A Safety Management System for Small Transport Businesses
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Introduction

The purpose of a Safety Management System (or “SMS”) is to improve the management of health and safety within an organisation, thus eliminating or reducing the incidence of injuries and illness sustained in the workplace. Introducing a SMS into your workplace may also give your business a commercial advantage. Sub-contractual arrangements are increasingly common and most large businesses now require their contractors to demonstrate a commitment to safety by having a Safety Management System in place. The following documentation aims to provide small businesses operating in the road freight transport industry a simple, systematic framework by which to accomplish this.

Employer’s obligations for health and safety in Queensland workplaces are governed by the Workplace Health and Safety Act 1995 and Workplace Health and Safety Regulation 2008. The information provided in this package is designed to assist small business operators in the road freight transport industry meet these obligations. It does not address in detail those issues which are governed by other legislation. Reference may be required to other sources of information to manage these risks, including but not limited to:

- Queensland Transport Operations (Road Use Management )Act 1995;
- Australian Dangerous Goods Code Volume 7;
- The National Transport Commission’s Load Restraint Guide;
- Queensland Industrial Relations Act 1999.

TruckSafe and the National Heavy Vehicle Accreditation Scheme (NHVAS) are accreditation systems which provide further guidance on managing the on-road risks associated with heavy vehicle operation. The Qld Trucking Association can provide your organisation with further information about these programs.

This project has been commissioned by the Queensland Trucking Association, and made possible by funding from the Department of Employment and Industrial Relations and the Small Business Grants Scheme. The information provided does not constitute legal advice and while all care has been taken in the preparation of this document in accordance with current workplace health and safety legislation and practice, it should not be relied upon as a definitive source of information regarding your individual circumstances and obligations for workplace health and safety. The advice of a registered legal practitioner should be sought to determine this.
1 Your General Legal Obligations

What to do

You have a general legal obligation to ensure the health and safety of your workers and other people who may be affected by your business. To fulfil this obligation, you need to understand how the Queensland Workplace Health and Safety Act 1995 ("WHS Act") and Workplace Health and Safety Regulation 2008 ("WHS Reg") apply to you. The WHS Act imposes certain obligations on people at workplaces to ensure workplace health and safety. The WHS Reg describes what must be done to prevent or control certain hazards which cause injury, illness or death. Codes of Practice may also apply to some areas of your business, and are designed to give practical advice about ways to manage exposure to common risks. Compliance with Australian Standards is not mandatory unless they are specifically called up by an Act or Regulation.

How to do it

It is a requirement of the WHS Act that workplace risks be identified, assessed, controlled and reviewed, to prevent or minimise any harm occurring. If the WHS Reg describes a way to prevent or minimise a risk at your workplace you must do what it says. If there is a Code of Practice that describes how to prevent or minimise a risk at your workplace you must do what the code says, or adopt and follow another way that gives the same level of protection against the risk. If there is no Regulation or Code of Practice about a risk at your workplace you must take reasonable precautions and exercise proper diligence to manage the risk.

More information

- You may also wish to consult a legal practitioner or other health and safety professional for advice on interpreting your legal obligations. The Qld Trucking Association can assist members with interpreting legal obligations, including where necessary, referrals to specialists in the field http://www.qta.com.au/
- Section 4.1 of this document - Managing Workplace Risks.
2 Management Commitment

2.1 WHS Policy

What to do
In order to demonstrate management commitment to health and safety, your workplace should have a formal policy that sets clear responsibilities, goals and objectives for the organisation, and for all people within it, including the CEO, managers, employees and contractors.

How to do it
An example that you can customise for your workplace is included in APPENDIX A. Covering the policy requirements as part of your induction process is a good way of communicating the policy throughout the workplace, and being sure that everyone understands its contents. To keep the policy current, it should be re-issued at least every two years.

More information

• Workplace Health & Safety Queensland’s Serious About Safe Business Pack

• Australian/New Zealand Standard AS/NZS 4804:2001 Occupational health and safety management systems – General guidelines on principles, systems and supporting techniques. Australian Standards can be purchased online from the SAI Global website http://infostore.saiglobal.com/store/

• Appendix A of this document - Sample WHS Policy Statement.
2.2 Resourcing for Safety

What to do
Include safety-related expenses in the overall operating budget of your organisation. This does not mean that spending on safety must be limitless, however consideration should be given to the possible costs involved of not investing adequately in proactive safety initiatives, versus the implications of managing an injured worker. Resourcing also means setting aside appropriate amounts of time to attend to safety-related tasks.

How to do it
Items you may need to budget for in your business running costs could include such things as:

- engaging dedicated and/or professional WHS personnel;
- promotion of safety in the workplace (eg. a quarterly BBQ, posters, competitions and small prizes for staff);
- WHS-related training for staff (eg. first aid, emergency procedures, WHS Representatives and Officers);
- provision of personal protective equipment;
- workers’ compensation insurance; and
- scheduling out dedicated amounts of time each day, week or month to attend to the safety aspects of your business.

More information
2.3 Accountability

**What to do**
Let all management and staff know what is expected of them both individually and collectively as a part of your company, in terms of your health and safety requirements.

