

# PART 1

## ADMINISTRATION–MANAGEMENT, RESPONSIBILITIES, DOCUMENTATION AND SAFETY SYSTEMS



UPDATED 16 JAN 2004



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**PART 1: ADMINISTRATION–MANAGEMENT, RESPONSIBILITIES,  
DOCUMENTATION AND SAFETY SYSTEMS**

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## 1.1 KEEPING RECORDS

You can keep a good watch on health and safety in the workplace if you keep good records. These records can help you find the risks and control them, and so stop accidents, injuries or illnesses. If you have taken steps to control risks, you must keep a check on them to make sure that they work. If you change the way the work is done, you may need to watch the changes carefully and make notes to see that there are no new risks. You must keep notes of what is done in your workplace to make it easier to control health and safety.

## 1.2 CONTROLLING RECORDS

The Mine Safety Management System (MSMS) contains the special rules for each type of work, the way the work is done, and the skills and training needed by the workers. They are the work safety rules.

You should make special notes (also called documents [see Safety Management Plan Workbook]) on the way the work is done, and you must keep these notes up to date. The company also must have special notes for each type of work and the place where this is done, so that the work can be done safely.

The work safety notes help workers to know what the company wants them to do to have a safe and healthy workplace. The company can then watch to see if the work is being done safely, and make changes if they are needed.

Big companies will have many workers and many different types of work. This means that it must be very careful to keep good notes on each type of work, and must make sure that everyone knows that the workplace must be safe and healthy.

The safety rules are for workers in every place, including the mine and the company's offices. All the company's notes for the different jobs must also have notes on safety (what we call the Occupational Health and Safety (OH&S) documentation), so that everyone knows that health and safety comes first).

The company should make a special document, called a "summary document", which:

- says what it thinks a safe workplace should be;
- says how it will make and keep the workplace safe, and how it will improve it when necessary;
- says who is in charge of work safety, what they must do, and how they must do it;
- says how the work safety notes should be made, and makes sure that everyone in the company knows about the safety notes; and
- shows what the company has done and is doing to make the workplace safe.

Because OH&S documents say what should be done to make the workplace safe, they should be

kept up to date, and be made by someone whose special job is to make the documents and who is also someone that the workers will trust.

The company must make sure that:

- each document is clearly marked with:
  - a version number;
  - a date;
  - the name of the company;
  - the name of the workplace and what is done there; and
  - the name of the person in charge;
- each document is kept up to date, and is given an OK before it is given to workers;
- copies of all up-to-date documents are available for workers to read; and
- at least one copy of each old document is kept in a special place, called an “archive”, and is marked so that it will not be confused with up-to-date documents. These old documents are kept because they may be needed by a lawyer or by an historian. Throw away any copies of old documents.

Documents must be handy to anyone who wants to read them, and must be useful and easy to understand. The documents can be on paper, or kept on a computer.

### 1.2.1 RECORDS NEEDED

Special rules are needed for health and safety in each workplace. Documents or notes that must be made are also special for that workplace, and must show that the workers there follow the rules. The following records are typical examples of what is needed.

- A statement about what the workplace health and safety plan wants, how it will be done, and what to look for to know that it is working. (Site OH&S objectives, plans and performance indicators).
- Finding what the risks are in the workplace. (Job safety analysis).
- Special rules for each workplace. (Site-specific safe working procedures).
- Permits to work, eg hot work, confined space entry. (Only people with a permit can work there).

- A medical check-up before working in special workplace. (Pre-placement health evaluation).
- Special training for new workers. (Induction training for new and transferred workers and contractors).
- Ongoing OH&S training. (Safety and health training update).
- Safety and health rules for contract workers. (Procedures for managing contractor safety).
- Safety and health rules for visitors. (Visitor control).
- Notes kept of safety committee meetings. (OH&S committee minutes).
- Site safety inspections.
- Checking to see what risks are in the workplace. (Risk assessments).
- Hazardous substances inventory, register, and material safety data sheets (MSDSs):
  - a list of dangerous materials that are kept in your workplace;
  - a special book to make notes when you use these dangerous materials; and
  - special lists that come with all new materials that are delivered to your workplace. These lists tell you what the materials are, and they must be placed in the register.
- A plan to remove risk from the workplace. (Hazard rectification program).
- Making sure that you clean yourself after handling materials in the workplace. (Occupational hygiene monitoring).
- Regular medical check-up. (Health surveillance).
- Making notes on checking, adjusting and fixing equipment and vehicles. (Inspection, calibration and maintenance records for plant equipment and vehicles).
- Operational reviews and external audits. (A regular check-up of how things are done in your workplace, and allowing someone outside your site to check that you are keeping your notes up to date).
- Emergency procedures and practice drills. (A plan to make sure you know what to do if there is an emergency – for example,



an accident, a gas leak, a spillage, or a fire – and regular test runs to see that all workers know what to do when these things happen).

- Accident and incident investigation. (Finding out what happened to cause an accident or incident).

To make sure that the way you get information for notes, what you learn from your notes, and how you tell others what you have learnt really works well for you, you must:

- check that the forms you use to make your notes are designed so people know what to write and they help you get all the information you need;
- test if you have collected enough information to say what has caused an accident or an incident;
- make sure that you do not make too many notes, or not enough; and
- make sure that everyone who might use your notes will get the information they need.

Well-designed inspection and monitoring reports will:

- show if the way work is done has changed, or if there is a greater risk of an accident, or of something else happening;
- show developing patterns, for example, if people are being careless, maybe taking dangerous short-cuts in the way they do their work;
- showing any potential problems, for example, workers doing too much overtime so that they are tired on the job;
- show what has been done to stop the risks that you know about;
- make sure that someone checks that something is being done to lessen risks;
- check if the people whose job it is to check on safety are doing their job; and
- show what is causing dangerous incidents, accidents and illness.

If there is one type of injury that happens often, it may be caused by a hazard you can control. One way you can find out about this if you check the records kept in the first aid room, to see if there is a connection between different incidents.

How can you use the notes and decisions made at health and safety committee meetings?

They can be used to:

- show what health and safety problems are talked about, and if these things keep cropping up;
- see that the health and safety committee decisions are carried out;
- show if there are some problems you can't easily guess that may be causing hazards;
- keep a watch on what is being done to control risks;
- show if there needs to be special training;
- show if there need to be new rules on how a job is done; and
- show what these accidents and incidents are costing the company.

What can incident or dangerous occurrence investigation reports show us?

They can show us where and when these things happen, and the type of job being done, and can help us:

- know what the hazards are, work out the risk of an accident happening, and start doing things to remove the risk;
- know what is unsafe in the way work is done, or in that workplace;
- know what needs to be done to improve training; or
- suggest new or changed ways of doing work.

To know which records you should keep, ask yourself these questions:

- Are the company and you obeying the workplace law?
- Are you keeping a proper record of accidents (register)?
- Do you know (and keep proper records of) how many times an accident has happened, or how many workers have an illness?
- Do you check the record of incidents and the incident investigation reports from time to time to show whether or not the number of injuries and illnesses are increasing or staying the same?

- What records do you have on first aid given in the workplace?
- What happens to workplace monitoring (eg dust, noise, fumes) reports?
- What ways (systems) do you have for storing and recording workplace inspection information (data)?
- How do you record product and equipment details (specifications and standards)?
- What types of materials do you store and use in the workplace?
- Have you made health and safety checklists using the information you have collected on hazards?
- Do you use the minutes of health and safety committee meetings to follow up on issues that are raised?
- Do you keep records of the health and safety training for each worker has done?
- When you inspect and maintain equipment, do you keep records?
- When was your last fire drill?

## 1.2.2 INFORMATION MANAGEMENT

The company keeps records to show it is managing the mine safely (MSMS), and these records should cover:

- external (eg legal) and internal (ie OH&S performance) needs;
- permits to work;
- dangerous materials and situations, and working out the chance of an accident happening (hazard identification and risk assessment);
- teaching people about occupational health and safety (OH&S training);
- checking equipment, making adjustments to it, and making repairs and replacement of worn or broken parts (inspection, calibration and maintenance activity);
- checking that records are being made and kept up to date;
- details of incidents, accidents and complaints, and what is done about them;

- knowing what materials and equipment are used in the workplace, their brand names and what they're made of;
- names and details of suppliers and contractors; and
- check-ups that people are following occupational health and safety rules and are keeping proper records, and seeing if changes should be made to the way things are done.

The amount of information can be very large and detailed, and must be well managed if the OH&S system is to work.

### 1.2.2.1 STORING RECORDS

Choose a good place to store the records so that you can easily file them and get to them when needed.

### 1.2.2.2 RESPONSIBILITY (WHO'S IN CHARGE OF THE RECORDS)

Put someone in charge of the records. This could be the Safety Officer or the local OH&S people at the worksite.

### 1.2.2.3 MAIN POINTS

Main points of good OH&S information management include:

- someone clearly labels the records with their subjects, dates and people involved;
- make notes on when the records are to be collected and where they should be kept;
- anyone who needs to look at the records can do so easily; and
- someone checks the records from time to time, and makes a decision to keep them, destroy them or put them in a special place for old records in case they are needed. Someone may need them if looking into workers' health, the special ways they keep themselves protected from dangerous dust and materials while working, and wash-up at the end of their shift, or what has been done to remove the risk of accidents.

## REFERENCE DOCUMENTS

AS/NZ5 4804:1997, Occupational Health and Safety Management Systems, General Guidelines on Principles, Systems and Supporting Techniques.

“Boral OH&S Manual”, Boral.

“Information and Recording Systems”, Victorian WorkCover Authority.

