substitute the hazard with one that has lesser risks: For instance, the risks from body stressing (back and shoulder injuries) from lifting and moving 40kg bags of cement can be reduced by having cement delivered in 20kg bags. The likelihood and severity of injury will be reduced.
2. Using engineering controls or changes to systems of work: Engineering controls involve the use of mechanical or electrical devices to reduce risk – a guard on a machine is an example of an engineering control.
3. Isolating people from the source of risk: This involves physically separating people from the source of harm by space or by using barriers. For instance, a particularly noisy piece of equipment may be located in an area of a workplace where people do not normally work.

Changing How People Interact to Reduce Risk

This method of risk reduction does nothing to change the risk itself.

It relies on changing the likelihood that a person may be harmed by changing how people interact with the hazard or risk, or how they behave.

On its own, this method of risk reduction is unreliable because it relies on people acting as expected.

However, used in combination with more effective controls, it can be used to further reduce risk.

Developing Control Options

Researching Potential Control Measures

Information about risk controls may be obtained from:

- WorkSafe – Compliance Codes and guidance material;
- industry associations;
- unions;
- manufacturers and suppliers of plant, substances and equipment used in your workplace.

In some cases, published information will provide guidance to whole work processes. In other cases, the guidance may relate to individual items of plant or how to safely use specific substances. The options can be implemented if they are appropriate to the situation and provide high levels of protection from the risk.

Developing Specific Control Measures

Specific control measures may need to be developed if the available information is not relevant to the hazards and risks or circumstances at the workplace.

This can be done by referring to the sequence of events that were recorded during the risk assessment. For each of the events in the sequence, ask "What can be done to stop or change the event occurring?".

Working through all of the events in the sequence will result in a list of all of the possible control measures that can be applied to eliminate or reduce the risk. There may be more than one measure for each of the events.

The control options that have been identified need to be evaluated. The control option that is selected must be:

- Available – that is, it or its parts can be purchased, made to suit or be put in place.
- Suitable for the circumstance in the workplace – that is, it will work properly given the workplace conditions, work process and the people who do the work, and have the least impact on the delivery of goods or services.
- One that provides the highest level of protection for people and is the most reliable – that is, controls that are towards the top of the hierarchy.

Where there are options for control, the ones that have the most impact on the likelihood and/or the degree of harm (e.g. elimination) should be implemented in preference to options that have lesser impacts.

Where the hazard or risk has the potential to cause high levels of harm (e.g. death, serious injury or serious illness), more emphasis should be given to those controls that eliminate or reduce the level of harm than those that reduce likelihood.

Controls must provide the highest level of protection that is reasonably practicable in the circumstances.

Cost

The cost of controlling risk is a factor that can be taken into account in determining what is reasonably practicable.

There are controls available for all risks, and cost is never a reason in itself for doing nothing; it is always possible to provide instructions to those exposed to the risk or to stop the activity that gives rise to the risk.

There will normally be a number of different control options between these two extremes, and cost is one factor that may be considered in determining the best control option.

However:

- A duty-holder's own inability to afford the cost of a particular control option is not a factor in determining what is reasonably practicable.

  WorkSafe expects a duty-holder to incur the cost if other duty-holders in that particular type of enterprise do so.

  For example, the provision of canister respirators for workers involved with spray painting with isocyanate paints is a well known and accepted means of controlling the risks that remain after engineering controls are implemented.

  A duty-holder who provides gauze masks because canister respirators are too costly will not be doing what is reasonably practicable to control the risk.

- The cost of providing the highest level of protection should be borne unless it is unreasonable in the circumstances to do so.

A decision not to implement controls should only be made where the cost far outweighs the safety benefits that will be achieved.

If two control strategies will result in the same levels of protection for people and have the same reliability, it is appropriate to adopt the least costly option.

Cost should not be used as a reason for adopting controls that rely exclusively on changing people's behaviour or actions when there are controls available that can change the risk through substitution, engineering or isolation.

Implementation of Controls

After decisions have been made about the controls, an organised and managed approach needs to be taken to ensure that the controls are put in place.

Good organisational or business management practice should be followed:

- develop plans;
- allocate budget;
- assign responsibility and accountability for the various steps in the plan;
- assign responsibility and accountability for resolving problems and issues during the planned work;
- monitor and report on progress of the work;
- test controls once they are put in place.

The formality of the plan and the extent of it will need to match the organisation and the extent of work to be done.

Risk Control Outcomes

At the end of the risk control step, all of the reasonably practicable measures to either eliminate risk or reduce it should have been identified and implemented.

Step 4: Check Controls

Controls that are put in place to protect the health and safety of people need to be monitored to ensure that they work as planned.

This requires checking them and ensuring that processes are put in place to identify and quickly fix problems.

Checking Controls

Checking controls involves the same methods as in the initial hazard identification step (Step 1), and creates the loop in which workplace health and safety measures are maintained. Common methods used to check the effectiveness of controls are:

- inspecting the workplace;
- consulting employees;
- testing and measuring;
- using available information;
- analysing records and data.

Any failures in current controls should become apparent if these checks are made on a regular basis.

Mandatory Review of Controls

There are certain situations where OHS Regulations require hazard and risk control measures to be reviewed and, if necessary, revised. These situations generally arise when:

- The hazard or risk changes.

  This can occur if there is a change to the thing, work process or system of work that gives rise to the hazard or risk.

- The current control measures do not adequately control the hazard or risk.

- An HSR requests a review on reasonable grounds.

Refer to the OHS Regulations to find out more information about the mandatory review of controls.

Maintaining Effective Controls

Maintaining effective controls to withstand the impacts of changed operating conditions requires a number of things to be put in place.

The following elements are necessary to maintain effective controls over time:

- Allocated accountability for health and safety – accountability must be clearly allocated at various levels of management to ensure procedures are followed and maintained.

- Regular consultation – risk controls are more effective where there is initial and ongoing consultation with employees and HSRs.
- Effective communication – risk controls are more effective where procedures are communicated in appropriate language, and signs and symbols are used.
- Up-to-date training and competency – risk controls, particularly lower level controls, depend on all workers and supervisors having the appropriate competencies to do the job safely.

  Training should be provided to maintain competencies and to ensure new employees are capable of working safely.
- Up-to-date hazard information and risk assessments – information about hazards, such as plant and substances, may be updated by manufacturers and suppliers from time to time, and needs to be checked to make sure controls are still relevant.

Changes to operating conditions or the way activities are carried out may also mean that risk assessments need to be updated.

Checking Control Outcomes

A good process for checking controls should test the ongoing effectiveness of control measures.

If problems are detected, go back to any point in the methodical approach, review your information and make further decisions about risk control.

Rehabilitation *Policy*

All employers should have a rehabilitation policy in place to define return-to-work practices with the aim of helping injured workers return to work as soon as possible.

Returning to work early has been shown to be the best way of helping workers recover from injuries as it maintains their job skills and financial security while they recover in a familiar workplace environment.

Every workplace must have:

- **a risk management program** – a written outline of the steps that will be taken after an injury has occurred to reduce the risk of that injury happening again.
- **an occupational rehabilitation program** – an outline of the way injuries are managed at the workplace. It must be developed in consultation with workers, be in writing, and be made available to all workers.
- **a return-to-work plan** – an individual plan for each injured worker to help them return to work. This written action plan can either help an injured worker to stay at work, or can assist them in returning to work after their injury. The employee concerned must participate and co-operate in this part of the process.

In workplaces where there is an annual remuneration of $1 million or more, a Return to Work Co-ordinator must be permanently appointed. For employers whose annual remuneration is less than $1 million, a Return to Work Co-ordinator must be appointed at the outset of each claim, and all involved in the claim must be told who that person is.

Treatment, return-to-work activities and any necessary occupational rehabilitation services should begin as soon as possible after an injury, to ensure the earliest possible return to pre-injury employment.

Suitable employment, including modified or alternative duties, should be made available to assist the injured worker to remain at work or return to work at the earliest opportunity.

These duties must be meaningful and suitable for the injured worker, and a list of them should be forwarded to the treating doctor for approval.

! Reference should be made to the employer's WorkSafe Agent for more detailed advice about employers' rehabilitation obligations. Agents will typically have a claims manager and that should be the person you seek out for advice.