**How to do it**
One of the best ways for managers and business owners to set expectations is to lead by example, or “walk the talk”. Be involved in safety initiatives, such as accompanying your staff on regular housekeeping inspections of the workplace. Be seen wearing your high-visibility gear whenever you enter an operational area. Make it a priority to attend safety meetings and avoid constant rescheduling as a way of demonstrating that safety takes priority. When you consistently demonstrate that you take your responsibilities for health and safety seriously, so will your employees. Establish reporting systems and follow up on issues raised.

Another way to assign accountability for specific health and safety duties is to include responsibility statements in position descriptions for your employees. See APPENDIX B for an example that can be used in your workplace.

**More information**
- Workplace Health & Safety Queensland’s Serious About Safe Business Pack
- Appendix B of this document – Sample Position Description WHS Duty Statement.
2.4 Promoting Safety

**What to do**

Start talking about safety to your workers. Raising the profile of safety within your workplace can be as simple as having a safety-related topic as the first agenda item at all meetings in your workplace. These types of regular discussions will demonstrate your commitment as a manager or business owner, to the well-being of your employees, and you will also start to engage everyone in your workplace about the best ways to manage safety in the running of your business.

**How to do it**

Meetings need not be formal. You may have a monthly staff get-together where you discuss recent developments in the business with your employees over a morning tea, or a BBQ at the end of the week. Incorporate a few minutes at the very beginning of these events, talking to your staff about an incident you may have heard about in another transport business, or involving a piece of equipment that you also use in your workplace. Take time to acknowledge compliance with safety procedures and publicly announce this. It could be as simple as issuing a small award to an employee who took special initiative to report and rectify a hazard they noticed.

You can also subscribe to online WHS alert services, many of them free, which contain good material for such discussions. See the section “More Information” below, for some website links. Printed material from these sources can be displayed on noticeboards and placed in staff lunchrooms as a way of further promoting the information through your workplace.

However you decide to go about promoting safety within your business, don’t forget to document it. Diary notes, photocopies held on file of information distributed to employees, or basic meeting minutes containing an attendance list and dot points of subjects discussed, could be helpful legal records down the track.

**More information**

- Workplace Health and Safety Queensland publishes the free quarterly newsletter “SAFE”, which contains useful information, safety hints and tips, legislative changes and project updates. You can view and subscribe online to “SAFE”
  

- Another useful source of information is WorkSafe Victoria’s free weekly email alert “Safety Soapbox”. While the content of this service is largely targeted at the construction industry, it does contain regular examples of workplace hazards relevant to the transport industry (use of mobile plant, work at height etc). You can view and subscribe online to “Safety Soapbox”
  
3 Consultation

**What to do**

TALK to your with your employees about health and safety. Take their views into account, involve them in identifying and resolving health and safety issues in the workplace, and consult with them to develop procedures.

The Qld WHS Act places obligations on employers for workplace consultation in certain circumstances, including the appointment of Workplace Health & Safety Officers (WHSOs), Workplace Health & Safety Representatives (WHSRs), and the formation of Workplace Health & Safety Committees.

**How to do it**

You may consider establishing a Safety Committee or electing Workplace Health & Safety Representatives if requested (the WHS Act requires this in some circumstances). Otherwise, simply involve your people when making decisions that affect their health and safety. They are much more likely to take ownership for decisions they have helped to make, and then willingly following the rules – that’s just human nature!

You can engage your employees in conversations about safety by accompanying them on regular housekeeping inspections of the workplace. Make time at the beginning of every situation where you gather your staff together and talk about any changed or new situation in the workplace (eg. new equipment, new staff, changed processes etc), and the safety implications that it may present. You could also provide a suggestion box for people to make recommendations about safety. However you decide to go about consulting your workers, don’t forget to give them feedback on their ideas, and keep them up-to-date on any changes you decide to implement.

**More information**


- List of accredited WHSO Training Course providers. Some of these organisations may also provide WHSR training

- Workplace Health & Safety Queensland’s Serious About Safe Business Pack
4 Safe Work Procedures

4.1 Managing Workplace Risks

What to do
Identify all tasks within your organisation that involve risks to health and safety. Then, involving your workers, develop and implement safe work procedures for these tasks. Ensure your staff are trained in the procedures and follow them, and review regularly to ensure the procedures are still appropriate. This is particularly relevant when a new task or piece of equipment is introduced into the workplace.

Going through this process does not necessarily mean a whole lot of retraining and developing new work methods. Chances are you already have safe systems of work in place and are doing a lot to control risks. By formalising these in Safe Work Procedures, you will not only have a thorough training resource, but in the event of an injury occurring in your workplace, you will also have documented evidence that you exercised proper diligence in the management of workplace risks.

How to do it
Before developing procedures, you first need to know what risks to health and safety are involved in your business. To manage risks in your workplace you must use the following process, which is known as “Risk Management”:

1. Identify the hazards
2. Assess the risks
3. Prioritise the risks
4.1 Managing Workplace Risks

4.1.1 Identifying hazards
A sample checklist you can use to help with this is provided in APPENDIX C.

4.1.2 Assessing risk
Assess the risks presented by the hazards you have identified. This can be done by completing a “Risk Assessment”, which will help you decide which risks are more serious than others, and prioritise your actions and resources accordingly. Transfer any risks identified on APPENDIX C to APPENDIX D. Then for each risk, use APPENDIX E to assess the severity, and record the score in the Risk Score column on APPENDIX D.

Make a list of all the risks in a “Risk Register” and prioritise it according to the severity of risk. The more serious the risk, the more immediate attention it should receive. A template you can use for this is provided in APPENDIX F.