## 1.3 RESPONSIBILITIES AND ACCOUNTABILITIES

### 1.3.1 GOVERNMENT COMMITMENT (WHAT GOVERNMENT SAYS IT WILL DO)

#### 1.3.1.1 WHAT THE GOVERNMENT DOES

The Government looks after the mineral resources of the State for the benefit of the whole community and it makes laws (or “legislation”) so that mines can be operated safely, with little risk to the health and safety of the people who work in them or to the community. The Government want the laws to show that it is serious about these things.

As well as making new laws, the Government wants to:

- make sure that the owners, employers and workers, and contractors, agree to improving safety and health at mines;
- encourage education, training and awareness on safety and health at mines;
- make ways of checking up on the safety and health performance of mines;
- say what it thinks about safety and health in mines and what should be done about it, and to see that there are people whose job is to check that the Government’s laws are followed; and
- investigate an accident or dangerous occurrence if this would help improve mine safety.

#### 1.3.1.2 INSPECTORATES

The Government has a team of inspectors (called an Inspectorate) whose job is to monitor, check, promote where necessary, and enforce the law on mine health and safety.

The main aim of the Inspectorate is to:

- promote the best in safety and health performance;
- make sure that mine operators make it easy to inspect and examine all records on safety and health matters;

- ask mine operators to quickly fix any defect or problem that has been found at the mine;
- investigate the cause and events around every fatal and serious accident and every dangerous occurrence; and
- provide help through information and education so that mine operations follow the law.

The Inspectorate not only makes sure that the law is followed. It also carries out regular checks on how the safety systems are run; and it educates, trains and gives advice to encourage the best safety performance.

#### 1.3.1.3 LEGISLATIVE FRAMEWORK (THE LAW)

All States and Territories have laws for health and safety that follow guidelines for reforms made by a British Committee of Inquiry in Safety and Health at Work known as the Robens Committee.

As well, most States have laws just for mining. Each of these laws says what duties owners, employers, supervisors and workers must do (responsibilities), and that these people may be asked if, or how, they have done these duties (accountability).

#### Duty of care

Duty of care is a legal responsibility of employers, workers, suppliers, designers and manufacturers. Duty of care means everything “reasonably practicable” must be done to protect the health and safety of people at the workplace. However, there are different responsibilities for each group. The employer has the greatest responsibility.

The word “practicable” is important because it shares how far employers must go to make the workplace safe. Here, “practicable” means “reasonably practicable”. It covers:

- how badly any injury or harm to health may be, the chance it will happen, and if it can be seen coming;
- if people working in the industry know that there is a chance a bad injury could happen;

- the chance of the injury happening and the way the risk can be removed or lessened; and
- if the way of removing or reducing the risk of injury is available and suitable, and what it may cost.

This means that employers must know what is being done in the industry now to control mine site hazards and make sure that what is done to remove or reduce these hazards is kept up to date. There are a number of “codes of practice” (such as Australian Standards) – that is, rules on how things should be done – that say what authorities expect an employer can do. These codes can be used if there is not a special law to follow. A wise employer should know which of these rules might be used in his/her workplace and make sure that they are followed as far as possible.

There are two types of duty of care – common law duty of care and statutory duty of care.

Common law duty of care (what the courts say)

The judges in the Courts have pointed to four separate ways where employers must show care for workers:

- all staff and fellow-workers must be capable of doing their work (called competency);
- to provide a safe place of work, that is, premises, appliances in use are safe and properly maintained;
- to provide proper plant and equipment, that is, any equipment used by workers must be right for the job; and
- to provide a safe system of work. Part of the duty of making the job safe is looking at everything that is done on the job and always asking the question: “Is this job being done in the safest way possible?” If there are ways of doing things to make the job safe for workers or if they need safety equipment, they must ask the question: “Are my supervisors doing what they can to make sure that workers are following the safety rules?”

Common law differs from workers’ compensation as it is based on the idea that the employer must not be careless or negligent.

*Statutory duty of care (what legislation says)*

- Statutory law is written law made by Parliament. These laws say how people must behave and, if they don’t obey, they can be punished by the criminal courts. Most States have made laws to control working conditions and provide for the health, safety and welfare of people in the workplace.
- Under common law, employers have a duty to obey these laws (called “statutory duty”).

**Due diligence**

Due diligence at work means:

- working with care and showing that you care enough about your workplace and colleagues and take all sensible steps to carry them out;
- following what the law says should be done, and following the standards made by industry, professional and other rules, and what the courts say should be done;
- looking for hazards at work and the special ways you do your work or the conditions of your work;
- once hazards are found, you must protect workers from them. That is, do something to make certain that an accident won’t happen; and
- telling others about the hazards found.

The idea of “due diligence” is important because it can be used to defend companies, supervisors and workers who the law might find responsible for things that have happened.

Offences under legislation are what is termed “strict liability offences”. In such cases, the prosecution must only prove that the offence occurred and not that the defendant meant to commit the offence.

The most common defence to such a charge is to show that the accused took all “reasonable” steps to prevent the offence from happening. This is called the defence of “due diligence”.

- If there is an accident it will not be good enough to just show that a workplace had a health and safety system. You will need to show that the people who worked there took every step possible to prevent an accident from happening.
- The safety system must be able to protect workers from the worst things that can happen.
- The duties of the corporation, its manager, supervisors and workers are tied together.

## REFERENCE DOCUMENTS

Brown, C. October 1982, "Common Law Damages Claims – Their Implications on Mining Management", Underground Operators' Conference.

"Due Diligence in Occupational Health and Safety", Canadian Centre for Occupational Health and Safety.

Krstic, F. May 1998, "Understanding and Demonstrating Duty of Care", Extractive Industries Safety Seminar Workshop.

Safety and Health at Work; Report of the Committee (Great Britain committee on Safety and Health at Work) 1920 – 1972 (Circa 220 pages) Chairman Lord Robens.

Thompson, S. 7 September 1994, "Duty of Care".

Penney Pengilley, "Occupational Health and Safety in Mining: Contractor Safety and Law".

### 1.3.2 INDUSTRY COMMITMENT (WHAT INDUSTRY SAYS IT WILL DO)

#### 1.3.2.1 LEADERSHIP (SHOWING THE WAY)

Management provides leadership in the workplace by saying what it wants and how it will happen. It gives important information and help with rules on how things are to be done to make things better for the safety, health and welfare of its workers, and for the safety of equipment and facilities.

Company leadership is about:

- making worker health and safety policies that will improve the way things are done, and telling this to workers and their supervisors;
- deciding how to do things, and giving workers what they need to work safely and to have a safe workplace;
- keeping a check on, encouraging and rewarding good ideas to improve worker safety; and
- giving advice to workers and teaching them about rules and how they are applied, as well as letting them know the best ways of doing things in their industry, both in Australia and in other countries (called "best practice").

Leadership from the company means that management places a high value on having a safe and healthy workplace, and covers:

- letting people know about, support and recognise worker health and safety (OH&S) policies, goals and performance;
- letting people know about what is being done for safety and health in every part of the company, so that they can use this for the way they work;
- giving workers the power to take control and improve their work and workplace;
- giving encouragement to workers and rewarding them for what they have done to make the workplace healthy and safe; and
- setting a high standard or reference point for performance called "benchmarking". For example, what people agree is the best way of doing things, used to compare performance and letting other people know how well the system is working.

### 1.3.2.2 MEASURING PERFORMANCE OF WORKER HEALTH AND SAFETY SYSTEMS

There have been problems in measuring how well worker health and safety systems have worked in the past, and these problems are now more important because the types of risks are changing. People concerned with worker health and safety now want to know what the signs are that something will happen as well as looking at things after they happen. Companies want to know what a poor worker safety system costs, as well as if they will save money with their worker health and safety system.

### 1.3.2.3 MINE OPERATORS

Mine operators include the owner, operator, individual or “body corporate” having ownership or financial control of a mining operation.

A mine operator should:

- say that the mine will be managed and the work done in the way the law wants;
- make sure that the way work is done is, as far as possible, safe and does not injure the health of those working at the mine;
- have enough qualified people to make the mining operations as safe as possible, and to lessen the risks to the health of the workers;
- say that they will obey the State laws and regulations which say how the mine must be managed; and
- point out the different risks, and take steps to prevent injuries and dangerous incidents.

### 1.3.2.4 WORKER AND INDUSTRY ASSOCIATIONS

Worker and industry associations, including unions and professional associations, should talk to relevant Governments or Government bodies, and help in the review of law and information on safety and health matters.

### 1.3.2.5 DESIGNERS, MANUFACTURERS AND SUPPLIERS

A designer, manufacturer, or supplier of any machinery or material for use at a mine should:

- provide a manual of operation and maintenance, or storage instructions, written in plain language, so that, as far as possible, machinery or materials used on the job can be used safely or kept in good repair, and will not cause a risk to health when properly used;
- carry out research, testing and examination so as to find and remove, or lessen, any risks to safety or health, and doing this with the help of people working at the mine site; and
- give information to workers who are using the machinery and materials, including:
  - what the machinery is designed to do, and how to use and maintain it and maintain safely and without risk to health; or
  - the results of any relevant tests or incidents, or any conditions needed to ensure the safety and health of workers when properly used.

Standards Australia (the Standards Association of Australia) has a number of display posters giving information on chemicals in common use, and what to do if there is an accident using these chemicals.

### 1.3.3 SITE ACCOUNTABILITIES (WHAT EMPLOYEES MUST DO)

In the mining industry, the general “duty of care” parts of the law mean there are some things all workers must do while on the job.