More Information on Rehabilitation Policy

Web search (see page 4):

- Field A: rehabilitation
  Field B: return to work
  Field C: www.worksafe.vic.gov.au
- Field A: rehabilitation
  Field B: developing an occupational
  Field C: www.worksafe.vic.gov.au; or
- Field A: rehabilitation
  Field B: risk management program
  Field C: www.worksafe.vic.gov.au

Safety Inspections

Safety inspections play a vital part in preventing workplace accidents and incidents. You should use your own experience and the experience of others, as well as knowledge within the industry to make these processes as effective as possible.

Self Auditing/Periodical Inspections

All workplaces should establish standards against which management and staff hold themselves accountable. Some methods for doing this include:

- examining hazards found and improvements made in response to previous incidents and injuries,
- using collective industry knowledge, and
- identifying site risks particular to the business.

Preventive Maintenance Programs

Maintenance should be scheduled and conducted *before* failures happen.

Waiting for a failure is dangerous and costly, and can occur at the worst time for a business.

Recommended maintenance programs should be adhered to – if they are not available, they can be calculated and carried out at the most convenient time.

Manufacturers have recommended maintenance intervals for their equipment. This information can be obtained from manufacturers or suppliers.

More Information on Safety Inspections

- Manufacturers
- Suppliers
- Employee Consultation
- Expert and Engineering Experience

Web search (see page 4):
Field B: safety inspection
Field C: www.worksafe.vic.gov.au

You will help make your workplace safer if you:

- take reasonable care regarding your own health and safety when at work,
- take reasonable care not to affect the health and safety of others by your acts or omissions,
- follow all safety guidelines/systems of work as per training and instructions,
- make sure you have a certificate of competency if you operate or drive industrial equipment that requires certification,
- tell the people in control of your workplace about potential hazards or personal physical problems in the workplace,
- work with your employer in any action taken to make your workplace safer, and
- report any injury immediately to the person responsible for safety at your workplace.

Incident Reporting and Investigation

An incident can involve an injury or a dangerous occurrence (commonly known as a near miss).

Near misses are really near hits. They are events that could have led to an injury.

Near misses are a useful indicator of a problem without somebody actually getting injured.

Make sure that near misses – as well as accidents – are reported and learnt from. All incidents should be investigated to identify causes and determine corrective actions.

It is a key management responsibility to ensure that hazards causing, or potentially causing, employee injuries are promptly reported to supervisory personnel and that remedial action is promptly taken.

Details of these incidents should be recorded whether they involve personal injury or not.

! Where an injury occurs, employers are required to make changes to stop the same thing happening again.

The formats described in Australian Standard AS 1885, *Workplace Injury and Disease Recording* can be used to record details of workplace injuries and illnesses.

Analysis of such data shows that, as would be expected, many more incidents occur that cause no injury or serious damage than those that do.

! Suitable preventive or remedial actions taken at this stage will greatly reduce the likelihood of repeat incidents, and perhaps more serious injury incidents, occurring.

The management-nominated contact person and the elected Health and Safety Representative should be involved in investigations involving property damage, injuries and dangerous occurrences.

Reporting Incidents to WorkSafe

All statutory requirements to advise WorkSafe Victoria of dangerous occurrences and injuries to personnel must be complied with.

Strict time limits for reports and records apply. The incident site must not be disturbed.

An employer or self-employed person must notify WorkSafe immediately they become aware of an incident that results in death or serious injury.

Serious injuries include, but are not limited to, those that require:

- medical treatment within 48 hours of exposure to a substance,
- immediate treatment in hospital as an in-patient, or

- immediate medical treatment for injuries, for example, amputation, serious head or eye injuries, scalping, electric shock, spinal injury, loss of bodily functions or serious laceration.

This duty also applies to incidents that expose a person in the immediate vicinity to an immediate health or safety risk, including:

- the collapse, overturning, failure or malfunction of, or damage to, plant that is required to be licensed or registered,
- the collapse or failure of an excavation or of any shoring supporting excavation,
- the collapse or partial collapse of a building or structure,
- an implosion, explosion, or fire,
- the escape, spillage or leakage of any substance, including dangerous goods, or
- the fall or release from a height of any plant, substance or object.

Within 48 hours of becoming aware of such an incident, the employer or self-employed person must give WorkSafe a written record of what occurred.

They must keep a copy of this record for at least five years and make copies available to:

- an inspector,
- people injured or exposed to risk by the incident, and their representatives,
- the representatives of anyone who died as a result of the incident, and
- the Health and Safety Representative for the designated work group, and members of any Health and Safety Committee established.

The site of a notifiable incident must not be disturbed until an inspector arrives at the site or directs otherwise. A site may, however, be disturbed to protect a person's health or safety, to help someone who is injured, or to make the site safe.

More Information on Incident Reporting and Investigation

📖 Occupational Health and Safety Act 2004

WorkSafe – 13 23 60

Web search (see page 4):

- **Australian Standard AS 1885.1 – Workplace Injury and Disease Recording**
  Field B: AS 1885
  Field C: www.safeworkaustralia.gov.au
- **Incident Notification Form**
  Field B: incident notification form
  Field C: www.worksafe.vic.gov.au
- **Incident Reporting**
  Field B: incident reporting
  Field C: www.worksafe.vic.gov.au

Phone WorkSafe Victoria on 13 23 60 to report a serious injury or incident. See "Reporting Incidents to WorkSafe" on this and the previous page for what's considered to be 'serious'.

Consultation, Issue Resolution, Health & Safety Reps and OHS Committees

Consultation

The Victorian OHS Act requires that employers must consult with employees. If employees are represented by a Health and Safety Representative (HSR), consultation must involve the Representative.

The Occupational Health and Safety Regulations 2007 provide information on how HSRs are to be consulted.

The OHS Act also covers the election and powers of HSRs and Deputy HSRs.

Issue Resolution

The OHS Act requires that employers have in place an agreed procedure for the resolution of issues.

This can be developed by the employer together with employees and HSRs, or the procedure provided in the OHS Regulations 2007 can be followed.

Designated Work Groups (DWGs)

This is a group of employees who share common work practices and want to be represented on health and safety matters. Employees are legally entitled to ask their employer to establish a DWG.

Health & Safety Representatives (HSRs)

Health and Safety Representatives are the employees' voice in the workplace. They are elected by the designated work group to work with management on OHS matters.

HSRs have specific powers under the OHS Act and play a vital role in keeping workplaces safe. They are a key element in an effective OHS system.

Employers should actively encourage the establishment of DWGs and the election of HSRs.

! *Statistics show that workplaces with OHS Committees and HSRs have fewer injuries.*

Under the Act, elected HSRs and Deputy HSRs must be allowed to attend approved training.

Where an employer operates on more than one site, or where a number of employers operate at one site, on multiple adjacent sites, or on many diverse sites, it may be appropriate for DWGs to be formed that cover these employees.

Any arrangements for multi-site or multi-employer DWGs are to be made by negotiation between the employer/s and employees affected.

OHS Committees

Occupational Health and Safety Committees are a pro-active method of raising and addressing OHS matters in the workplace. Committees are made up of management and employee representatives.

At least half the members of the Committee must be employees. Where there are elected HSRs or Deputy HSRs, these should be on the Committee so far as practicable.

The law requires that Committees meet at least once every three months.

OHS Committees are an excellent means of encouraging consultation and co-operation throughout the organisation.

Members of an organisation's OHS Committee should be drawn from all parts of the organisation.

A Committee can develop a sense of ownership of OHS amongst personnel, and lead to many significant advantages in terms of safer and healthier workplaces, a reduction in incident-related costs, improved quality and better morale.

It is strongly recommended that all members of the OHS Committee receive formal training to assist them to work as an effective and efficient team.

! The benefits of an OHS Committee in establishing policies and developing systems and procedures should not be underestimated.

More Information on Consultation, Issue Resolution, Health & Safety Reps and OHS Committees

Web search (see page 4).
Field A: consultation representation
Field B: health and safety representatives
Field C: www.worksafe.vic.gov.au

Training *and* Induction

The Occupational Health and Safety Act 2004 requires that sufficient information, instruction, training and supervision must be provided to employees, as far as is necessary to allow them to perform their work in a manner that is safe and without risk to health.

This means that a formal, structured induction and ongoing training program should be in place for all employees and contractors (including labour-hire personnel) to assist in understanding the hazards which they may face in their tasks.