4.1.3 Control measures
Implement control measures, or in other words, choose the way you will minimise or eliminate the risks. Remember, if there is a Regulation or Code of Practice which describes how to control particular risk, then you must adopt that way. If there is no Regulation or Code of Practice which applies, you must consider your control measures in the following order, which is known as the “hierarchy of controls”. List all the controls against their associated risk on APPENDIX F in order of priority.

4.1.3.1 Hierarchy of controls
(a) Eliminate the risk, by choosing an alternate work practise, or not doing the task at all;
(b) Substitute the task or equipment for a less hazardous one. In choosing this option, you need to make sure that the substituted method does not introduce any new hazards;
(c) Engineer out the hazard. This means changing something’s physical properties to reduce risk, and may include such things as controlling forklift speeds by installing speed limiters, installing conveyors to carry freight, or fitting mufflers to plant to reduce noise;
(d) Isolate people from the hazard through use of physical barriers such as barricades or bollards etc;
(e) Administrative controls such as policies, procedures, signs and training. Rostering and job-rotation are also examples of administrative controls;
(f) Personal protective equipment. PPE should only be considered as a last resort, or additional layer of protection to other controls, as it does nothing to actually remove the risk.
4.1.4 Implementing control measures

This is where Safe Work Procedures become important. Make sure the control measures you have selected are written into your safe work procedures, and workers are trained in these. Be sure to keep a record of any training given.

4.1.5 Monitoring and review

If tasks at your workplace tend to be done much the same way all the time, it may be appropriate to review your procedures every two years for example. If you regularly change work practices, use different/new equipment, or take on different tasks however it may be necessary to review your procedures more frequently, such as every six months. To demonstrate this monitoring and review process you should ensure there is an “Effective date” and “Review date” included on all of your procedure documents. You should also review your safe work procedures following any incident which occur in your workplace, to look for ways to improve on how your workers can safely complete their tasks, or any gaps or omissions in the procedure. Always check that the control methods used to address one risk haven’t resulted in the creation of any new risks.

More information

- Risk Management Code of Practice 2007

- Workplace Health and Safety Act 1995 (Section 27A Managing exposure to risks)

- Australian Standards AS4360 Risk Management; AS4804 Occupational health and safety systems; HB 205 OHS Risk Management Handbook. These standards can be purchased online from the SAI Global website
  http://infostore.saiglobal.com/store/

- Workplace Health & Safety Queensland’s Serious About Safe Business Pack

- Appendix C of this document - Sample Hazard Identification Checklist

- Appendix D of this document - Sample Risk Assessment

- Appendix E of this document - Risk Score Matrix

- Appendix F of this document - Sample Risk Register.
4.2 Particular Risks for Road Freight Transport

The following section contains information on risks that are particularly relevant to workplaces in the road freight transport industry. As a minimum, you should consider developing safe work procedures which incorporate controls for addressing these risks.

As each workplace is different, it is not possible to provide a list of generic solutions that will suit everyone within this document. Thus, links to further guidance material have been provided, especially to relevant legislation where it applies (including Acts, Regulations and Codes of Practice).

4.2.1 Contractor Management

What to do
Contractors, including those visiting your workplace (for example tradespeople), or those you are sub-contracting work out to (for example other transport companies), must also be accounted for when managing health and safety risks in your business.

How to do it
Ensure contractors are appropriately supervised. For one-off contractors, such as a photocopy repairperson or the electrician who comes to install a power point, it may be appropriate to simply sign these people in at the visitor’s register, explain any relevant site rules, and have them accompanied to the location of the job that needs to be done. If they are not entering an operational area and will be constantly supervised by your staff, this is probably sufficient to ensure their health and safety is not affected by your business.

Contractors such as labour hire or other self-employed persons actually participating in the day-to-day operation of your business however (for example drivers or warehouse staff), will require more comprehensive training and supervision. You should ensure these people go through the same site induction process as your full-time workers, and that they receive the same training and supervision as a new staff member would, until deemed competent. Also be sure to account for any contractors on site in your emergency procedures.

All contractors engaged should hold the appropriate licenses and workers’ compensation, public liability and professional indemnity insurances for their profession. You are entitled to request copies of these before hiring them.

More information
- Appendix M of this document - Sample Contractor Checklist.
4.2 Particular Risks for Road Freight Transport
(Dangerous Goods)

4.2.2 Dangerous Goods

What to do

Dangerous Goods are defined and listed in the Australian Dangerous Goods (ADG) Code. Generally speaking, they are products whose properties pose an imminent risk to health, safety and the environment.

In Queensland, the Dangerous Goods Safety Management Act and Regulation 2001 set out the requirements for the storage and handling of dangerous goods at workplaces and other locations (except Class 1 and 5.1), while the ADG Code sets out the technical requirements for the transport of dangerous goods. You must comply with these documents, which contain strict requirements for separation distances, storage, labelling, transport, training and emergency response.

How to do it

Dangerous goods can be identified by the presence of a Class Diamond on the packaging (see figure below). Depending on the amount of Dangerous Goods stored at your workplace, you may need to apply for a licence from the Department of Employment & Industrial Relations (Hazardous Industries and Chemicals Branch).