Each worker has both a right and a duty to work safely. If an unsafe situation happens or is noticed in the workplace, everyone there will have to make sure that the danger does not spread or that others are kept away from it, and that the supervisor or someone of authority is told about it.

Everyone must work together to make the workplace safe. Everyone has a right to information and training and to have a say in how the work is done. An important example is having on hand what are known as the “material safety data sheets” (MSDS) when handling hazardous materials.

### 1.3.3.1 GENERAL MANAGEMENT

The community expects management to behave responsibly, and works in accordance with the laws. This also means that if management does not do some things, it can be asked why it did not do them, and it can be punished for not doing them. These laws may include special terms or concepts, such as “international best practice”, “risk management” and “due diligence and care”.

The general duty of care concept means that management must make sure that both themselves and all workers have training and education in skills and knowledge. This will help everyone to know when there are risks in the workplace and put in place ways (controls) for dealing with a risk to safety or health.

Because of this, training for management should include:

- a “risk management” approach to health and safety (that is, knowing what the risks are, and knowing what to do to remove or minimise risk);
- management saying that they want the workplace to be safe (“commitment”);
- the company is organised to support safety and make people answer for what they are doing or not doing for safety (“accountability”); and
- knowing what the workplace law is, and having hands-on experience with it (knowing how it works in a practical way).

### 1.3.3.2 SUPERVISION

Everyone working at a mining site must support safety and health if they are to have it.

The word “supervisor” has as one of its meanings the person who passes information between the managers and the workers.

A supervisor is one of the important people who make sure that the worker health and safety rules are followed in the workplace. Because supervisors deal with safety in the workplace from day to day, they should have a good knowledge of how the work is done, and what training and ability the workers under their care need.

To the workers, the supervisor stands for the management. The supervisor gives the management a way of keeping in touch with the workers and letting them know what it thinks and wants. Supervisors can tell the workers about the safety rules, and can prevent or settle differences or misunderstandings between management and workers.

For someone to be a supervisor, they need more than a good working knowledge of the job. They must also answer what for happens in the workplace, especially with worker safety, they need special help from management. This help is with training in management and knowledge of the law, which the law says they must have.

The employer must have enough supervisors to visit each workplace at regular times and spend enough time there to make sure that the operations are safe. The number of people under each supervisor will depend on:

- what is done at the workplace;
- how complex the work is and the area covered by it; and
- the amount of guidance needed between the supervisor and each worker.

When managers appoint supervisors, they are chosen because they have the right attitude towards safety, enough relevant experience on the job, and are able to work out what is needed by each workplace.

#### Training for a supervisor

A supervisor should normally have a good variety of practical experience in the mining industry and will have had experience in all the work they will be supervising.

Generally, the supervisor should have received:

- first aid training (which remains current);
- mine safety training; and



- preferably have had operator training relevant to the type of mining to be supervised.

Training of supervisors may also include:

- the mine's safety and health program;
- mine rescue;
- safe work procedures;
- managing contractor;
- planning for a safe mine;
- worker induction (showing new workers what is done); and
- governing regulations (knowing the regulations that control the workplace).

Role of the supervisor (what they do)

The supervisor sees to it that:

- those under them understand their duties; and
- that the workplace law is fully obeyed.

In more detail, supervision involves:

- making sure that workers have the skills needed for the task(s) they are doing;
- making sure that the work methods and workplace(s) are safe;
- making sure that hazards in the workplace(s) under their control are found, and that any risks are controlled;
- making sure that changes in the way the work is done that may affect the safety or health of workers are made known to all;
- making sure that other supervisors in control of other workers, and supervisors on connecting shifts, are told about the state of the workplace, what was done and equipment used;
- making a report at the end of the shift about the work done, and ensuring that this report deals with the state of the workplace, what was done and equipment used. This report should be given to the supervisor starting the next shift;
- helping to make sure healthy and safe rules are adopted;
- attending to accidents and incidents;

- helping to train new workers, and giving ongoing training for other workers;
- doing something about problems raised by health and safety representatives of the workers;
- giving the company statistics (for example, numbers of injuries) and reports on health and safety performance;
- making sure that the company buys the things needed;
- making sure that safety equipment (special clothing, gloves, helmets and so on) is given out, used and stored properly, and kept in good repair; and
- helping to make sure that emergency plans for first aid, fire and evacuation are known by workers in their workplace.

### 1.3.3.3 WORKER REPRESENTATIVES

Workers may appoint suitable people at the mine to do inspections and put their point of view about matters of safety in their workplace.

### 1.3.3.4 WORKERS

Employees and contractors should:

- take whatever care is needed for the safety and health of themselves and of other people who may be affected by what they do or don't do at work;
- work with their employer or any other person to do anything that their handbooks or the law says should be done;
- following instructions on what to do for the safety and health of themselves and others;
- know about lifting aids and other forms of helping physical effort, and use them correctly;
- use safety devices and equipment correctly and not make them unusable;
- keep their workplaces tidy and clear of obstructions;
- take steps to fix any unsafe situation that directly relates to them, report as soon as possible to their supervisor any situation

which they think could be hazardous. For unsafe situations that do not directly relate to them, the person should do whatever they can to make the situation if possible safe before reporting the matter;

- report any accident or injury that happens while working or while doing anything else to do with work; and
- report the state of their workplace, equipment or work method to the supervisor, and coworkers on the next shift.

#### 1.3.3.5 SHOTFIRERS

Shotfirers include those people who are trained in and responsible for the planning, manufacture, storage, transport and use of explosives at a mine.

A shotfirer is an authorised person in charge of handling and firing explosives. To be authorised as a shotfirer, a person must be able to show that they know about and have experience in the use of explosives at a mine, and has to pass an exam to prove that they understand the hazards related to explosives.

The shotfirer should be capable of showing:

- the ability to design, prepare and set off a blast;
- the ability to prepare and put in place safety procedures on site for training people in completing a blast;
- procedures for controlling noise, overpressure (air blast), dust and fly rock from a blast;
- that a minimum number of blasts has been done for training purposes; and
- the safe use of allowable ways of setting off explosives.

A shotfirer must know about and follow a mine's explosives management plan related to the risks in drilling and blasting.

## 1.4 POLICIES AND MANAGEMENT PLANS

An Occupational Health and Safety policy says what a company wants for worker health and safety, and gives its guidelines for bringing it about.

Senior management must make sure that the policy is carried out with no exceptions. The health and safety policy should have the same importance as the other policies of the organisation.

An operation's OH&S Policy forms part of or is the basis of a Mine Safety Management System (MSMS) set up to reduce accidents, disease and incidents at work. It should clearly say what is wanted, and make sure that things are done to improve safety. The site OH&S policy should agree with a Corporate Policy. In smaller operations, the Corporate Policy could be the site policy.

The reasons why a workplace should have a written health and safety policy are:

- to show that the employer wants and will support an Occupational Health and Safety program that works;
- to help the company to prevent accidents. The policy will make it clear that the employer wants to remove or prevent the causes of injuries and illness;
- to show that everyone in the company will know and care about making sure that the workplace is kept safe and healthy; and
- to make sure that Occupational Health and Safety happens by having enough people and money to do what should be done to make the workplace safe and healthy.

The policy says what the employer wants done to make the workplace healthy and safe for the workers. Some important points to consider when writing the policy are:

- that the workers must have their say;
- making sure that everyone knows that the health and safety of workers is most important;
- to make sure that workers are protected from risks (hazards); and
- doing what the law says should be done.

Your policy statements could include some of the following things:

- that the employer will give workers a healthy and safe workplace, and that health and safety will be tied in with everyday work activities;
- that the employer will be careful to do everything that can be done to prevent illness and injury to an worker, for example:
  - seeing that workers learn how to do their work in a healthy and safe way;
  - putting special people in the workplace whose job is to see that the work is done safely;
- that the employer says it (he or she) will work with all people in the company to make sure that what the Occupational Health and Safety policy says will be done;
- to check and update the policy at least once every year, so that it follows changes in the workplace and the law; and
- all workers must take care to see that the workplace is healthy and safe, and if not they must explain why.

The policy should be:

- up to one page long;
- stated clearly;
- signed by the Chief Executive Officer, General Manager and workers' representative;
- kept up to date;
- told to each worker;
- obeyed where all work is done; and
- put up where everyone can see it in the workplace.

Everyone must be able to have their say to make sure that the policy works for your company.

To make the policy work, you must make sure that:

- everyone in the workplace knows about the policy;
- everyone knows what should be done and who should do it;
- everyone knows who they should report to, and what happens if they fail to do this;

- there are enough people and money; and
- there is a way to set up the health and safety programs, and a way of checking how they are working and if they need to be changed.

### 1.4.1 REVIEW AND EVALUATION

To make sure that the OH&S management system is always getting better (continuous improvement), that it is the right system and that it is working, the company's management must do a regular check-up (or review) of the system. The check-up does not have to look at everything at the one time, but can do this over a period of time, for example every six months.

The check-up of the Mine Safety Management System (MSMS or mine safety system) should look at all the activities, products or services of the company to see what they have to say about worker health and safety, as well as what this means to the company's profits.

A review of the mine safety system should include:

- if the worker health and safety policy is the best one;
- a look at what the worker health and safety policy sets out to do, and what to look for to know that it is working;
- what mine safety check-ups (MSMS audits) have found out; and
- a check-up to see how well the mine safety system is working, and if it needs to be changed because of:
  - changes to the law;
  - changes in what people want from the company;
  - changes in the products or activities of the company;
  - changes to the set-up of the company;
  - changes in science and technology, including epidemiology (that is, what people have learnt about illnesses and diseases in your industry);
  - lessons learned from worker health and safety incidents;– changes in what the market wants – if it wants the company's products, which products, and

how much;

- changes to the way reports are made, when and to whom they are made, and the ways people are told about things (communication); and
- what people, especially workers, have to say about the mine safety system (feedback).