Where relevant, training and information should include such areas as:

- introduction to the workplace,
- identification/assessment/control of hazards (plant, noise, manual handling, heat, cold, confined spaces, etc.),
- safe work practices,
- safe forklift operations,
- introduction to new equipment and procedures,
- manual handling,
- emergency procedures (e.g. evacuation, trauma, etc.),
- accident investigation, reporting and recording,
- OHS Committees, Health and Safety Representatives and methods for consulting and representing employees (including contractors) on OHS.

In the transport industry, it should also cover such specific issues as:

- sharing the road and consideration of other road users,
- traffic management,
- load restraint,
- safe loading and unloading,
- safer driving,
- fatigue-management systems,
- the presence of, storage, transport and handling of dangerous or hazardous goods, including waste,
- working safely on the roadside,
- use of seatbelts,
- driver distraction.

A useful approach to training is to carry out a training-needs analysis to identify OHS (and other) training deficiencies and to implement formal training programs in response.

OHS training should occur at all levels of the organisation, including senior management and key operations personnel. Supervisors in particular need to be well trained in the requirements for ensuring that work undertaken by their teams is done with safety as a priority.

Induction should include checking the currency of licences and certificates of competency.

Training is required when there are changes in the workplace, such as:

- modifications to work practices and procedures,
- the introduction of new technology, or
- the introduction of new plant or equipment.

These sorts of changes may also require a total review of some or all aspects of a company's work practices.

Structured training should lead to awarding certificates of competency.

! Appropriate representatives of each level of management and the workforce should be involved in the planning for, and introduction of, new technology, plant or equipment.

All training should be documented and regularly reviewed.

Health Priorities

HEALTHBREAK

When your organisation develops its policies and procedures, ensure that Road Safety Regulations are taken into account. For example, when developing a policy on drugs and alcohol, maximum blood levels of 0.05 or 0.00 BAC, depending on truck tonnage, must be included.

Drug and Alcohol Policy

For good safety reasons, the community is increasingly opposed to the use of drugs and alcohol on the road and in the workplace – especially when the workplace is the road they share.

Drink driving is a major contributing factor to road crashes. With a blood alcohol concentration (BAC) of .05, the risk of having a crash is double that of a driver with zero BAC.

Drug driving is also a major contributor to road fatalities in Victoria. Drugs can have similar effects to alcohol. This applies whether the drugs are for medicinal purposes (those bought over the counter at chemists can impair drivers just as much as prescription drugs) or for illicit purposes.

The effects of both alcohol and drugs can include:

- reduced mental alertness,
- diminished vigilance and concentration,
- lack of physical co-ordination, and
- inability to react quickly and appropriately to what's happening on the road.

Each workplace should have a drug and alcohol policy in place to deal with these issues before they come up.

Developing a Drug and Alcohol Policy

A workplace drug and alcohol policy is a written document which applies to all workers at the workplace. Consultation in the development of the policy is essential.

The following considerations need to be incorporated in a drug and alcohol policy:

- risk assessment,
- definition of impairment,
- method and frequency of testing (if appropriate),
- any exceptions (e.g. prescription drugs for illness),
- procedures for dealing with impairment (including rehabilitation, counselling, disciplinary action, etc.),
- procedures for approaching a visibly impaired worker,
- privacy and confidentiality,
- education and training,
- publicising of the policy,

- establishment of an employee assistance program (EAP),
- responsibility for implementation, and
- evaluation of the policy.

Once the policy is finalised, it should be publicised throughout the workplace so that all workers are familiar with it.

It is vital that all drug and alcohol policies are implemented consistently, that is, applied equally to all workers at all levels – not employed arbitrarily.

Provisions to stand people down when they are a risk to themselves and others requires consideration of industrial requirements.

Infectious Diseases

Nobody should be disadvantaged, discriminated against or have personal confidentiality breached because they contract a disease.

If a person has an infectious disease such as hepatitis, HIV/AIDS or tuberculosis, they cannot be discriminated against. This would be a case of disability discrimination under Equal Opportunity laws.

An employer cannot:

- make a worker have a blood test because they have an infectious disease,
- isolate, dismiss or segregate a worker because they have an infectious disease,

The duty to safeguard the health of employees now specifically covers psychological as well as physical health.

- breach a worker's confidentiality or privacy because they believe that others have a right to know about the disease for their own safety, or
- treat a worker badly because they believe that they use drugs or engage in other high-risk behaviour which caused the disease.

If an employer or workmate tells anyone else about another person's infectious disease without that person's permission, it may also be a breach of privacy laws – and any discrimination that followed from such a leak would be illegal.

Of course, every workplace is different, and it may be necessary to make some changes to a worker's duties if their health condition creates a risk to others, for example in food handling.

Each workplace should have a policy in place regarding this matter. Consultation in the development of this policy is essential.

A policy should be developed before there is an incident, and should include such things as:

- identifying the risks associated with an infected person working in particular jobs,
- the most fair and equitable way to redeploy someone who may be a risk,
- systems for the protection of the worker's privacy,
- education and training,
- establishment of an employee assistance program (EAP),
- responsibility for implementation, and
- evaluation of the policy.

Preventing Stress in the Workplace

Work-related stress is an increasing health and welfare issue, and the transport industry is prominent among industries whose workers are susceptible to stress and its effects.

The nature of transport work (that is, transactions, times, costs, etc) and the demands that are placed on people as a result induce constant work pressures.

Bullying and harassment are also sources of stress (see the next page for more on this issue).

The most effective way to deal with stress is through a strategic focus on prevention.

This means putting tangible solutions in place to prevent stress. Each workplace should have a policy in place to prevent, as far as possible, the issues associated with stress before they manifest themselves.

Consultation in the development of this policy is essential.

Developing a Policy

Initially, employers should identify what may cause stress in the workplace.

Once the possible sources of workplace stress have been identified, the potential for these actually harming employees needs to be determined, and suitable controls developed and put in place.

Some of the matters to consider include:

- workloads and work organisation,
- use of technology,
- introduction of change,
- communication,
- workplace culture, that is, norms in the workplace about choices and the way decisions are made,
- participation and decision making,
- extent of control over work methods such as work pace, working hours and work environment,
- workplace leadership,
- job security, status, pay, support and demands,
- the relationship between home and work,
- performance management systems,
- interpersonal relationships, and
- customer interaction.

In addition to identifying the causes of stress and implementing controls, any policy should incorporate the following considerations:

- senior management support,
- consultation mechanisms,
- active participation of employees,
- privacy and confidentiality,
- education and training,
- publicising the policy,
- establishment of an employee assistance program (EAP),
- careful design of jobs and systems of work,
- responsibility for implementation, and
- evaluation of the policy.

It is important to emphasise a primary focus at an organisational level, rather than a personal level, to avoid stress being seen as "whingeing".

Workplace Bullying and Harassment

Workplace bullying is repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety.

Within this definition:

- "Unreasonable behaviour" means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten.
- "Behaviour" includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining or threatening.
- "Risk to health and safety" includes risk to the mental or physical health of an employee.

The following types of behaviour, where repeated or occurring as part of a pattern of behaviour, could be considered bullying:

- verbal abuse,
- excluding or isolating employees,
- psychological harassment,
- intimidation,
- assigning meaningless tasks unrelated to the job,
- giving employees impossible assignments,
- deliberately changing work rosters to inconvenience particular employees, and/or
- deliberately withholding information that is vital for effective work performance.

This list is not exhaustive. Other types of behaviour may also constitute bullying.

Bullying and harassment are occupational health and safety issues.

The recommendations in WorkSafe's bullying guidance material should be implemented in all workplaces.

First Aid

In determining appropriate first aid facilities and suitably trained people, employers may consider the following systematic approach:

1. identify the causes of work injury and work-related illness,
2. assess the risk of work injuries and work-related illness occurring,
3. determine the appropriate first aid facilities and training, and
4. evaluate the first aid facilities and training.

Where there are separate work areas, it may be appropriate to locate first aid facilities centrally and to provide portable first aid kits in each work area.

Working Away from Main Premises

Where employees work away from their employer's premises, the employer will need to consider other factors including:

- whether employees work alone or in groups,
- employees' access to telephone and emergency radio communications, and
- the nature of the work being performed.

In these situations, an employer should consider providing small, portable first aid kits to employees. Employees should be informed about the contents of these kits, their location and access arrangements.