If you handle Class 1 or 5.1 goods as part of your business, there may be additional requirements under the Explosives Act and Regulation that you need to comply with.
This is an area where the advice of a specialist dangerous goods consultant, or the Department of Employment & Industrial Relations (Hazardous Industries and Chemicals Branch), is recommended if you are unsure of how to manage your obligations.

Make sure that your building insurance covers you in the event of an incident where dangerous goods are concerned.

**More information**

- CHEM Services Dangerous Goods website (note this information will move to the Workplace Health & Queensland website from approximately June 2009)

- Australian Dangerous Goods Code 7

- Dangerous Goods Safety Management Act 2001

- Road freight transport industry guidance sheet – Dangerous goods including flammable or combustible liquids

- Explosives Act 1999 and Explosives Regulation 2003

- AS1940–2004 The storage and handling of flammable and combustible liquid;
  AS3846–2005 The handling and transport of dangerous cargoes in port area;
  AS/NZS HB76 Dangerous goods – Initial emergency response guide. These standards can be purchased online from the SAI Global website
4.2.3 Drugs and Alcohol

**What to do**

Contrary to what some employees may believe, managing drugs and alcohol in the workplace is not about controlling what people do in their private lives. It is about ensuring your workers present for work in a fit state, so that their own safety and that of their fellow workers is protected. As an employer you have a duty of care to ensure this happens. Your customers, or those you subcontract services to, may also require that your employees comply with their Drug & Alcohol policy when on their sites, or carrying their freight.

**How to do it**

As a first step, your workplace should have a Drug & Alcohol Policy in place which outlines what you expect from your employees. This should include a requirement for workers to come to work unimpaired by the effects of alcohol, drugs and any other illicit substances. The policy should be communicated to all staff, and form a condition of their employment. A sample Drug & Alcohol Policy is included in APPENDIX I.

Should you decide to implement a drug and alcohol testing program in your workplace, there are some important industrial relations matters that need to be considered. Also consider how your policy will be enforced and how you will deal with any breaches. See the More Information section below.

**More information**

The QTA can assist you further with policies for managing Drugs & Alcohol in the workplace


**AS/NZS 4308 Procedures for the collection, detection and quantification of drugs of abuse in urine.** This standard can be purchased online from the SAI Global website [http://infostore.saiglobal.com/store/](http://infostore.saiglobal.com/store/)

Appendix I of this document – [Sample Drug and Alcohol Policy](http://infostore.saiglobal.com/store/).
4.2.4 Electrical Safety

What to do

Identify electrical hazards in your workplace, and ensure they are controlled by the risk management process described in SECTION 4.1 of this document. Aside from general risks associated with electrical equipment in the workplace, consider other hazards which may need to be addressed, such as forklifts or cranes operating near overhead powerlines, or building works being performed on your site where underground services may exist.

How to do it

- Install a safety switch;
- have specified electrical equipment tested and tagged by a competent electrical person. Some examples of specified electrical equipment requiring inspection, testing and tagging, which may be used in the road freight transport industry include welders, electric hand held tools, air compressors, paint dryers, heaters, vacuum cleaners, extension leads, etc;
- avoid the use of double-adaptors; use power-boards instead. The use of double-adaptors is not permitted by law for certain kinds of work, particularly workplaces where manufacturing work (the work of assembly, disassembly, fabrication, installation, maintenance, manufacturing, refurbishment or repair) is performed. Most transport operations are likely to include some form of work which meets this definition, particularly in depot and workshop areas;
- always use a licensed electrical contractor to perform electrical work. This is also required by law;
- ensure the 1100 Dial-Before-You-Dig services has been contacted before any work involving the digging of trenches is commenced at your workplace;
- keep records of all testing and results;
- inspect electrical leads for damage, and keep them away from areas where they can be damaged or run over by equipment;
- never use damaged electrical equipment; and
- check with the Electrical Safety Office to determine exclusion zones required for work around overhead powerlines.

More information

- Electrical Safety Act & Regulation 2002

- Contact a licensed electrician, who will be able to set up a testing and tagging program for your workplace or install a safety switch, and further advise what you need to do to comply with the law regarding electrical safety

- Road freight transport industry guidance sheet – Electrical safety
4.2.5 Emergency Planning

What to do

Emergency situations can take many forms. You should consider the types of events that would be an emergency situation for your business, and develop plans for how you would deal with them. Common emergency plans for workplaces cover events such as fires, bomb threats, storm/flood damage, environmental damage, chemical spills, employees injured at work, responding to off-site accidents, product damage and salvage, security incidents (eg. armed hold-up) negative publicity, and financial events (eg. fraud).

How to do it

Develop emergency procedures for your workplace. By law, you emergency procedures for dealing with fire situations must include:

- how to raise the alarm in an emergency. If you don’t have an audible alarm system installed, this may be by use of a PA or telephone system, or by use of designated Wardens to alert people;
- how to notify emergency services. If there is no automatic alarm system installed at your workplace, you will need to nominate someone at your workplace to ensure this is done in the event of an emergency;
- evacuation procedures for the workplace, including assistance for anyone with special needs, such as mobility or hearing impaired persons;
- the nominated assembly point where people should gather once evacuated;
- how you will account for everyone on site, to be sure all have been evacuated. Using the visitor’s register, roll-call or performing a search of the site (usually by nominated Wardens) can all be considered as ways of doing this; and
- the number of people evacuated and anyone who is missing.