Some companies make mine safety part of their regular management meetings, while others have meetings of both management and worker representatives for the review.

Other companies have special management meetings just for checking mine safety.

When the workers' representatives take part in the check-up, they must also include the ideas of all the workers and others who are concerned about worker health and safety.

As well, everyone should be told about what changes and improvements to be made after the check-ups have been done.

The MSMS includes the idea that health and safety will always get better. This is done by always checking how the system is working against worker health and safety policies (OH&S), so as to point to improvements.

The continual improvement process should:

- show areas where improvements can be made to the mine safety and health system;
- show what problems are causing the safety and health system not to work, or not to work properly;
- make and put into action plans to fix these problems;
- show that these action plans are working;
- make a written record of changes made in the way work is done after making the improvements; and
- make comparisons between what is wanted and what is achieved.

### 1.4.2 BENCHMARKING

Benchmarking is a tool that shows how your company is going with its health and safety when compared with what people think is the

world's best. It includes an examination of the methods, processes, procedures, products and service performance of your company against companies in the same area. If done correctly, benchmarking will increase your knowledge of the improvements you need to make to become world-class. Benchmarking is a guide on the road to best practice.

### Benchmarking and continuous improvement

Continuous improvement is a way of getting your company to change, through constant, small improvements. Those who do the work are given the power to find and make changes to improve the way things are done.

Benchmarking gives practical information by encouraging a close look at your own company and other companies, looking at their methods, processes, procedures and performance. Benchmarking is a process, not an outcome. It should be used to look at special problems and can be used to get continuous improvement within your own company.

### REFERENCE DOCUMENTS

"A Basic Occupational Health and Safety Program", Canadian Centre for Occupational Health and Safety.

"A How to Guide for an Occupational Health and Safety Policy and Program", Department of Labour, Occupational Health and Safety Division, Nova Scotia.

ISO 9001 Quality Systems – Model for Quality Assurance in Design, Development Production, Installation and Servicing.

"Benchmarking Occupational Health and Safety", National Occupational Health and Safety Commission.

AS/NZS 4801 (2001), Occupational Health and Safety Management Systems, Specifications with Guidance for Use.

AS/NZS 4804: 1997, Occupational Health and Safety Management Systems, General Guidelines on Principles, Systems and Supporting Techniques.

EXAMPLES OF OCCUPATIONAL HEALTH AND SAFETY POLICIES

Example No. 1

Occupational Health and Safety Policy

The Occupational Health and Safety of all people employed by this Company and those visiting any of its sites is considered to be of the utmost importance. Management has every desire to provide a safe working environment for its workers.

To accomplish this, resources commensurate with the importance attached to comply with all relevant Acts and Regulations and to ensure the health, safety and welfare of all workers.

The Company will address Accident Prevention and Control, Hazard Control and Rehabilitation as priorities. Occupational Health and Safety is both an individual and shared responsibility of all parties. This Company places Occupational Health and Safety on a priority equal to productivity.

Signed CEO: \_\_\_\_\_

General Manager: \_\_\_\_\_

Worker Representative: \_\_\_\_\_

Date: \_\_\_\_\_

[The company thinks that the Occupational Health and Safety of all people working for it and those who are visiting any of its sites is very important. The management wants to make sure there is a safe working environment for its employees.

To do this, the company will give resources in line with the importance it thinks is needed so that the workplace law can be obeyed and all workers can be given proper health, safety and welfare.

The company will give special attention to Accident Prevention and Control, Hazard Control and Rehabilitation. Occupational Health and Safety must be looked after by each person and with all other people in the company. This company believes that Occupational Health and Safety is as important as productivity.]

Example No. 2

### Occupational Health & Safety Policy

It is our aim to provide a safe working environment for workers of this company by:

- giving the resources needed so that work can be carried out safely and effectively;
- making sure that all workers know how to work safely;
- regularly looking at how work is done to remove unacceptable risks; and
- management and workers working closely together to share their thoughts and suggestions to get the best results.

Signed            CEO: \_\_\_\_\_

                          General Manager: \_\_\_\_\_

                          Worker Representative: \_\_\_\_\_

                          Date: \_\_\_\_\_

Example No. 3

### Occupational Health & Safety Policy

The XYZ Company wants the best in health and safety in all workplaces.

It can do this by working closely with workers and contractors in the company's health and safety programs.

The company wants Occupational Health and Safety Committees to be set up, and agrees that such committees can bring about Hazard Recognition and Accident Prevention.

The company will use a responsible and effective accident Prevention and Rehabilitation and Program to look after the welfare of workers

Signed CEO: \_\_\_\_\_

General Manager: \_\_\_\_\_

Worker Representative: \_\_\_\_\_

Date: \_\_\_\_\_



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Example No. 4

### Occupational Health and Safety Policy Statement

ABC is committed to providing a healthy and safe workplace for all workers, subcontractors and visitors.

Resources will be made available to comply with the current legislation and standards to protect the Health, Safety and Welfare of all workers and subcontractors.

ABC will continue to address hazard control, accident prevention and training as priorities. The company considers Health, Safety and Welfare an integral part of production.

Health, Safety and Welfare is both an individual and shared responsibility of all workers.

Acceptance of the following responsibilities is essential to the success of the policy.

All ABC management shall:

- plan, develop, implement and monitor comprehensive Health, Safety and Welfare Programs;
- promote communication about Health, Safety and Welfare as a normal component of all aspects of work; and
- take effective action to provide and maintain a healthy and safe workplace.

Workers and subcontractors shall share the responsibility to:

- work in a healthy and safe manner;
- encourage others to work in a healthy and safe manner;
- cooperate with management in the support of promotion of Health, Safety and Welfare in the workplace; and
- promptly report accidents, unsafe practices or conditions that become apparent and work with others to promote a safe workplace.

Signed            CEO: \_\_\_\_\_

                      General Manager: \_\_\_\_\_

                      Worker Representative: \_\_\_\_\_

                      Date: \_\_\_\_\_

Example No. 5

### Occupational Health and Safety Policy

EFG accepts that the safety of its workers is very important and is a major part of the Company's operation.

The Company's Safety Policy is to reduce as far as possible the risk of accident or injury to any person happening because of the Company's activities.

The company will carry out this policy by developing and maintaining a workable and ongoing Accident Prevention Program to protect workers and other people from accidents.

#### Responsibilities

- The Management is responsible for accident prevention throughout the company.
- Each Supervisor is responsible for accident prevention within his area.
- Each Worker is responsible to him/herself and to his/her workmates for accident prevention.

#### Accident Prevention Requirements

- Always following the existing safety rules.
- Developing safe working practices and procedures.
- Training in these practices and procedures.

Signed CEO: \_\_\_\_\_

General Manager: \_\_\_\_\_

Worker Representative: \_\_\_\_\_

Date: \_\_\_\_\_

## 1.5 RISK MANAGEMENT

Risk is a part of life, and every day, each and every one of our decisions is concerned with risk and its management. We say that risk is being exposed to things that can or do cause injury.

Controlling those risks depends on the type of work being done.

For most companies, the risks that come with work are the most important and costly ones, which is why companies have an Occupational Health and Safety policy or plan.

Risk Management is: "The systematic application of management policies, procedures and practices to the task of analysing, evaluating and controlling risk." That is, looking closely at the risks, deciding what the consequences are, and doing something to remove or lessen the risks.

Risk has various properties. For instance, risk, before it happens, is part of what the future is made of. A risk that happens no longer has a chance of happening, because it is now certain; it has moved itself from the future to the past.

Hence, each risk has a chance of happening. This chance may be in qualitative or quantitative form, depending on what we know about that particular risk. That is, we can see from what we know about the way work is done that there is a risk (qualitative), or know it from the number of times that a type of accident has happened (quantitative). This chance, in quantitative or qualitative form, is called **risk likelihood**.

Another way of knowing about risk is what it does. We say **risk impact** is what we think will happen because of the risk. Impact can be measured. Qualitative and quantitative ways of measuring may be used. Again, how much you know about risk will tell you how to measure its impact.

The most important thing about Risk Management is using risk assessment to show how the risks line up, from least important to most important. In this way, you are saying that you know where to start and put in the most effort, to stop the worst type of accidents happening, even if you can't stop other types from happening. Sooner or later, if you think only of stopping one type of accident, it can take your mind off reducing another incident from happening.

Safety is the result of knowing about and doing something to control risk. It doesn't mean there are no risks. But it does mean that the risks are so low that everyone thinks the work can be done safely.

There are three basic steps to Risk Management:

- **Identifying the hazards:** involves recognising things that may cause injury or harm to the health of a person, for instance flammable material, ignition sources or unguarded machinery.
- **Assessing the risk:** involves looking at the chance of injury or harm happening to a person if exposed to a hazard.
- **Controlling the risk:** by introducing ways of doing things (measures) that will remove or reduce the risk of a person being exposed to a hazard to a level where everyone thinks the work can be done safely.

It is important to regularly go over the steps, especially if there are changes in the work environment, new technology is introduced, or standards are changed.

Employers should talk with the workers when they are going over these steps.

The element of a risk management process is shown in figure 1.1, which has been reproduced from AS/NZS 4360 – 1999 Risk Management.

### 1.5.1 IDENTIFYING HAZARDS (OR RISKS)

There are a number of ways of pointing out the likely sources of injury or disease. Picking the right way will depend on the type of work done and the hazards it has.