Drivers on the Road

Employers should have procedures in place for assisting drivers involved in road crashes. These procedures should include on-site crash assistance, vehicle and product recovery, as well as professional trauma counselling and return-to-work plans for affected employees.

Overtime and Shifts

Where work occurs in more than one shift, first aid facilities should be available whenever there are people at work.

The number of people working overtime is often fewer than on a regular shift, but additional hours of work can heighten fatigue. This may increase the risk of accidents and injuries.

An employer should ensure that, when overtime or shift work is being performed, appropriate first aid facilities and services are available for the number of people working each shift.

Working Alone

Particular care needs to be taken if you are working on your own, as accidents and incidents can happen when nobody is there to help, for example:

- robbery (e.g. cash in transit),
- abusive customers (e.g. carrying passengers),
- assaults,
- road rage,
- hijacking (e.g. carrying a valuable load),
- crashes,
- fire and explosion,
- traffic,
- animal attacks (e.g. carrying livestock),
- slips and falls (e.g. securing a load in transit),
- health complaints (e.g. heart attack, asthma attack), or
- vehicle fumes.

Establishing a safe workplace for lone workers is no different to providing a safe workplace for other employees. As with all other risks, possible sources of harm need to be identified and appropriate controls put in place. Some tasks will be well known to be

high risk (like changing a tyre on the roadside), while others (such as hijacking) may not be expected but are possible.

Some controls could include:

- reorganising work processes to provide more safety,
- electronic and/or visual monitors,
- use of barriers between customers and drivers,
- working in teams or with buddies,
- making sure there is more than one safe exit,
- training in particular tasks and high-risk areas,
- ensuring that only experienced staff carry out high-risk tasks,
- periodical checks to make sure people are safe,
- provision of personal protective equipment and first aid kits,
- implementing methods of indirect supervision, for example, a worker who is on the road ringing in to let someone know they're about to perform a particular high-risk task, and
- making sure that workers are physically fit enough to carry out their tasks.

The provision of personal alarms and communications equipment is also worth exploring, although use of these methods alone have their faults – if a person is seriously incapacitated, they may not be able to use these systems.

In addition, there should be a policy, as well as training, in place so that a worker who has to carry out high-risk tasks, or is caught in an emergency situation knows exactly what to do.

Failure to provide adequate information, instruction and training to workers prior to them starting work alone would fail to satisfy the employer's general duty of care under OHS laws.

Noise

Exposure to excessive levels of noise in the workplace can damage your hearing, leaving you with lifelong disabilities such as permanent hearing loss and tinnitus.

Steps must be taken in workplaces to reduce employees' noise exposure to below the levels of noise exposure standards. This can be done by developing a noise control plan.

Solutions

Some of the methods that can be used to reduce noise levels include:

- getting rid of noisy plant which is no longer needed,
- eliminating noisy processes that are no longer needed or do not add value,
- outsourcing noisy processes,
- using better or more precise methods so noisy processes are not necessary,
- purchasing quieter equipment (making noise one of the considerations for all new equipment purchases),
- eliminating impacts between hard objects or surfaces,
- using absorbent linings on surfaces to cushion the fall or impact of objects,
- fitting exhaust mufflers and silencers,
- isolating noise sources,

- ensuring moving parts are properly maintained (e.g. lubrication),
- building enclosures or sound-proof covers around noise sources,
- fitting sound-absorbing materials on hard, reflective surfaces,
- increasing the distance between noise sources and workers,
- doing noisy work outside normal working hours, and
- rotation of employees between noisy and quiet jobs.

Hearing Protectors

If noise levels cannot be reduced sufficiently to ensure that workers are not at risk, hearing protectors may be used.

Employers should ensure that hearing protectors are regularly inspected and maintained. Employees should also inspect hearing protectors regularly to detect damage or deterioration.

Adequate provision should be made for clean storage of protectors when not in use. Facilities should be readily available for the cleaning of reusable protectors. Hearing protection devices should be cleaned and disinfected according to the manufacturer's instruction.

Vibration

Vibration refers to a shaking that travels through structures (e.g. road vehicles, power tools, aircraft), and from there, through the human body. Excessive vibration is a serious issue and can result in permanent disability, including:

- white finger (also known as dead finger), that is, damage to hands causing whiteness and pain in the fingers,
- carpal tunnel syndrome and other symptoms similar to occupational overuse syndrome,
- sensory nerve damage,
- muscle and joint damage in the hands and arms,
- lower back pain (damage to vertebrae, discs and ligaments loosened by shaking),
- motion sickness,
- bone damage,
- varicose veins and heart conditions (caused by a variation in blood pressure from vibration), and
- stomach and digestive conditions.

The likelihood of any of these conditions occurring can be affected by such variables as:

- the length of exposure time,
- the frequency of exposure,
- the rate at which the vibration happens, and
- the size of the vibration.

In the transport industry, exposure to high levels of vibration often occurs with regard to engines, springs and tyres.

A risk assessment should be carried out with regard to vibration, and control measures put in place. Some of these could include:

- proper maintenance of equipment (for example, properly tuned engines, suspension checks, and appropriate seating in vehicles),
- appropriate work schedules with adequate rest periods,
- purchase of ergonomic equipment,
- working methods that require less exposure to vibration,
- the use of auxiliary equipment that reduces the risk of injury caused by vibration,
- appropriate design and layout of workplaces,
- clothing to protect employees from cold and dampness,
- implementation of an appropriate health surveillance program where there is a high risk of exposure to vibration.

More Information on Health Priorities

Web search (see page 4):

- **Drug and Alcohol Policy**
  Field A: policy
  Field B: alcohol in the workplace
  Field C: www.worksafe.vic.gov.au
- **Stress**
  Field B: stress
  Field C: www.worksafe.vic.gov.au
- **Bullying and Harassment**
  Field B: bullying and occupational
  Field C: www.worksafe.vic.gov.au
- **First Aid**
  Field B: first aid
  Field C: www.worksafe.vic.gov.au
- **Working Alone**
  Field B: working alone
  Field C: www.worksafe.vic.gov.au
- **Noise**
  Field A: noise
  Field B: assessing and fixing
  Field C: www.worksafe.vic.gov.au
- **Vibration**
  Field A: vibration
  Field B: manual handling
  Field C: www.worksafe.vic.gov.au

Safety Priorities

Truck Rollovers

Truck rollovers are the biggest killers of truck drivers and also cause many hundreds of injuries each year in Victoria.

Research shows that most rollover crashes involve semi-trailers, but any type of vehicle which is poorly loaded and travelling at an inappropriate speed has a high risk of rollover.

Some of the common factors in rollover crashes are travelling in rural environments, travelling on high-speed roads, entering curves in the road and travelling at inappropriate speed.

The seriousness of rollover crashes is often increased by the driver not wearing a seat belt.

How to Avoid Rollovers

- Slow down, especially on corners – even small increases in speed can cause a rollover.
- Understand that even small increases in load height and weight can affect stability so ensure that you follow appropriate load management and restraint principles (see page 52).
- Try to choose a route that avoids high-risk roads (such as steep, curving roads).
- Ask for trucks with Roll Stability Programs.
- Wear a seat belt at all times.

Traffic Management

Normal road rules should apply to all site-traffic movements, including, in most instances, a set speed limit.

This creates a common understanding and is highly beneficial for visitors to the site in understanding the protocol.

A management plan should be developed for all traffic movement in the workplace, in consultation with employees.

Employee knowledge of problem areas and near miss incidents should be used to comprehensively manage risks.

In addition, the following should apply:

- Clearly defined and constructed roadways to allow safe vehicle movements.
- Displaying a site-plan indicating roadways and traffic flow arrangements. Signs should be installed and speed limits applied to control vehicle movements.
- Using high-visibility physical barriers to protect vulnerable equipment and pits or other hazards that are close to roadways.
- Providing separate, clearly marked pedestrian walkways. These should be protected by distance and/or physical barriers from vehicular traffic.
- Basing speed limits on reaction times and stopping distances. For example, blind corners give very little opportunity to react and stop, so speed limits should be set very low in these areas.