By law, your workplace must have an evacuation diagram displayed which shows:

- the location in the building where the diagram is displayed (eg. “You are HERE” marker);
- the route from the place in the building where the diagram is displayed, to the nearest exit;
- each exit of the building;
- any intercommunication devices in the common areas of the building (often red intercom “WIP” phones);
- the location of manually operated alarms in the building (usually break glass alarms and/or the main Fire Panel box);
- the fire fighting equipment in the building (eg. extinguishers and fire hose reels); the designated assembly area/s for the building; and
- the route from each exit shown on the diagram to the designated assembly area/s.
You also need to have arrangements in place to ensure that:

- fire fighting equipment is installed and tested periodically;
- there are people in your workplace trained and confident in the use of fire fighting equipment; and
- your emergency plans are reviewed and practised with a drill every year.

If your building/s have no hard-wired fire detection system installed, install battery-operated smoke alarms and test them every month.

Depending on the range of activities conducted at your workplace, you may need to investigate whether you require environmental spill kits for fuel, oil or other chemical spills. You may also be required to have this equipment in your vehicles if they carry particular classes of Dangerous Goods (see Dangerous Goods section for more information).

When planning your emergency response, you should give thought to contingency plans for how your business would continue to operate in the event of serious damage to buildings and/or equipment. If you operate a vehicle fleet, your emergency planning should also extend to on-road incidents such as vehicle accidents, clean-up/salvage operations and fires.

More information

- AS3745-2002 Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces; AS 1678.0.0.001-2004 Emergency procedure guide - Transport - Vehicle fire. These standards can be purchased online from the SAI Global website

- Building Fire & Safety Regulation 2008 (Part 4 Evacuation planning, instruction and practice)

- Visit the Queensland Fire and Rescue Service website. QFRS provide consultancy services for the preparation of emergency procedures and diagrams, conduct training courses for Fire Wardens and in the use of fire fighting equipment, and can also provide advice on the installation of equipment required for your workplace by the Building Code of Australia

- Appendix N of this document - Sample Site Fire Emergency Plan.
4.2 Particular Risks for Road Freight Transport
(Fatigue)

4.2.6 Fatigue

**What to do**

Fatigued employees in any workplace environment, whether they are drivers, warehouse, loading yard or office workers, can present risks to health and safety. This is particularly true where mobile plant, such as forklifts and cranes, is operating. Whether fatigue presents a risk to your workers needs to be assessed as part of the hazard identification and risk assessment process (outlined in **SECTION 4.1** particularly if your employees are required to work long hours, extended period of night work, irregular hours, and have early starting times or late finishes. Long or erratic hours of work can result in less than adequate sleep and a tendency towards ongoing fatigue.

**How to do it**

Consider the following factors for managing fatigue in your workplace if shiftwork or regular overtime is performed:

- Roster design. Ensure workers have the opportunity to sleep 7-8 hours between shifts, also allowing for travelling time to and from work;
- Shift rotation. If there are different shift times in place over a weekly period for example, employees should begin on the early shift and progressively change to the later shift (e.g. day, afternoon then night);
- Sleep inertia, which can occur if a person is woken after sleeping for more than 40 minutes and decrease their capacity to respond to a situation quickly. This can have implications for safety for workers who are on-call for emergencies, for example. To minimise the effects of sleep inertia, factor in recovery times of up to 30 minutes for workers who may have recently been asleep;
- Breaks. Time spent away from the work environment is important in allowing workers to recover from fatigue. For this reason breaks should be taken during work shifts, and should not be traded for an early finish time for the shift;
- Occupational exposure levels. Extended working hours may increase the risk of health effects from hazards such as noise, heat and chemicals;
- Manual tasks. As well as being physically tiring, performing manual work over extended shifts may increase the risk of a musculoskeletal injury occurring, due to the cumulative effects of muscle fatigue, strains and sprains.

**More information**

4.2 Particular Risks for Road Freight Transport (Fatigue)

- Further information about laws particular to Queensland transport operators, including work diaries for heavy vehicle drivers, can be found the Queensland Transport website under Fatigue Management 

- The National Transport Commission (NTC) has developed a fatigue management kit especially designed to assist small to medium size transport operators. It includes educational information for parties in the supply chain including a DVD, series of information bulletins, guidelines, self-assessment checklists, driver planner assistants and promotional material designed to be re-branded with your company information. The Heavy Vehicle Driver Safety & Compliance Implementation kit can be accessed online 
4.2.7 First Aid

What to do
You are required to provide access to first aid for your workers by law. How you do this depends on a number of factors, including the size and location of your workplace, the nature of hazards in your workplace and types of injuries likely to result.

How to do it
Conduct a risk assessment. If your workplace is in a remote location, your controls may include having a well-stocked first aid room, and somebody trained in First Aid always rostered on when your business is operating. For a workplace in a metropolitan location with a 24-hour medical centre across the street, it may be appropriate to keep a small first aid kit handy and refer injured people immediately to the medical centre rather than having a first aider trained in the workplace.

Most workplaces will fall somewhere in between, with a first aid kit kept on site and a person or persons trained in first aid to maintain it and provide first aid treatment if required. You should also consider putting first aid kits in vehicles for drivers who do not have ready access to a first aider.

Records must be kept of all injuries that occur in the performance of work duties as outlined in SECTION 6.1.