Ways may range from a simple checklist for a special piece of equipment or substance to looking at a number of related work processes. A combination of methods may give the best results.

Methods of finding workplace risks include:

- making up a risk checklist;
- looking around the workplace (walk-through surveys);

- looking over information from designers or manufacturers;
- looking at unsafe incidents, accident and injury data;
- looking at work processes;
- talking with workers;
- closely looking at and thinking about material safety data sheets (MSDSs) and product labels; and
- asking for help from people who have special knowledge (specialist practitioners, consultants and representatives).

### Hazard Types

A hazard means anything that may result in injury or harm to the health of a person,

Some hazards come with the type of work done, such as mechanical hazards, noise, or the toxic properties of substances. Other hazards come from equipment and machine breakdowns, or by machines being misused, or by control or power system breakdowns, chemical spills, and structural failures (for example, cracks in wooden beams, rust in steel supports), and can be expected when looking for hazards.

It is useful to prepare a list when considering these hazard types and looking for work-related hazards to make sure that you think about all the hazards there are. The table below lists some types of hazards, with some examples.

Types of hazards and specific examples include the following:

- Gravity: falling objects, falls of people.
- Kinetic energy: projectiles, penetrating objects.
- Hazardous substances: skin contact, inhalation.
- Thermal energy: spills and splashes of hot matter.
- Extremes of temperature: effects of heat or cold.
- Radiation: ultraviolet, arc flashes, microwaves, lasers.
- Noise: hearing damage.
- Electrical: shock, burns.

- Vibration: to hands and body.
- Biological: micro-organisms.
- Stress: unrealistic workload and expectations.

### 1.5.2 HAZARD REPORTING

Hazard reporting encourages workers to take a proactive approach to safety. It is mainly to get workers to ask about their jobs “What are the hazards?” or “What can go wrong?” before an accident happens, and then find the likely hazards and bring them to the attention of their supervisor or the manager.

Usually, hazards will be found during day-to-day work and can be fixed on the spot. However, sometimes a hazard cannot be fixed straight away.

Reasons why this may happen include:

- disagreement over whether there is a hazard, or how bad it is;
- no one can think of or knows a way of controlling the hazard;
- disagreement over the best way to control the hazard;
- there is no time to fully control the hazard because workers are too busy, and because of this they do something to control the hazard only for a short time; or
- the people in the workplace agree that no one will come in contact with the hazard and it can be fixed later.

For any of these situations, you must make a report.

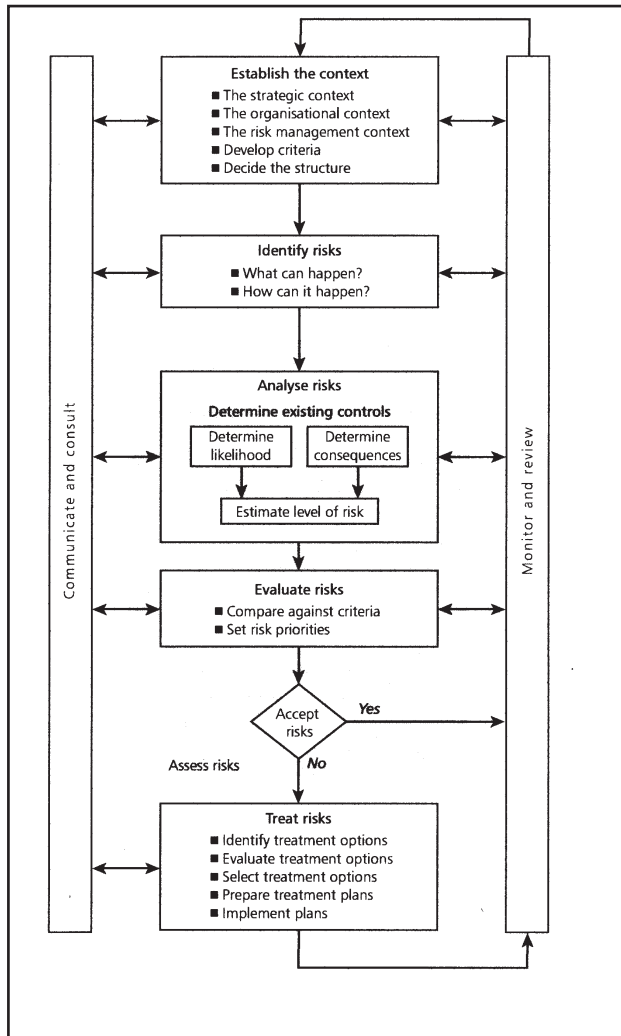
#### 1.5.2.1 WHAT IS A HAZARD?

A hazard is anything likely to cause damage to people, the environment, property, machinery or equipment.

Hazards may be related to:

- the work environment (for example, slippery floors, poor lighting);
- the way the work is organised (for example, having to carry heavy loads a long distance);

Figure 1.1 Risk Management Process



- the plant, equipment, tools or substances used (for example, toxic chemicals, unguarded machines);
- lack of information, training and supervision; and
- poor or ill-fitting personal protective equipment (PPE).

**Why report hazards**

Reporting hazards is important for several reasons:

- For every serious injury/accident or death in the workplace, there is usually a history of “warning signs” or “near misses” that were ignored because conditions in the workplace change daily.
- Changes in working conditions can bring

new hazards.

- The next injury/accident might be serious.

These “warning signs” or hazards should be fixed before the accident happens.

**Reporting Hazards**

Be alert at work! Workers should look out for likely hazards and work out what the problem is, then report it to the supervisor of the work area.

Everyone should report hazards to the person in charge of the work area. There are a number of ways to report a hazard. How dangerous the risk is will tell you how soon you should report it and the best way to do this.

Report right away if a hazard might cause death or serious injury or illness, or might cause harm to a number of people.

If it is less urgent, you should:

- use a hazard report book; and
- report hazards at meetings with your Supervisor.

**1.5.3 ANALYSING AND ASSESSING THE RISKS (WORKING OUT WHAT THE RISKS ARE)**

In working out the risks from the hazards you have found (risk assessment), you can draw up a list of what injuries or harm can happen, and if these might happen. These should be set out from the most serious to the least serious, for example, from death by crushing to a small scrape or cut in the skin. For each hazard that you find, you should work out if there is a risk of someone being killed.

In working out risks, you should find out what is known about how many people have had an injury or a disease because of a hazard (frequency of injury), how long they were exposed to a hazard that caused the injury or disease (duration of exposure), and how bad the injury or disease was (outcome).

You can be helped in working out the risks by knowing about other mines and work that are like yours. You should look at several aspects.

- **Frequency of injury:** How often is the hazard likely to result in an injury or disease?
- **Duration of exposure:** How long is the worker exposed to the hazard?
- **Outcome:** What are the consequences or potential severity of injury? (For example, will the injured worker get better? Will the injuries take a long time to heal?)

In looking at these three things, you can work out the likelihood of workers being injured or harmed. It also shows how bad the injury can be (severity). To work out the risks, you should consider all the facts, and know about the likely risks in the type of work you are looking at.

If you have worked out the risk, it will help you know what can happen (consequences) and help you find ways of reducing the risk.

Risk assessment should include:

- working out how good is the training or knowledge needed to work safely;
- looking at the way the jobs are done;
- looking at the way work is organised (who does what and how);
- working out the size and layout of the workplace;
- working out the number and movement of all people in the workplace;
- working out the type of work to be done;
- looking at the plans for an emergency evacuation (for example, what has to be done to get people away from danger when there is an accident or a fire, and how to rescue people);
- looking at the way all materials and substances are stored and handled; and
- looking at workplace factors such as temperature, lighting and dust.

Sometimes you will have to look at each part of the work being done to work out its risk.

This way, you can find out which tasks have a higher risk of injury or disease, how often, and how bad.

## 1.5.4 ASSESSING THE RISK

Talk to the supervisor of the work area to work out how dangerous the hazard is and what can be done to solve the problem.

If you can fix a hazard easily, go ahead! If not, risk assessment can help you find answers.

To work out the level of risk, consider the:

- Severity of the consequences of an accident:
  - How bad would the injury or illness be?
  - How many people are at risk?
- Likelihood of the accident happening:
  - Has it happened before?
  - How often might it happen?
  - When is it most likely to happen?

A proactive approach considers what might be done to decrease the likelihood of an accident happening.

## 1.5.5 REDUCING THE RISK

### 1.5.5.1 FINDING WAYS TO CONTROL RISK

The last step in controlling risk is to decide which ways to do this. Sometimes, you may need more than one way. The ways of reducing risks can be to:

- remove or reduce the risks of a hazardous work process;
- minimise the effects of injury or disease; and
- reduce the risk of exposure to hazardous substances, machinery (plant), noise and ultraviolet (UV) radiation.

### 1.5.5.2 FIXING THE HAZARD

When you do something to remove or lessen the risk from a hazard, you might need help from the supervisor. You should think about which is the best way to fix a hazard. This is sometimes called a “hierarchy of controls”, that is, they start with the best way, and go on to the next best way, and so on (see Section 1.5 on Risk Management).

### 1.5.5.3 MINE HAZARD CONTROL

#### Hierarchy, or preferred order of control

##### Control of Risk – General

Elimination (or removal) is a lasting answer and should be tried first of all. The hazard is eliminated altogether, for example, the elimination (removal) of a hazardous work process or substance.

Substitution is replacing the hazard by one that has a lower risk. This could be replacing a toxic substance with a less toxic substance.

Engineering controls are ones that change how you move about in the workplace or handle the machinery being used by putting a barrier or block between yourself and the hazard. This may include:

- machine guards (for example, that stop your hands, your clothing or your hair getting caught in a machine);
- isolation or enclosure of hazards;
- the use of extraction ventilation; and
- manual handling devices such as gloves or tongs for dangerous substances, or pulleys for heavy loads.