- Providing crossing controls where pedestrian traffic and vehicular traffic cross, for example, stop signs, pedestrian crossing markings and lights. Right of way systems must be consistent and understood by pedestrians and drivers.
- Placing guard-rails where buildings or walkways open directly onto a vehicular roadway to ensure that pedestrians must first turn parallel to the roadway and can be seen by drivers.
- Avoiding the need for vehicles to reverse, where reasonably practicable. Ensure that warning devices and trained spotters are used where vehicles must reverse or manoeuvre in a confined area or in the vicinity of pedestrians.
- Instructing all drivers in, and ensuring their understanding of, the traffic rules at the workplace. This is particularly important for drivers unfamiliar with the workplace.
- Ensuring that ground surfaces in dumping areas for bulk products in tip trucks are firm, stable and level.
- Ensuring that people wear high-visibility clothing when working in the vicinity of roadways.

Roadside Operations

Many tasks in the transport industry are carried out at the side of the road. These tasks include loading and unloading, changing tyres, and adjusting loads, to name a few. The risks associated with these operations can range from traffic accidents where a passing motorist doesn't allow enough room, to loads or vehicles falling on workers.

As with other operations, it is vital that roadside tasks be performed in a way that protects workers from harm.

A risk assessment needs to be carried out and control measures put in place. Policies need to be developed to guide workers who need to carry tasks out at the roadside. For example:

- a safe system for work when adjusting loads at the roadside,
- using the roadside as a workplace when loading and unloading.

Failure to provide adequate information, instruction and training to workers prior to them performing roadside work would fail to satisfy the employer's general duty of care under OHS laws.

Roadside Breakdowns

To reduce the likelihood of a roadside breakdown, ensure trucks are appropriately maintained.

If a breakdown does occur, the vehicle should be towed or moved to a safe work area before repairs are attempted.

If this is not possible, ensure:

- only essential repairs are undertaken by a competent person or service provider,
- a roadside breakdown procedure is developed, implemented and resourced appropriately,
- workers are trained and periodically reassessed on the breakdown procedure.

Web search (see page 4)
Field A: roadside
Field B: automotive workshop safety
Field C: www.worksafe.vic.gov.au

Forklift Operations

Forklift operation is one of the most dangerous tasks at the workplace, which is borne out by the following statistics.

Since 1985, there have been 56 fatalities involving forklifts in Victoria:

- 30 pedestrian deaths were due to being struck, either by a forklift (15) or a falling load (15).
- 10 forklift drivers died when the forklift they were operating tipped or overturned.
- 6 people died after falling from raised tines.

Forklift braking and lifting capacities must have sufficient safety margins to account for task, site and human variables.

Web search (see page 4)
Field A: forklift
Field B: traffic management
Field C: www.worksafe.vic.gov.au

Manual Handling

Manual handling covers a wide range of activities including lifting, pushing, pulling, holding, throwing and carrying. It includes repetitive tasks such as packing, manual loading and unloading, typing, assembling, cleaning and sorting, using hand tools and operating machinery and equipment.

Because most jobs involve some type of manual handling, most workers are at risk of manual handling injury.

Of course, not all manual handling tasks are hazardous, but it is significant that more than half of all workplace injuries are caused by manual handling.

Injuries that can Result from Manual Handling

Unsafe manual handling may cause a range of injuries and conditions including:

- muscle sprains and strains,
- injuries to muscles, ligaments, intervertebral discs and other structures in the back,
- injuries to soft tissues such as nerves, ligaments and tendons in the wrist, arms, shoulders, neck or legs,
- abdominal hernias, and
- chronic pain.

Some of these conditions are known as repetitive strain injury (RSI), occupational overuse syndrome (OOS), cumulative trauma disorder (CTD) and work-related musculoskeletal disorder (WRMSD).

In the OHS Regulations, all of these conditions are referred to as musculo-skeletal disorders (MSD). The Regulations define MSD as an injury, illness or disease that arises in whole or in part from manual handling in the workplace, whether occurring suddenly or over a prolonged period of time.

The Regulations say that an employer must, so far as reasonably practicable, identify any task undertaken or to be undertaken by an employee involving hazardous manual handling, and that the risk of MSD associated with a hazardous manual handling task affecting an employee should be eliminated so far as is reasonably practicable. Where it is not possible to eliminate, the employer must reduce the risk so far as is reasonably practicable.

Working at Height

Falls while loading or unloading a truck commonly cause injuries for truck drivers; fatalities have resulted from these types of falls. Fall injuries while getting in or out of vehicles are also very common.

Making sure that vehicles incorporate safe access and loading systems in their design is the best way to control the risk of falls.

There are some excellent engineering solutions to the problems associated with people working at height. These systems typically incorporate the fundamental risk control principle of eliminating the risk by not having a person climbing on top of loads.

If work from the ground, platforms, docks or gantries is not practicable, then some form of harness should be worn.

A travel restraint system is better than a fall arrest system because travel restraint prevents you from reaching an edge to fall over.

A fall arrest system stops you from hitting the ground if you do fall, and requires associated rescue procedures to be in place.

Any fall can result in an injury, and falls from over two metres generate forces that can easily result in serious injury or death.

It's important to recognise that a fall – even from lower than two metres – can cause serious injury, and this should be considered in implementing appropriate fall protection or prevention measures.

If people are required to work in areas where there is a risk of falling, employers must provide a safe method for people to get to and from, and move around that work area.

Working Near Overhead Wires or Underground Services

Work in the vicinity of gas mains, electricity power lines and other services can be hazardous. During the past three years, there have been four electricity-related deaths and many incidents around power lines on worksites in Victoria.

Safe work in the vicinity of overhead or underground services includes:

- Planning and doing the work so that you don't get too close – that is, maintaining a minimum clearance distance (for example, 132kV lines have bigger clearance distances than 11kV lines).
- Discovering the location and nature of services (for example, hidden underground services or high-voltage electricity lines).
- Obtaining all necessary permissions or authorisations from the owner of the asset (for example, if due to an emergency, your truck is within or near a clearance zone, you must contact the asset owner). This includes:
  - Contacting the owner beforehand if you plan on working near the service, particularly if the asset is over 66kV voltage.
  - Notifying the asset owner if you do anything that affects their assets or affects the stability of the immediate area.
- Making your plant and equipment safer, for example by installing a chain that will conduct electricity to earth, or using non-conductive footwear, etc.

- Making your load safe, so it does not penetrate or contact services.

Examples of hazardous situations include:

- raising a tipper load under a power line,
- stopping at the roadside to adjust a load and throwing over a chain or tie-down that nearly hits a power line,
- a truck, load or forklift parked at the roadside being unloaded and hitting a nearby gas line.

Current legislation governs worksites and the operation of cranes, plant and equipment (including excavation equipment, reach mowers etc) near power lines.

The laws include Network Asset Regulations, the Gas Safety Act, and the Pipelines Act, and associated relevant codes, guidelines and rules.

When operating plant or equipment near overhead or underground services, care must be taken to ensure clearance distances are maintained.

Often these are called no-go zones, and vehicles and plant items may not encroach within a no-go zone unless particular safety rules are followed.

These rules include requirements relating to:

- earthing the vehicle,
- the height of the working envelope and the transit envelope,
- ability of the equipment to limit encroachment, and
- use of a safety observer or spotter.

> ! *In an emergency, ring 000 for police, fire and/or ambulance*

Waste Management

The waste management industry faces particular risks in its day-to-day operations.

The risks associated with working near overhead wires are particularly high in this industry. Waste industry contractors face daily risks when lifting residential and commercial bins and skips near overhead power lines.

WorkSafe has developed a number of documents to help workers in the waste management industry to do their jobs safely:

- Safe Handling of Industrial Waste,
- Non-Hazardous Waste and Recyclable Materials,
- Prevention of Falls in the Transport of Waste and Recyclables,
- Waste Industry Guide for Working Near Overhead Electrical Cables,
- A Handbook for Workplaces – Safe Collection of Hard Waste.

📖 All waste contractors and others in the industry should have copies of these guides and make themselves familiar with their content. To obtain copies, go to www.worksafe.vic.gov.au, and enter 'waste' in the search box at the top right of the WorkSafe home page.

Load *Management* *and* Restraint

Vehicle loads that are not secured adequately or correctly can cause serious crashes and injury. At the very least, insecure loads can cause traffic congestion and driver frustration.

As an owner and/or driver, you are responsible for ensuring that any load carried on your vehicle is securely restrained. This means that the load:

- must not be placed in a way that makes the vehicle unsafe or unstable,
- must be secured so that it is unlikely to fall or be dislodged from the vehicle, and
- must be restrained by an appropriate method.