More information

- First Aid Code of Practice 2004

- Workplace Health & Safety Regulations 2008 (Part 24 First aid)

- Section 6.1 of this document - Incident Reporting and Investigation.
4.2.8 Hazardous Substances

What to do
You are required by law to keep a register of all hazardous substances used in your workplace, along their corresponding Material Safety Data sheet. Risk assessments must be conducted for all workplace hazardous substances and where possible, they should be substituted for non or less hazardous substances. Hazardous substances must be labelled correctly, and certain training, consultation and health surveillance programs undertaken. Special storage arrangements may also be required, including storing substances alongside a copy of their MSDS.

How to do it
Obtain the Material Safety Data sheet from the supplier of the substance, determine whether the product is a designated hazardous substance, and conduct a risk assessment (see the Hazardous Substances Risk Assessment template in APPENDIX P). Then develop and maintain a register (Error! Reference source not found.) for all hazardous substances at your workplace.

Many items could fall into the category of hazardous substances, including things such as fuels and cleaning products. The Material Safety Data sheet (available from the supplier or manufacturer) will specify whether a product is a designated hazardous substance. Hazardous substances are classified according to the criteria of the Australian Safety and Compensation Council. The Hazardous Substances Code of Practice must be followed in relation to labelling, training, consultation, emergency procedures and health surveillance requirements for hazardous substances.

Stated dangerous goods should not be confused with hazardous substances – they are classified according to different criteria (see the Dangerous Goods section).

More information
- Workplace Health & Safety Regulation 2008 (Part 16 Hazardous substances)
- Hazardous Substances Code of Practice 2003
- Road freight transport industry guidance sheet – Use and storage of chemicals
4.2 Particular Risks for Road Freight Transport (Hazardous Substances)

- The *Hazardous Substances Information System* (HSIS) online database is an internet resource that allows users to find information on substances that have been classified in accordance with the Approved Criteria for Classifying Hazardous Substances [NOHSC:1008(2004)] and/or have National Exposure Standards declared under the NOHSC Adopted National Exposure Standards for Atmospheric Contaminants in the Occupational Environment [NOHSC:1003(1995)] (note that you must enter the name of the ingredient, not the trade name of the product).

- Appendix O of this document – *Sample Hazardous Substances Register*

- Appendix P of this document – *Hazardous Substances Risk Assessment Template*.
4.2.9 Manual tasks

What to do

Manual handling tasks are inherent in the road freight transport industry, and can be particularly problematic because of issues such as:

- frequent and repetitive lifting requirements;
- lifting after long periods of static postures (e.g. after drivers have been sitting for long periods);
- time pressures and delivery schedules;
- lack of assistance at customer sites;
- ageing workforce and lifestyle factors of workers, over which employers have no control;
- poor body postures while performing tasks (such as operating tautliner curtains by pulling and pushing with arms raised above shoulder height, throwing ropes and chains over loads, tarping, lifting truck gates etc);
- lifting freight in cartons where the product inside is not known and the weight not marked; and
- sending workers into environments (e.g. customer sites) where they have little control over the types of lifting aids available to them, or where they may be requested to complete unexpected tasks involving manual handling.

Despite these difficulties, risks from manual tasks must still be managed as part of your business. The hazards, some of which are listed above, must be identified, assessed and controlled in the same manner as other workplace risks.

Strive to eliminate the following manual handling tasks, which are known to exacerbate postural stress on the body:

- holding objects at a distance away from the body;
- twisting the body while lifting;
- lifting or lowering objects below the knees, or above shoulder height;
- lifting or moving objects over great distances;
- holding or carrying objects for long period of time;
- frequent lifting of objects; and
- lifting objects while seated.

How to do it

Wherever possible, mechanise processes (conveyor systems, hydraulic lifts etc) or use lifting equipment (forklifts, hand jacks, trolleys etc) rather than requiring workers to handle objects. Where manual handling is unavoidable:
• lower objects in preference to lifting, carry objects in preference to lowering, pull objects in preference to carrying, or push objects in preference to pulling;
• minimise reach and lift distances by stacking objects waist-height (eg. shelving, or on mezzanine floors) to increase the height at which they are lifted from and decrease the height which they are lowered to;
• frequently rotate different workers through jobs requiring manual handling;
• use team lift techniques (with caution, as it is not the preferred option and may introduce new hazards, eg. if one of the team drops their part of the load).

Provide good quality training for your employees at induction, and conduct regular refresher training. Manual handling training should comprise more than a direction to “bend your knees and keep your back straight”; the specifics of how to a particular task should be covered. It is important that your workers understand the physical limitations of their bodies, and the postures and actions which will place them at increased risk of a manual handling injury. A Ergonomist or Occupational Therapist will be able to assist in the delivery of good quality training material.

Manual handling is major cause of soft tissue injuries, and an investment in a prevention is far better than one in cure where these injuries are concerned, as their costs can be substantial. Soft tissue injuries often take long periods of time to heal, requiring lengthy rehabilitation periods for workers. This results in lost productivity and costs for your business while the injured person is off work recovering. Expenses may include sourcing and training a temporary worker to fill in, administering workers compensation and rehabilitation programs, and a possible increase in your workers compensation premium.

Pre-employment medicals which match prospective employees to the physical demands of the job may also be useful as a way of fulfilling your health and safety obligations, to avoiding the placement of people in jobs unsuited to their physical condition. Most Occupational Therapists and Occupational Physicians have standard pre-employment processes that you can incorporate into your recruitment procedures.