Administrative (procedural) controls reduce or eliminate exposure to a hazard by making workers stick to the right way of doing things. Written instructions should provide all the steps to be taken and the controls to be used in doing a task safely. These controls only work if workers do what they've been told to do. Examples are:

- rules to follow so that you can do the job safely; and
- permits to work, which means that the company gives you permission to do the work because it knows you are able to do the work.

Personal protective equipment is special clothing worn by people to protect them from a hazard. This control will work if you have the right protective clothing, and if it is fitted correctly and worn at all times when needed.

You should try first to pick a control that removes the hazard. It is best to choose these

controls when the project is being planned. However, you may have to use a number of different controls to remove or lessen the risk.

### 1.5.5.4 PREFERRED CONTROLS

Controls are ways of doing things that reduce the hazard and risk to the health or safety of people working there.

The control of worker injury and disease should best be dealt with by:

- design;
- substitution;
- redesign;
- separation; or
- administration.

These controls are better than personal protective clothing at removing, reducing or making the risk small.

Where the law says there are special ways of controlling the risk, these ways must be followed.

Information or ideas on control measures can come from:

- codes of practice;
- guidance notes;
- workers;
- industry or employer associations;
- unions;
- government bodies;
- specialist practitioners and consultants;
- Australian Standards;
- other relevant standards and guidelines;
- other publications and reference databases;
- Material Safety Data Sheets (MSDSs);
- manufacturers and suppliers; and
- designers and architects.

#### 1.5.5.5 CONTROL USING PROTECTIVE EQUIPMENT

Protective clothing should only be used when other methods of control can't be used. When to wear protective clothing will depend on:

- the type of work or the work process done;
- what you know about an injury or disease that can be caused by doing the work or process;
- what the company knows about ways of stopping injury or disease from any special hazard or risk; and
- having good ways to prevent, remove or lessen injuries or diseases caused by a hazard or risk.

There are some situations where protective clothing should be used just for a short time. These include:

- where it is not possible to control of the hazard in other ways. When this happens, the hazard should first be reduced as far as possible using other ways before using protective clothing to make it safe enough to work;
- where the known risks allow protective clothing to be used for a short time until there is better control of risks using other methods, for example, where urgent action is needed because of plant failure;
- during routine maintenance work. Although exposure to hazards often happens during such work, it is only for a short time and there are only a small number of people doing the maintenance, and other ways of controlling risk cannot be done;
- the type of work or the work process done;
- how bad the likely injury or disease is;
- what you know about an injury or disease that can be caused by doing the work or process;
- what the company knows about ways of stopping injury or disease from any special hazard or risk;
- having good ways to prevent, remove or lessen injuries or diseases caused by a hazard or risk; and

- if the cost of doing anything else to prevent, remove or lessen an injury or disease is too much to make the job worth doing at all.

#### 1.5.5.6 HIGH-RISK PERMITS

High-risk permits are needed for work done in places that are always dangerous and need extra precautions to make them safe. Permits are good only for a short time and are only given out when the person in charge has checked that the workplace is safe to carry out the work. The person in charge of handing out permits must sign all permits.

Workers should know about the type of work or the places where permits are needed, and must have special training for that type of work.

The permits and the type of work they cover should be checked from time to time. Changes should be made to the permits where workers have experienced extra risks or the supervisor has seen other risks when working on a high-risk job.

There are a number of jobs on mine sites that need high-risk permits. Some examples of these are:

- hot work;
- storing gas cylinders;
- isolating energy sources;
- working alone in a hazardous area;
- working in confined spaces;
- working in high-voltage areas;
- working at heights; and
- access to the workplace and the use of machinery.

#### 1.5.5.7 SAFETY SIGNS

Workplace signs should be put where everyone can see them, and they should be looked after, be clean, well-lit and easy to read.

All signs should relate to the hazard. When the hazard is removed, the sign should be removed also.

All workers must understand what the signs say. The meanings of the signs and how they are used must be explained to all workers, as well as



changes to the words on the signs or where they are put. Management should be aware of workers who have English as a second language or where reading could be a problem.

All people working in the mine must obey all signs.

Safety signs provide information about situations affecting health and safety and are not a solution for accident prevention.

The function and meaning of signs should be included in employee induction training programmes.

Employees need to be told about any new sign or changes to an existing sign, before it is displayed.

Classification (types) of signs

AS 1614 - The design and use of reflectorized signs for mines and tunnels, lists nine classes of signs. These are:

- Class A-Danger signs
- Class B-Caution signs
- Class C-Emergency-related safety instruction signs and rescue markers
- Class D-Fire services signs
- Class E-Direction signs
- Class F-Traffic signs
- Class G-Information signs
- Class H-Mandatory (obligation) signs
- Class J -Prohibition signs.

Some examples are:

Hazard Signs

These signs advise of hazards and are subdivide into:

- Danger signs: (usually shown with a red oval shape with white writing on a black background) These signs warn of a hazard or hazardous condition that is likely to be life threatening, for example “Danger High Voltage”, “This machine starts automatically at any time”.

Figure 1.2 Danger Signs



\* Warning (Caution) Signs (usually shown as a black triangle with yellow background) These signs warn of a hazard or hazardous condition that is not likely to be life threatening, for example “opening door hazard”, “slippery surface”.

Figure 1.3 Warning (Caution) Signs



Emergency Signs

(Usually shown as green background with white writing or symbol) These signs indicate the location of, or direction to, emergency related facilities, for example “first aid”, “emergency assembly area”

Figure 1.4 Emergency Signs



Fire Services signs: -

(Usually shown as red background with white writing or symbol) These signs advise the location of fire alarms, fire fighting facilities, emergency stops, for example “Fire Extinguisher”, “Emergency Stop”

Figure 1.5 Fire Services Signs



Direction and Traffic signs: -

Limitation or Restriction signs: (usually shown as a red circle with number inside) place a limitation on an activity or use of a facility, for example speed limit signs.



The colour scheme, shape and size of the sign is appropriate to the particular service. Refer to AS 1614 for the preferred type of sign.

Information Signs: -

(Usually shown as blue background with white writing or symbol) These signs provide general information, for example “parking areas”, “toilets”, “storerooms”, “offices”.



**Mandatory Signs: -**

(Usually shown as blue background with white writing or symbol) These signs advise an order for action that “must” be obeyed, for example “hearing protection must be worn”, “hard hat area”

**Figure 1.6 Mandatory Signs**



**Prohibition signs: -**

(Usually shown as a red circle with a line through it) forbidding an action for example “no entry”, “no smoking”. If you do not obey these signs you may be committing an offence against the law or breaching safety procedures.

**Figure 1.7 Prohibition Signs**



**Dangerous Goods Signs**

Dangerous goods are classified by the United Nations, based upon the hazard a substance or material may cause.

There are nine classes of dangerous goods:

**Class 1 Explosives**



Explosives  
(example TNT, ANFO, primers)

**Class 2 Gases**



Class 2.1 Flammable gases which will burn (example acetylene, hydrogen, LPG)



Class 2.2 Non-flammable non-toxic gases (example air, carbon dioxide, nitrogen)



Class 2.3 Poisonous or toxic gas (example chlorine, nitric oxide)



Liquids which will burn (example petrol, diesel, kerosene)  
Flammable solids



Class 4.1 Flammable solids and self-reactive substances and which are easily ignited and readily combustible. (example desensitised explosives, sulphur, phosphorous, picric acid)



Class 6.1b Harmful materials that must be stored away from foodstuffs but are not classified as poisonous (example pesticides, heavy metals)



Class 4.2 Spontaneously combustible materials that may ignite if exposed to air (example non-activated charcoal)



Class 6.2 Infectious Substances, which contain viable micro-organisms that may cause disease in humans and animals (example live vaccines)

Class 7 Radio Active Substances



Class 4.3 Dangerous when wet means that moisture may cause a fire (example calcium carbide)



Materials, which spontaneously emit ionising radiation (example uranium, radio isotopes, plutonium)



Class 5.1 Oxidising agents (example chlorine, sodium peroxide)



Chemicals, which will eat away at a wide range of materials (example hydrochloric acid, sodium hydroxide)



Class 5.2 Organic peroxides (liquid or solid) similar to class 5.1 but can explode under certain conditions



Miscellaneous Goods

Substances and articles, which have potentially dangerous properties (example aerosols, polyester beads)



Class 6.1a Poisons which cause death or serious injury if inhaled, swallowed or adsorbed (example cyanides, lead, arsenic)



Used whenever more than one class of Dangerous Goods is being carried in the one load

### 1.5.5.8 REVIEW OF CONTROL MEASURES (CHECK-UP OF WAYS OF CONTROLLING RISKS)

Doing a check-up of ways of controlling risks is important so that they are always up-to-date and can stop or control exposure to hazards or hazardous work practices.

Engineering controls should be regularly tested to make sure that they work. Performance testing and evaluation standards should be set up.

Repair and maintenance programs should say:

- where servicing is needed;
- how much servicing is needed;
- what type of servicing is needed;
- how often the servicing should be done;
- who looks after the repair and maintenance programs; and
- how problems will be fixed.

To keep good records, you need a way of making records or reports.

The employer is only required to take actions that are “reasonably practicable” to make sure there are no risks to the health and safety of employees and others.

This means the employer must decide how big the risk is – if it will happen and how bad it will be if it happens – and if the employer can remove it and how much it will cost.