Principles for Restraining Loads

To restrain your load adequately:

- choose a vehicle that is appropriate for the load being carried,
- place and position the load correctly on the vehicle,
- select suitable restraint equipment to hold the load carried,
- check lashings after loading the vehicle, as well as periodically during the journey, and
- provide adequate restraint to prevent movement (the load restraint system used must be able to restrain the forces detailed in the national Load Restraint Guide, Second Edition).

More Information on Load Restraint

📖 Load Restraint Guide – Second Edition, available for purchase from the VicRoads Bookshop, any VicRoads Registration and Licensing Office, or the VicRoads website (see below).

National Transport Commission – www.ntc.gov.au

VicRoads – www.vicroads.vic.gov.au

Load Restraint Performance Standards

Loads must be restrained to prevent unacceptable movement during all expected conditions of operation. The load restraint system must be capable of withstanding the forces that would result if the laden vehicle were subjected to each of the following separately:

0.8 'g' deceleration in a forward direction,

0.5 'g' deceleration in a rearward direction,

0.5 'g' acceleration in a lateral direction,

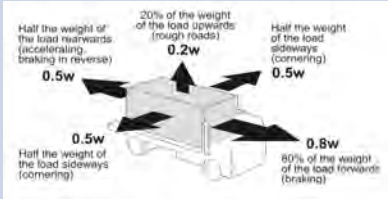
and to

0.2 'g' acceleration relative to the load in a vertical direction.

Note: 'g' (the acceleration due to gravity), is equal to 9.81 metres/sec/sec for the purpose of these standards.

(w = weight of the load)

The load restraint system will meet the Regulation Performance Standards, if the load doesn't shift when subjected to forces illustrated below:



Source: Section A and F of *Load Restraint Guide Second Edition 2004* as published by National Transport Commission

Driver Fatigue

Fatigue is a common problem in all areas of the freight and logistics industry.

It can be defined as loss of alertness, which eventually results in sleep, with sleep being the end point in a steady and predictable drop-off in brain function.

This loss of alertness is accompanied by poor judgement, slower reactions to events and decreased skill, such as in vehicle control.

It affects the efficiency and productivity of an employee's performance in carrying out their tasks.

Fatigue can result from long or arduous work, little or poor sleep, and the time of day when sleep is taken or work is performed.

It can be influenced by health and emotional issues, or by these factors in combination.

Importantly, fatigue impairs a person's judgement of their own state of fatigue. This means that effective management of fatigue cannot be the responsibility of the employee alone.

Fatigue can affect anybody, but it is a particular risk for drivers.

New Heavy Vehicle Driver Fatigue Laws came into effect in September 2008. These laws require all parties in the supply chain to manage the causes of heavy vehicle driver fatigue. There are three options for managing work and rest hours: Standard Hours; Basic Fatigue Management; and Advanced Fatigue Management. The VicRoads website contains all the information needed to implement these new laws.

Research has found that an estimated 30% of fatal truck crashes are due to fatigue.

Reasons for Fatigue While Driving

There are many reasons for fatigue, and some of the things that can affect the likelihood of a driver suffering from it include the following:

- Driver's recent work history:
  - hours worked,
  - number of shifts,
  - hours of sleep,
  - hours of rest.
- Personal factors:
  - age,
  - experience,
  - health,
  - lifestyle.
- Trip characteristics:
  - trip length,
  - number/timing of breaks,
  - time of day (high risk exists especially between 2.00am-6.00am and 1.00pm-3.00pm – circadian low),
  - other work requirements, e.g. loading, unloading,
  - road conditions.

Dealing with Driver Fatigue

Flexible work schedules can help to minimise the risk of fatigue. Suggested solutions include:

- schedules organised as far as possible in advance,
- opportunities for drivers to swap shifts,
- recognition of circadian lows,
- recognition of risks associated with swing-shift type arrangements,
- regular rest breaks, and
- adequate rest breaks.

Work scheduling should not be the sole responsibility of dispatchers, consignors, managers and supervisors. Drivers should also be involved in developing their own rosters.

State legislation covers issues such as driving hours, and all companies must comply with this legislation.

The use of illicit drugs to combat fatigue is illegal and contributes to crashes. An employer who in any way encourages a driver to use illicit drugs to combat fatigue is breaking the law.

Random roadside drug screening has been introduced in Victoria to test for several illicit drugs known to impair driver performance. Drivers who use these drugs may be caught and prosecuted.

> ! *Sleep is the only cure for fatigue.*

Driving Hours

It must be remembered that regulated driving hours are not the only safety factor for which you need to have regard.

All driving – long distance and local, regardless of the road authorities' requirements to maintain a logbook – is a health matter that must be monitored by employers and others in the chain of responsibility.

Fatigue is directly related to high injury and fatality rates.

Prior planning and scheduling of work must consider the fatigue-related demands in its performance.

It is expected that every employer's planning and scheduling demonstrates this at all times. It is also expected that the execution of the schedule by drivers and those in the transport chain demonstrates this at all times.

A smart approach to fatigue management is to link logbook and vehicle operation requirements with truck computer and consignment systems.

More Information on Driver Fatigue

- VicRoads: www.vicroads.vic.gov.au
- Transport Workers Union: www.twu.asn.au
- National Transport Commission: www.ntc.gov.au
- **Web search** (see page 4):

  Field B: fatigue prevention
  Field C: www.worksafe.vic.gov.au

  VicRoads:
  Field B: driver fatigue
  Field C: www.vicroads.vic.gov.au

Dangerous Goods *and* Hazardous Substances

Dangerous Goods vs Hazardous Substances

Don't confuse dangerous goods with hazardous substances – they are classified according to different criteria.

- **Dangerous goods** are substances that may be corrosive, flammable, explosive, spontaneously combustible, toxic, oxidising, or water-reactive.

  Dangerous goods are classified on the basis of immediate physical or chemical effects. These goods can be deadly and can seriously damage property and the environment.

  They are labelled with class symbols (diamond shaped) to alert you to the dangers. Dangerous goods are divided into different classes (1-9) and the symbols refer to the main dangers of each class of dangerous goods.

- **Hazardous substances** are substances that have the potential to harm human health. They may be solids, liquids or gases; they may be pure or mixtures. When used in the workplace, these substances often generate vapours, fumes, dusts and mists.

  Hazardous substances may cause immediate or long-term health effects. Exposure to these substances may result in poisoning, irritation, chemical burns, sensitisation, cancer, birth defects or diseases of certain organs such as the skin, lungs, liver, kidneys and nervous system. The severity of the health effects depends on the substance and the dose absorbed.

Dangerous goods and hazardous substances are covered by separate legislation, each focusing on controlling the different risks described in the box on the left.

Since many hazardous substances are also classified as dangerous goods, the requirements of both pieces of legislation apply in these cases.

Each piece of legislation complements the other, effectively ensuring the comprehensive control of all risks.

Specific legislation also applies to the transport of dangerous goods, including:

- Road Transport (Dangerous Goods) Act 1995,
- Road Transport Reform (Dangerous Goods) Regulations 1997 (Commonwealth),
- Dangerous Goods (Explosives) Regulations 2000, and
- Dangerous Goods (Transport by Road or Rail) Regulations 2008.

The Commonwealth Regulations above specifically reference the Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG Code) and both are in turn adopted in Victorian legislation. The ADG Code also provides specifications for marking, labelling and packaging of dangerous goods.

Transport of dangerous goods is covered below.

Employers' duties are identical for dangerous goods and hazardous substances.

Manufacturers and/or suppliers of either dangerous goods or hazardous substances are required to identify all dangerous goods and hazardous substances, label them appropriately and comply with the legislation.

New Requirements for Dangerous Goods Transport

To improve the safety of transporting dangerous goods, new legal requirements were introduced in Victoria from 1 January 2009.

Victorian law is now consistent with an updated national framework for transporting dangerous goods by road or rail. The framework, which is the responsibility of the National Transport Commission (NTC), now closely aligns with international standards for transporting and storing dangerous goods.

Legislative changes

Victoria's Dangerous Goods Act 1985 has been amended to adopt the national framework and introduce new Regulations for the safe transport of dangerous goods. For consistency, minor amendments have also been made to other Victorian Regulations.