More information

• Manual Tasks Code of Practice 2000

• Road freight transport industry guidance sheet – Manual tasks
4.2.10 Noise

What to do

Workers must not be exposed to excessive noise levels. If you need to raise your voice when speaking to be heard over workplace noise, this is a good indication of a noise hazard which needs to be managed. Hearing loss is an irreversible condition, so it is important that controls are put in place to prevent unacceptable levels of noise exposure.

How to do it

Reducing noise in your workplace may be quite easy in some circumstances. Instructing your operators about moving goods more quietly (i.e. not dropping things unnecessarily heavily), maintaining regular servicing of equipment or considering quieter equipment when replacing your plant can help to control noise. There are laws relating to excessive noise exposure, and to comply with these it may be possible that you will need to consult an expert such as an industrial hygienist. A specialist will be able to conduct an assessment in your workplace, and also advise you which type of controls may be effective for reducing noise to acceptable levels. Higher level control measures to eliminate or reduce the noise should be considered in preference to hearing protection, which does nothing to eliminate the noise hazard. Personal protective equipment should be always be considered as either a last resort or additional layer of hazard control where the noise cannot be eliminated.

More information

• Noise Code of Practice 2004

• Workplace Health & Safety Regulation 2008 (Part 12 Noise)

• Road freight transport industry guidance sheet – Noise and vibration

• Australian Standard AS1269.1 Occupational noise management—Measurement and assessment of noise emission and exposure. This standard can be purchased online from the SAI Global website
4.2.11 Personal Protective Equipment (PPE)

What to do

Where PPE is provided as a control, the WHS Act requires employers to instruct employees in its proper use. The WHS Act further requires employees to use PPE as instructed and trained by their employer. These requirements are addressed in the sample WHS Policy in APPENDIX A. It should be noted however that the use of PPE to protect workers from hazards should be considered a last resort, or an additional layer or protection in addition to other controls, as PPE does nothing to remove or minimise the actual hazard it is protecting from.

How to do it

The type of PPE that you decide to provide will depend on the environment in which you operate, and the tasks undertaken in your business. As the employer, if you decide to use PPE to manage workplace risks, you will generally be responsible for supplying it to your employees (as it is your business which is presenting the hazards), although you may require contractors and visitors to your site to provide their own PPE. As a minimum, the following PPE should be considered to manage risks in transport operations:

- steel-capped footwear to protect people’s feet from falling freight or mobile plant (eg. in shared forklift/pedestrian areas where there may be a risk of someone’s feet being run over, or freight being dropped during loading/unloading);
- high visibility garments (eg. vests or shirts), to increase the visibility of people (eg. where vehicles area operating in shared pedestrian/vehicle zones and there may be a risk of someone being struck by a vehicle);
- hearing protection such as ear plugs, in areas where prolonged exposure to excessive noise occurs (for example, loading/unloading operations where noisy plant is involved or where loud crashing noises occur, such as freight landing heavily. See SECTION 4.2.10 on Noise for further information);
- hard hats where overhead lifting is required for loading operations, and there may be a risk of the freight falling or swinging into a person, or where load restraint equipment could strike someone’s head during securing or releasing; and
- gloves to protect hands when securing or releasing load lashings such as chains.

This is not an exhaustive list, and a risk assessment should be completed to determine any other types of PPE you may require (see SECTION 4.1 for further guidance on how to complete a risk assessment). Other types of PPE might include things like protective glasses for workers in outdoor or dusty areas, or sunscreen and long-sleeved shirts and trousers for workers exposed to the sun for long periods.
More information

- Risk Management Code of Practice 2007

- Consult a commercial safety equipment supplier for advice (check the yellow pages for listings). Mobile safety suppliers which operate out of vans can be a convenient option for small business. The PPE you need will be delivered directly to your door, and you’ll have a great source of free advice right there in your workplace.
4.2.12 Plant and Equipment

What to do
Plant and equipment commonly found in organisations operating in the road freight transport industry includes on-road vehicles, forklifts and their attachments, conveyor systems, workshop equipment, hand trolleys, access equipment (such as ladders and man-cages) and powered equipment such as chain saws. Load lifting and restraint equipment such as chains and slings also fall into this category. You have an obligation under the WHS Act to ensure this plant and equipment is provided and maintained in a safe manner.

How to do it
Ensure that risk assessments are conducted on all items of plant and equipment, safe work procedures are developed, and your workers are trained. Some items for consideration include:

- providing plant and equipment that is right for the job (e.g. forklifts should have sufficient lifting capacity for the heaviest freight handled by your business; ladders must be rated for industrial use), and used according to the manufacturer’s instructions.
- providing plant and equipment which meets the appropriate Australian Standard where relevant (particularly personal protective equipment);
- having maintenance and fault-reporting processes (including lock-out or tag-out systems) in place, and servicing plant and equipment as per manufacturer’s recommendations;
- ensuring any modifications made to plant or equipment are approved by an appropriately authorised person (e.g. such as an engineer or the equipment manufacturer);
- ensuring employees are competent in the operation of equipment, even where there is no formal certification required (e.g. equipment such as chainsaws);
- making sure that safety features, such as guarding and emergency stops, are fitted, serviceable and used; and
- Use the right tool for the job being done.