If the risk is greater than the difficulties and costs of removing it, then the employer must remove the hazard. If the risk is very small, but hard and costly to remove, the employer may be able to say that it doesn’t have a duty of care to use that method to remove the hazard.

The test is “objective”. This means that the employer only has to look at what any other employer thinks they can do when dealing with the same sort of problem.

The employer must be “reasonable”. If it costs too much to control a risk or is too hard to do, these are good reasons not to do it. Also, if it is not too hard to do, or too costly, these are good reasons to do something about the risk.

You can ask the question: “Should the employer already know about a hazard, if it can happen,

how bad it is and if it can be removed?” Because of questions like this, employers must keep up with what people are learning about hazards and how to remove them. To do this, the employer may need help from work health and safety experts.

Thinking about if hazards can happen, the employer must know that they can be caused by workers not paying proper attention, or by being careless, or even by disobeying rules or instructions.

The employer cannot ignore his duty just because:

- the hazard has been looked at before;
- there has not yet been an injury from a hazardous way of doing work; or
- the employer has bought the plant or equipment with problems that make it hazardous to use.

If you can find that there is a way of controlling a hazard that people use everywhere, this does not mean that an employer is wrong when he or she says they could not use some other and safer method (that is, that it was not “reasonably practicable” to do).

When you have questions about safety and if something can be done to remove a risk, it is important to remember that:

- your common sense, and not special knowledge, can tell you what needs to be done to remove the risk; and
- if the employer does not do this, he or she are not doing their duty to care for your safety.

Check that the hazard is fixed for good.

After the changes are made, the supervisor and staff should check that the risk of injury or illness is as low as they can make it.

The law says that workers must inspect and take action to make their workplace safe.

The law may ask a person or a worker to carefully examine the workplace and any machinery or system used there so that they can be sure that it is safe.

## REFERENCE DOCUMENTS

“A Short Guide to the Employer’s Duty of Care”  
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## 1.6 CONTRACTOR MANAGEMENT

### 1.6.1 MINE OPERATOR'S RESPONSIBILITY

The mine operator is responsible for the control and safety of any person at the mine, not just directly employed people, but all people working on the mine site, either for a long time or for only a short visit. Picking the right contractors for the job is the best step management can take to ensure the safety of personnel and plant and equipment. The mine operator must be satisfied that the contractor is able to do the work and has the right ways of working safely before giving him or her the job.

Many contractors do higher-risk jobs, like construction, repair or other work not done by other workers that is more hazardous than normal operations.

The size of the contract (cost and time) will say how much time and resources will be spent on managing the safety of the contract. Major (cost) and medium to long-term contracts normally use special written agreements on the systems and procedures used for the work. Processes in larger contracts have more details and deal with more things than small contracts and casual contracts. However, the amount of effort to be spent on the contract should be in proportion to the risks to be managed – that is, it doesn't matter if it is a large or a small contract – it must give enough attention to the risks for them to be controlled.

### 1.6.2 SPECIFIC WORK HEALTH AND SAFETY (OH&S) SYSTEMS REQUIREMENTS

- Does the contractor have the right work health and safety (OH&S) systems (for example, policies, consultative processes) that at least follow what the law wants?
- Are the systems the contractor says he or she uses being used now, or ready to go?
- Do the contractor's management care enough about work health and safety (OH&S)?

- Are the contractor's safety systems able to deal with risks of the proposed job? (The higher the risk, the better the systems must be).
- Does what the contractor thinks about work health and safety (OH&S) agree with what the company thinks about work health and safety?

### 1.6.3 THE CONTRACT

The written contract should contain details of the safety needs of the job. All parties (that is, the people who sign the contract) should agree to these details before the contract is given, and they should have a plan of how the safety system is to be run. The safety clauses in the contract are to:

- make clear who must care for safety;
- make sure that the law is obeyed;
- minimise accidents and injuries;
- make sure that new workers know what they will be doing;
- make sure accidents and hazards are properly investigated; and
- make sure that plant and equipment is kept in good condition.

### 1.6.4 CONTRACTOR'S SAFETY MANAGEMENT SYSTEM

For high-risk contracts, the contractor should make a work health and safety (OH&S) Management System. All large contractors should have a ready – made (or general) system for all types of work that can be changed for individual contracts. The general system could contain:

- health and safety policy statement;
- organisational chart showing the key people working for the company;
- a list of safety duties of workers, their authority to do these duties, and their training;
- list of workers who already have skills;

- who is an employee and who is a subcontractor for the purpose of selection, placement and training methods or programs;
- details of health and safety training given to workers before starting the job (including special training and induction);
- accident investigation (procedure, documentation);
- injury/illness reporting (procedure, documentation);
- workplace inspections and auditing (procedure and documentation);
- hazard reporting (procedure, documentation);
- worker communication/consultation/participation – for example, tool box talks, health and safety committee;
- scope of works;
- safe work procedures/job hazard analysis process (to be developed/modified as project proceeds);
- static plant (Certification Reports);
- mobile plant safety certification (about inspection before coming on site and how to keep it in good repair);
- hazardous substances control (listing and MSDS register);
- personal protective equipment and clothing (policy and register);
- health and safety and environment controls (for example, noise, vibration);
- rehabilitation (process and documentation);
- emergency response and evacuation (procedures, documentation), that is, plans for an emergency, like a fire or an explosion, and how to get workers away from where the explosion or fire happens; and
- disciplinary action (policy and procedures), that is, how workers or employers are punished if an accident happens, either because of something they have done or something they have not done.

## REFERENCE DOCUMENTS

- 1998, “Boral OH & S Manual”.
- “Guidelines for Managing Health and Safety in the Labour Hire Industry”, WorkCover – South Australia.
- “Occupational Health and Safety Manual”, Pioneer Concrete NSW P/L.
- “PLDC Health and Safety Management Procedures” – Penrith Lakes Development Corporation.
- “QuarrySAfe – Occupational Health and Safety Resource Manual”, QuarrySAfe Group Health and Safety – South Australia.
- “Guidelines for Contractor Occupational Health and Safety Management for New South Wales Mines” – MDG 5003, Dept Mineral Resources.



## 1.7 HAZARD AND WORK INJURY REPORTING SYSTEM

### 1.7.1 SITE REPORTING

#### 1.7.1.1 HAZARD REPORTING PROCESS

A hazard report may be made for many reasons, including:

- to remind the supervisor to take proper action to control the hazard;
- to record the fact that the hazard was found;
- to record a hazard that has not been properly fixed or controlled by management;
- to ensure that the hazard report is sent to other management people or the Health and Safety Committee; or
- to record an action done by a person that has increased the risk to themselves or others.

For hazard reporting to work, it must be:

- easy to get to;
- easy to use; and
- followed up by corrective action.

#### 1.7.1.2 EASY TO USE

Keep it simple. The aim of a hazard report form is to help workers to spot and record hazards. A report form should be no longer than a page.

Some workplaces have made good use of report forms in pocket-size, carbon-copied books.

#### 1.7.1.3 CORRECTIVE ACTION (ACTION TO FIX HAZARDS)

For hazard reporting to work well, you must have a way of recording and following up the actions to fix hazards. One such way is to use a Hazard Control register.

A hazard-control register or other way of keeping track on what is done to fix hazards will help you to work out how hazards are controlled in your workplace. Health and safety committees use the Hazard Control register to help find out about:

- substandard conditions and practices that have not been fixed;
- the need for training and information; and
- areas that still need action to fix hazards.

#### 1.7.1.4 INJURY/ILLNESS REPORTING AND RECORDS

For an accident-prevention program to work well, it must have:

- ways for reporting all incidents and injuries;
- full investigation of all accidents, injuries and illnesses; and
- detailed ways of recording.

The purpose is:

- to keep full records of personal injuries, illnesses, property damage and other incidents and near-misses. This information can be used to find problem areas that need action to fix hazards;
- make people in the workplace more aware of the hazards there by getting them to look into accidents and incidents and go over the information collected about accidents and incidents;
- so that the way the incident happened can be looked at toolbox meetings and used for case studies in training sessions; and
- to give a way for senior management to keep tabs on how well the control actions work following incidents/injuries and other losses.

Ways of reporting must be made for use by the company and for use by other people not working for the company who must know about its Occupational Health and Safety. All details recorded should agree with AS 1885.1. Measurement of occupational health and safety performance. (rules on how to record incidents and injuries).

#### REFERENCE DOCUMENTS

“QuarrySAfe – Occupational Health and Safety Resource Manual”, QuarrySAfe Group Health and Safety, South Australia.

Getting Started with OH&S”, Regular Hazard Spotting Inspections, National Occupational

Health and Safety Commission.

“Finding and Fixing Hazards, University of Technology, Sydney.

“Occupational Health and Safety Manual”, New England Antimony Mines.

## 1.7.2 EXTERNAL REPORTING

Some types of incidents and those where there is lost time must be reported to the relevant state authorities. Employers should know about legislation (laws) in their State.

## 1.7.3 COMPILATION OF REPORTS

### 1.7.3.1 LOCAL REPORTING

The local branch of a company needs to make reports to see how its own safety performance compares to the goals it has set itself and to report the results to its head office.

### 1.7.3.2 DIVISION AND GROUP REPORTING

Senior management need to keep tabs on the safety performance of their workplaces so that the information can be used in reports for the Board of Directors, and to give performance feedback to individual business units and employers.

### 1.7.3.3 BOARD OF DIRECTORS

Company directors have a duty to keep tabs on everything that the company does, including for health and safety. In Australia and some overseas countries, directors can be made responsible for breaking the health and safety law, and can be punished. Accurate and regular reports to the board give information needed by the directors to know if the company is obeying the law.