Importantly, the law now references the 7th edition of the *Australian Dangerous Goods Code* (ADG7) instead of the 6th edition (ADG6). ADG7 includes updated technical requirements for classifying, packing, labelling, consigning and transporting dangerous goods.

Broad overview of changes

The new requirements include:

- some changes to labelling and marking requirements for a number of dangerous goods,
- new documentation requirements for transporting dangerous goods,
- some new and clarified supply chain responsibilities for consignors, packers, people loading vehicles, drivers, prime contractors and rail operators,
- new word definitions and terms that align with international and intermodal practice,
- concessions for transporting small quantities of dangerous goods, such as very small consignments and goods for personal or trade use,
- the issuing of dangerous goods licences for five years (instead of three),
- changes to eligibility for Victorian dangerous goods drivers and vehicle licences,
- minimum $5 million insurance for placard loads.

For more information on these changes, go to www.worksafe.vic.gov.au and type "dangerous goods" into the search field at the top right of the screen.

Material Safety Data Sheets (MSDS)

Manufacturers and suppliers must also provide Material Safety Data Sheets (MSDSs) for all dangerous goods and hazardous substances they either manufacture or supply.

MSDSs must be kept up to date (reviewed every five years) and taken into account for risk assessment and risk control purposes.

Employers must keep a register of all dangerous goods and hazardous substances.

If dangerous goods quantities exceed various thresholds as identified in Schedule 2 of the Dangerous Goods (Storage and Handling) Regulations, the occupier may be required to:

- have a manifest,
- display placarding and HAZCHEM signage,
- notify WorkSafe Victoria on 13 23 60,
- obtain a fire protection report, and
- develop a written emergency plan.

There are some exceptions for dangerous goods moving through a depot (called 'in transit' in the Regulations). You should check the details in the Regulations if you manage a transport depot.

The following must be in place:

- documented safe work procedures, and
- appropriate training and information.

When there is an escape, spillage or leakage of any dangerous goods:

- the incident must be reported to WorkSafe Victoria on 13 23 60,
- the incident must be investigated,
- the investigation must be recorded, and
- a review must be made of the risk assessment and control measures.

Employers may also be required to carry out atmospheric monitoring or health surveillance under certain circumstances.

Transporting Dangerous Goods

There are specific requirements for consignors, contractors and vehicle owners.

A consignor is identified on the shipping document as hiring a contractor to carry dangerous goods. The consignor is responsible for the goods before they are transported, and the contractor is responsible for the goods during transport.

The vehicle owner may be a sole, joint or part owner of a vehicle and may have possession of the vehicle under credit, lease or other arrangements. An owner may also be a consignor or a contractor.

Obligations for those responsible for the safe transport of dangerous goods include:

- signage,
- using suitable vehicles,
- safe loading and stowage,
- segregation requirements,
- load restraint,
- shipping documents,
- safety information and equipment, and
- emergency planning and response.

Dangerous goods must not be transported along prohibited routes. Information on these routes is available from WorkSafe Victoria.

If transporting bulk dangerous goods, then the trailer or vehicle, if not articulated, must be licensed. The driver must also hold a current dangerous goods driver's licence.

! *Report incidents to WorkSafe Victoria on 13 23 60.*

Some exemptions apply for Intermediate Bulk Containers (IBCs).

Bulk means a container with a capacity of more than 500L for class 2 (gases) or, for other classes, a container of more than 450L capacity or 400kg capacity.

Drivers of vehicles transporting dangerous goods also have specific legislative requirements including:

- obtaining licences when transporting bulk dangerous goods,
- ensuring the load/stowage is secure,
- displaying placards to identify dangerous goods (where required),
- carrying shipping documents,
- taking special care while driving,
- carrying safety information and equipment (where required),
- responding to emergencies.

Where your load is determined as a placard load, you must have safety equipment in the cabin, including:

- fire extinguishers,
- portable warning devices, and
- special clothing and safety equipment.

Refer to the Road Transport Reform (Dangerous Goods) Regulations 1997 (Commonwealth) and the ADG Code for specific criteria to determine placarding requirements.

For securing loads, as required by the ADG Code, reference must also be made to the Load Restraint Guide.

Transport of explosives (class 1 dangerous goods) is covered by the Dangerous Goods (Explosives) Regulations 2000 and the transport of radioactive material, (class 7 dangerous goods) is administered by the Department of Human Services.

Some workplaces holding very large quantities of dangerous goods are licensed under the Occupational Health and Safety (Major Hazard Facilities) Regulations 2000 and have particular security, transport and storage requirements.

Transport operators should expect these to be covered in contractual arrangements, site induction and training, etc.

More information on Dangerous Goods and Hazardous Substances

📖 Occupational Health and Safety Regulations 2007

📖 Occupational Health and Safety (Major Hazard Facilities) Regulations 2000

📖 Road Transport Reform (Dangerous Goods) Regulations 1997

📖 Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG Code, 7th Edition)

Web search (see page 4):

- Dangerous Goods
  Field B: dangerous goods
  Field C: www.worksafe.vic.gov.au
- Hazardous Substances
  Field B: hazardous substances
  Field C: www.workcover.vic.gov.au

Fire Prevention *and* Emergency Evacuation Procedures

A program of regular inspections should be implemented to ensure control of fire hazards.

All fire control equipment must be checked and maintained on a regular basis in accordance with AS1851.

A program to respond to emergency situations, on and off site, should be developed and implemented in all areas of a company's operations.

Thorough planning is required to deal with potential emergencies such as fatal, serious and dangerous occurrences, fire threats and the need for evacuation.

Emergency programs need to consider aspects such as the following:

- Emergency response plans and procedures should be developed and implemented. These should be appropriate for the types of emergency situations likely to be faced by the company.
- Site plans should be prepared. These should include contact numbers, a system for emergency lighting, designation of safe exit routes, and information for emergency services on hazards present.
- Specific formalised training should be conducted on emergency systems and evacuation procedures for all employees. Emergency drills should be conducted at least annually and take into account all likely emergency situations.
- A detailed inspection program should be implemented, covering potential hazards, warning systems and evacuation procedures, and the location of designated meeting areas for head counts, etc.
- Plans should consider liaison with external authorities (including police, fire brigade and other emergency services, organisations, hospitals, councils, public utilities, etc). Training exercises should include liaison with these outside services and organisations where appropriate.
- Suitable personnel should be appointed and trained as fire wardens and area wardens.
- Site emergency plans and procedures should be a standard part of any induction process for new employees.
- Procedures should also be developed for off-site accidents including rollovers and roadside work.

More Information on Fire Prevention and Emergency Evacuation Procedures

- AS 3745 – Australian Standard: Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces.
- AS 1851 – Australian Standard: Maintenance of Fire Protection Systems and Equipment.

Personal Protective Equipment

The use of personal protective equipment (PPE) should always be seen as a last resort, to be employed only as an interim measure or used in conjunction with other measures.

Protective clothing and equipment differs from all other hazard-control techniques in that they *must be consciously employed by the worker*. PPE is not part of a machine or process, but an extension of a worker's own bodily protection.

Employers must provide information, instruction, training and supervision in the correct fit, use and maintenance of all PPE.

PPE includes such items of clothing as:

- overalls,
- helmets,
- gloves,
- boots, and
- aprons.

It includes such items of equipment as:

- earplugs and earmuffs,
- respirators,
- goggles,
- safety glasses, and
- welders' masks and shields.

In fact, for every part of the worker's body that may be exposed to hazards, there is an item of PPE available on the market.

As a minimum, the following protective clothing and equipment should be used:

- safety footwear with non-conductive soles,
- high-visibility vests and/or shirts, and
- protective eyewear.

Special personal protective equipment may be needed in some hazardous situations, for example, working near power lines. This could include:

- earth chains (vehicle-mounted cranes, EWPs, concrete placing booms, etc),
- safety helmets,
- rubber mats (vehicle-mounted cranes, concrete placing booms, etc),
- shielded operator stations, and
- other appropriate safety apparel as required.

More Information on Personal Protective Equipment

📖 AS 1678 – Australian Standard: Emergency Procedure Guide – Transport

Web search (see page 4):
Field B: personal protective equipment
Field C: www.worksafe.vic.gov.au

> ***!*** *In a properly controlled working environment, a worker should not need any PPE at all.*

Conclusion

This Guide recognises that workers face many risks in the transport and ancillary industries. It provides a background and broad perspective on transport industry safety issues.

The health and safety issues and priorities identified in this Guide are those identified by the industry through consultative seminars.

The introduction of chain of responsibility provisions has been a critical turning point in the transport industry safety landscape, and these principles are strongly supported by transport workers and the wider transport industry.

Chain of responsibility legislation requires that if you use road transport as part of your business, you share responsibility for ensuring that breaches of road laws do not occur.

Occupational health and safety legislation requires employers to be able to demonstrate that they have in place, as far as reasonably practicable, the necessary systems, policies, procedures and safe work practices to safely manage these risks so no-one comes to harm.

The effective management of risk is a key ingredient in improving occupational health and safety performance. As discussed, this requires a deliberate and ongoing commitment to – and accountability for – the level of health and safety performance within the areas of control of individual managers and workers. In this regard, consultation, communication and feedback are essential.

This Guide has explored in some detail the systems required for the effective management of occupational health and safety. Strategies and procedures that relate to levels of safety in the workplace must involve as a minimum:

- involved and committed team management,
- clear accountability of line managers, supervisors, workers and contractors for health and safety,
- effective mechanisms for consultation and representation,
- a health and safety policy and supporting procedures available to all staff, and
- induction and training programs that enable management, workers and contractors to carry out their respective roles and to meet their occupational health and safety duties and responsibilities.

Workplaces should be systematically assessed and investigated to determine the levels of risk to which workers are exposed. There is a legal obligation to consult with Health and Safety Representatives.

The input of workers and contractors in devising and implementing risk control measures is also essential.

Effective occupational health and safety management occurs when a company, its workforce and industry stakeholders work

co-operatively to develop policies, systems and procedures to eliminate or minimise risk.

The Transport Industry Safety Group (TISG) has been integral in promoting an industry-wide approach to occupational health and safety.

The development of this Guide, a culmination of specialist working parties and industry wide seminars, was a major early initiative by the TISG and was first developed in 1997. It has since been updated and reprinted a number of times.

Reference *Material*

OH&S Act 2004

- Occupational Health and Safety Regulations 2007

Road Safety Act 1986

- Road Safety (Drivers) Regulations 2009
- Road Safety (General) Regulations 2009
- Road Safety (Road Rules) Regulations 2009
- Road Safety (Vehicles) Regulations 2009

Dangerous Goods

- Dangerous Goods Act 1985
- Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG Code, 7th Edition)
- Road Transport Reform (Dangerous Goods) Act 1995 – Commonwealth
- Road Transport Reform (Dangerous Goods) Regulations 1997 – Commonwealth
- Dangerous Goods (Storage and Handling) Regulations 2000
- Dangerous Goods (Explosives) Regulations 2000
- Dangerous Goods (Transport by Road and Rail) Regulations 2008

WorkSafe Guidance

- Safe Handling of Industrial Waste
- Non-Hazardous Waste and Recyclable Materials
- Prevention of Falls in the Transport of Waste and Recyclables
- Waste Industry Guide for Working Near Overhead Electrical Cables
- A Handbook for Workplaces – Safe Collection of Hard Waste
- Forklift Safety – Reducing the Risk (2nd Edition, February 2006)
- Forklift Safety Checklist (2007)
- Prevention of Falls – Trucks (1st Edition, June 2005)
- Prevention of Falls in the Transport of Roof Trusses and Wall Frames (June 2005)
- Prevention of Falls in the Transport of Steel (December 2004)
- Prevention of Falls in the Transport of Livestock
- Delivery Planning – Unloading at Site (March 2007)
- Queuing at Distribution Centres – Preventing Fatigue (April 2006)

Other Guidance Material

For further information, go to:

- www.worksafe.vic.gov.au
- www.safeworkaustralia.gov.au
- other States' OHS websites

Organisations *and* Contacts

WorkSafe Victoria

WorkSafe manages Victoria's workplace health and safety system and provides services including:

- injury compensation,
- emergency response,
- advice, information and education,
- licensing and certification, and
- publications.

Contact

- WorkSafe Victoria Advisory Service
  222 Exhibition Street, Melbourne 3000
- Phone: (03) 9641 1444 or 1800 136 089
- E-mail: info@worksafe.vic.gov.au

WorkSafe Victoria Offices:

- Ballarat: 5338 4444
- Bendigo: 5443 8866
- Dandenong: 8792 9000
- Geelong: 5226 1200
- Melbourne: 9941 0558
- Mildura: 5021 4001
- Mulgrave: 9565 9444
- Preston: 9485 4555
- Shepparton: 5831 8260
- Traralgon: 5174 8900
- Wangaratta: 5721 8588
- Warrnambool: 5564 3200

Transport Workers Union (Vic/Tas Branch)

The Victorian Branch Occupational Health and Safety Unit provides advice and assistance to Union members and employers in meeting their legal duties. Services include:

- safety audits,
- systems analysis,
- safety training, and
- environmental auditing.

Contact:

- 52-56 Rouse Street, Port Melbourne Vic 3207
- Website: www.twu.asn.au
- E-mail: info@twu.asn.au
- Phone: (03) 8290 0600 or 1300 727 614

Victorian Transport Association

Through its associated company, Latus Pty Ltd, the VTA provides management advice and assistance to all companies in identifying and complying with their due diligence obligations under the various relevant Acts and Regulations. Services include:

- chain of responsibility checklists,
- due diligence audits,
- document and procedure development,
- workplace training,
- dangerous goods and forklift licensing.

Victorian Waste Management Association (VWMA)

A sub-group of the VTA, the VWMA is the peak industry body in Victoria, providing expert advice in all areas of proper waste management, including specific training for industry.

Contact:

- Wirraway Drive, Fishermans Bend
- Phone: (03) 9646 8590
- Fax: (03) 9646 8596
- Website: www.vta.com.au

VicRoads

The Road Corporation (VicRoads), in partnership with other transport agencies, local government and the Victoria Police, manages the road system. Functions include vehicle regulation, driver licensing and road user information.

Contact:

- Phone 13 11 74
- Head Office: ph (03) 9854 2666
- Website: www.vicroads.vic.gov.au

Victoria Police

The Traffic and Transport Services Department administers the law relating to traffic and motor vehicles, and provides support in fields such as traffic law enforcement and traffic control. The department is represented on the Transport Industry Safety Group.

Contact:

- Victoria Police Centre
- 637 Flinders Street, Melbourne 3000
- Phone: (03) 9247 5762

Monash University Accident Research Centre (MUARC)

Contact:

- Building 70, Monash University, Victoria 3800
- Phone (03) 9905 4371
- Website: www.monash.edu.au/muarc

Bus Association Victoria

The BAV is an employer association representing the views and interests of almost all private bus and coach businesses throughout Victoria. It provides advice, information and practical training in OHS to managers, supervisors and employees.

Contact:

- 450 Graham Street, Port Melbourne Vic 3207
- Phone: (03) 9645 3300
- Fax: (03) 9645 4455
- Website: www.busvic.asn.au
- E-mail: buses@busvic.asn.au

Further Advice

Further advice in understanding the implications of this document and practical assistance in devising and implementing strategies and programs to ensure the health and safety of all transport industry workers are available from:

- the Transport Workers Union, or
- Latus Pty Ltd (a joint venture company of the Victorian Transport Association).

About the Transport Industry Safety Group:

The Transport Industry Safety Group was established to develop and facilitate an industry approach to occupational health and safety following coronial inquests in relation to fatalities in the transport industry. It comprises representatives from VicRoads, Transport Workers Union (Vic/Tas Branch), Transport Accident Commission, WorkSafe Victoria, Victorian Transport Association, Victoria Police, Bus Association of Victoria, Monash University Accident Research Centre and the Victorian Waste Management Association.

Officials:

Chairman: Philip Lovel, Victorian Transport Association

Co-Chairman: Bill Noonan, Transport Workers Union, Vic/Tas Branch

Secretary: Peter Robinson

Treasurer: Don Hogben, VicRoads

This Guide proudly developed by:

TSG Transport Safety Group

VIC/TAS BRANCH TWU OUR MEMBERS COME FIRST

WorkSafe Victoria — Victorian WorkCover Authority

BusVic Bus Association Victoria

victoriantransportassociation inc.

MONASH University

TAC

vicroads

Victoria Police

Please note: The information in this Guide is accurate at time of printing. Details are subject to change without notice.

July 2009

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