### 1.7.3.4 ANNUAL REPORT

The company gives information on safety performance to its shareholders through the Annual Report. This document is given both to shareholders and to other people who have an interest in the company, and is used to show how well the company is doing. The report shows

if the company is following its own standards and those made by the law, and also gives information on accidents.

Reporting on work health and safety (OH&S) performance has in the past looked only at injury numbers, that is, negative (reactive) results. Companies should also look at positive (proactive) ways to look at performance.

Someone who wants to know how a work health and safety system is working can learn more if it makes reports on what has happened by controlling workplace risks as well as looking at injury numbers. To help people to want good safety management, health and safety reports should be talked about at all management meetings in the company.

## 1.7.4 COMMUNICATION OF REPORTING (LETTING OTHERS KNOW)

### 1.7.4.1 ACCESSIBILITY (EASY TO GET TO)

Workers need an easy way of getting to a report form or another way of reporting hazards. Before making a form that can be used for a report, you should think about:

- all the different workplaces that can use the form. For example, workers who are moving about, or work off-site and can't get to photocopiers and so on; and
- getting the workers to have their say in making the form, and saying if they think the form is good or not, or if it needs to be changed.

## 1.8 WORKERS' COMPENSATION AND INJURY MANAGEMENT

### 1.8.1 INJURY MANAGEMENT

Occupational rehabilitation is getting injured workers back to their fullest physical, psychological, social, vocational and economic usefulness, as near as it can to what they were before the injury. Rehabilitation aims at keeping injured or ill workers in, or returning them to, suitable employment, and to give these workers the help they need.

The rehabilitation program that has been worked out by the company and the workers together says what they want rehabilitation to be and how they will make it happen.

### 1.8.2 REHABILITATION POLICY

By writing down what it thinks rehabilitation should be and how it will help (the rehabilitation "policy and procedures document"), the company shows to everyone that it supports the idea of rehabilitation. The document says what services injured workers can get and how to get them.

The policy should be made for what each workplace needs, and should include:

- what the policy wants to happen (objective);
- everyone saying that they want workplace-based rehabilitation commitment;
- who can get rehabilitation and how they will be helped;
- names of the people who are running the rehabilitation and what they do;
- ways of settling arguments about rehabilitation; and
- that all people running the rehabilitation can show, or answer for, what they are doing and if they are getting the results they want (accountability).

Workplace-based rehabilitation programs should aim to get the best services for looking after injured workers or returning them to the right sort of work.

#### Sample Rehabilitation Policy

ABC Company will help workers keep their jobs if they are injured or become ill because of their work.

Specifically, the return-to-work policy is that:

- everything done to help the worker will start as soon as possible, but must follow doctor's advice;
- injured and ill workers will be returned to work as soon as possible only if it is safe and can be done; and
- the worker will be given other work that won't make them ill.

The company wants all workers to help make its policy work.

Our commitment to this policy means:

- Return to work will start as soon as possible after illness or injury and return to work plan will be set up for any worker who is unable to work for 20 or more days. This plan will be set up as soon as the company knows an ill or injured worker will be off work for 20 or more days.
- For the worker to keep his or her job, if they can still do it, the illness or accident and its treatment must be reported just after it happens.
- The company always tries to return injured workers to work when it is safe to do it.
- As part of the return to work program, workers will at first not be given work that could make them ill again.
- The injured workers will have a say in their return to work.
- The privacy of the workers will be protected.
- The company will not hold it against a worker if he or she is in a return-to-work program.
- There will be a weekly check-up of the return-to-work activities, with the worker having his or her say, to make sure the worker is getting better.

### 1.8.3 WORKPLACE-BASED REHABILITATION

Studies have shown that the sooner a person gets back to work after an injury the less likely is the injury to become worse and the better is the chance of recovery.

It may not at first be possible for the injured worker to continue at work or return to his/her original job and the rehabilitation providers and coordinator would work together to develop a plan to bring about a return to work. Normally, the plan would be gradually upgraded until the worker was able to return to his or her pre-injury duties.

Rehabilitation should begin as soon as the injury or illness has been notified and in line with medical advice.

Everyone should agree to the type of rehabilitation for the injured worker (that is, the worker, his/her union, the employer, health care professionals, insurer).

Workplace absences through an injury or illness incur costs for the worker and employer. For example, for the worker, the costs would include pain and loss of physical, social, and psychological wellbeing that may result in depression, frustration and low self-esteem. For the employer, the costs could include lower production and payments for overtime to maintain production.

Rehabilitation providers are an important part in the health and productivity of the workforce. Rehabilitation could include help with physical and social problems due to the injury. Each team will include a professional who is skilled at advising on what injured workers can and cannot do at work during their recovery. The rehabilitation provider can help to plan how they can continue to work or to help them return to work at the earliest possible time.

### 1.8.4 MINE OPERATOR'S RESPONSIBILITIES

The mine operator's responsibilities are to:

- set up the company's rehabilitation program and procedures;
- show the company's rehabilitation program at all workplaces;

- make sure that workplace management of the rehabilitation program is done and the worker chosen as the rehabilitation coordinator is given right training;
- make sure that an injured worker gets the right treatment. A worker should be able to choose his or her doctor;
- assist an injured or ill worker to return to the pre-injury job through a personal rehabilitation program, which may include other duties;
- consult workers either directly or through the OH&S committees to talk about the program and let workers know about it;
- check to make sure the rehabilitation program is working; and
- set up a procedure to handle any disputes over occupational rehabilitation.

### 1.8.5 REHABILITATION COORDINATOR'S RESPONSIBILITIES

Good coordination of rehabilitation is important. Employers should appoint someone from their organisation, who can talk with senior management, workers and their representatives, line management, rehabilitation providers, medical practitioners and insurers to help injured workers return to work.

A coordinator must:

- get the support of management, workers and unions;
- help the employer to set up rehabilitation programs in line with State/Federal legislation, coordinate and check the workplace rehabilitation program and individual rehabilitation plans;
- help injured workers to return to work as soon as possible;
- set up and maintain contact with the injured workers doctor; and
- make sure that workers who need rehabilitation services are set to the right rehabilitation providers.

### 1.8.6 WORKER'S RESPONSIBILITIES

The worker's responsibilities are to:

- cooperate with the rehabilitation program;
- cooperate with a program by attending all medical check-ups; and
- not worsen the injury by doing things that might lead to more damage.

### 1.8.7 SUITABLE ALTERNATIVE/MODIFIED DUTIES

It is important for injured workers to return to work as quickly as possible because they can get a sense of identity and purpose at work. This complex psychological and social environment can give support when difficulties are experienced.

The trauma of injury that separates the worker from workmates and the activities of work can give feelings of inadequacy and hopelessness. The supportive relationships the injured worker experiences when returning to work can help the worker to cope with the injury and rehabilitation.

Suitable duties are not merely something for injured workers to do while they are recovering from the injury. While it is important to return to work as quickly and safely as possible after an injury, it is equally important that what they do on their return helps in their rehabilitation.

The employers, with the doctor, the rehabilitation provider and the injured worker should set up the range of activities the injured worker is able to do.

There should be an attempt to provide suitable duties that include the abilities, interests and expertise of the injured worker. For example, an electrician, who is injured at work and unable to do his/her job for some time, may be able to use his/her experience and knowledge as an estimator.

Such a plan helps to keep the injured worker's self-esteem and assist in rehabilitation. It is also helps the company to make the best use of the worker's abilities.

When suitable duties for an injured worker are not an option

In some cases, because of the nature of the worker's injuries or the types of jobs available in the workplace, it may not be possible to set up a rehabilitation program with suitable duties.

Two options are:

- a schedule of rehabilitation at a gymnasium or swimming pool may help the injured worker to recover and get back to his/her job; and
- even with good rehabilitation, the injured worker may not be able to get back to work. In this case, retraining should be talked about with the injured worker and the rehabilitation provider. The rehabilitation provider will be able to help the injured worker with retraining and will know about the assistance WorkCover can give in meeting the cost of this retraining.

### 1.8.8 TRAINING AND EDUCATION OF WORKERS

- Workers must know of their responsibilities about rehabilitation. For rehabilitation programs to work, they depend on the cooperation of every worker within the company.
- Induction training of new workers should include a part on occupational health, safety and rehabilitation where worker responsibilities are explained.
- Management should be given help in meeting their roles and responsibilities.
- Workers should be given help in meeting their roles and responsibilities.
- Rehabilitation coordinators should be given the right training to help them to meet their responsibilities.

### 1.8.9 ACCREDITED REHABILITATION PROVIDERS

Most cases should only need discussion between the worker, treating doctor, supervisor and workplace coordinator to return an injured worker to work. The type of injury should decide the type of rehabilitation needed and the time he/she will be away from work.

Should a company wish to appoint a rehabilitation provider, a number of things need to be considered:

- use of a provider in all cases, or if recommended by the coordinator or case team;
- how to choose providers;
- the number and type of providers needed;
- the worker's role in choosing a provider;
- if the providers can meet the employer's rehabilitation needs; and
- letting providers know what they need to tell the company about the injured worker.

Generally, rehabilitation providers can provide different services. Employers should take care in choosing the right provider.

### 1.8.10 RECORDING AND MONITORING

- Records should be kept of an injured worker's progress.
- A rehabilitation plan should be prepared with the worker and his/her doctor.
- Medical information about a rehabilitation case should be confidential.
- Management and the workplace OH&S Committee should review the rehabilitation programs of injured workers to make sure they are getting better.

### REFERENCE DOCUMENTS

"Guidance Note for the Best Practice Rehabilitation Management of Occupational Injuries and Diseases", NOH&SC: 3021, 1995.

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