More information
- Plant Code of Practice 2005
- Guidelines for Working Around Trucks – Loading and Unloading
- Road freight transport industry guidance sheet – Forklifts
- Road freight transport industry guidance sheet – Plant and equipment
4.2.12.1 Plant registration

*What to do*

Certain items of plant and plant design must be registered with Workplace Health and Safety Queensland, and a prescribed fee paid.

*How to do it*

The complete list of plant and plant design requiring registration can be found in Schedules 3 and 4 of the *Workplace Health and Safety Regulation 2008* or on the Workplace Health & Safety Qld website. These items include fixed air conditioning units, lifts, some gas cylinders and mobile cranes > 10T. Registering involves completing an application form together with paying the required fee.

*More information*


4.2.13 Restraining Loads

What to do...

The law regarding load restraint is outlined in the National Transport Commission’s Load Restraint Guide. This law is a performance-based standard. Put simply, this means that the method of load restraint used is up to the operator of the vehicle, but it must be able to withstand certain gravitational forces (as shown below in Fig.A.8). It is the methods and equipment used in the restraint of loads which create workplace hazards for many workers in the road freight transport industry.

![Diagram of load restraint forces]

(W = Weight of the load)

(Source – Load Restraint Guide 2004, National Transport Commission)

How to do it...

Loads are generally either tied down using chains, webbing straps or ropes, or affixed to the vehicle by use of twistlocks for example. For complex loads (such as over-dimensional or very heavy objects), an engineer’s advice may be required to design an appropriate restraint system.

There are many hazards associated with the use of equipment used to tie down loads, which have resulted in serious injury to workers. These include:

- throwing load securing equipment such as ropes, chains and straps over freight;
- loss of balance whilst standing on top of loads or after a chain releases itself whilst chaining and dogging a load;
- standing on the truck tray to direct and supervise the forklift driver during loading and unloading operations;
- tightening the load by winching the leverage bar with the operator’s feet;
- tightening the load with the leverage bar in only one hole of the winch;
- securing loads without using gloves;
- handling and carrying heavy tarps;
4.2 Particular Risks for Road Freight Transport
(Restraining Loads)

- opening and closing curtain-sided vehicles with damaged curtain guide rails, resulting in jerking movements of shoulders; and
- use of “cheater” bars to dog-down, and the cheater bar pipe slipping and hitting the operator in the face.

Training in the selection and use of the correct equipment is critical to the successful restraint of loads. Other issues which should be considered for inclusion in operator training include:

- communication between people loading trucks (eg. calling out "coming over" each time equipment is thrown);
- periodic testing of straps and chains
- working postures which minimise the potential for falls (eg. place feet shoulder width apart while chaining and dogging);
- correct operation of equipment, and avoiding the use of tools such as cheater bars. Where they must be used to apply appropriate tension, they should only ever be operated with the hands (never feet), having first checked that the bar is securely placed through both holes of the winch before applying pressure;
- the provision of PPE, including heavy duty gloves for tying down loads, to prevent friction burns to the hands and improve grip and control of load. Hard hats with chin straps should also be considered to protect the operator’s head from load binding equipment which releases unexpectedly, or slips during tensioning;
- where possible, get a forklift to lift tarps on top of the freight. The tarp can then be rolled down; and
- when upgrading equipment, consider purchasing one of the newer, safer load binding systems in preference to dogs and chains.

More information

- The National Transport Commission’s Load Restraint Guide 2004

- Guidelines for Working Around Trucks – Loading and Unloading
4.2 Particular Risks for Road Freight Transport
(Slips, Trips & Falls from Height)

4.2.14 Slips, Trips & Falls from Height

**What to do**
Where possible, eliminate the need to climb onto vehicles.

**How to do it**
Use of forklift attachments such as tarp spreaders can eliminate the need for climbing onto vehicles when tarping. Other equipment, such as work platforms and loading docks, can also help to eliminate the need for people to climb onto vehicles.

Where climbing onto a vehicle is unavoidable, engineering control measures such as guardrails and slip resistant walkways can be used. Other ways to reduce the risk of falls include use of personal fall protection and fall arrest systems such as restraint belts, harnesses and lanyards. Where such equipment is used, workers must receive training in that equipment, along with any associated rescue procedures. Personal protective equipment such as hard hats with chin straps attached, can be used as back-up measure to other controls, to protect the operator’s head in the event of a fall.

**More information**
- Guidelines for Working Around Trucks – Loading and Unloading
- Road freight transport industry guidance sheet – Falls from Trucks
- Road freight transport industry guidance sheet – Slips, trips and falls
5 Training and Supervision

5.1 Training

What to do
Make sure all of your workers are inducted and trained in safe work procedures before commencing tasks. Workers must be able to demonstrate that they understand the procedures and are competent to do the job safely.

How to do it
Implement an induction training program for all new employees to your site. It may also be a good idea to put any regular contractors through the site induction program (see SECTION 4.2.1). An induction program should include information on the following topics as a minimum:

- the health and safety responsibilities of employers and employees;
- how to report safety concerns, including hazards and incidents;
- how you consult with workers about safety issues;
- how to report injuries, and your workplace rehabilitation program;
- the site safety rules, such as use of PPE, restricted areas, speed limits etc, and a general tour of the workplace;
- training requirements for specific tasks (eg. where licenses are required to operate certain pieces of plant such as forklifts);
- emergency procedures; and
- the location of any hazardous substances and material safety data sheets.

You should also plan to conduct refresher and ongoing training for your employees. This will help to ensure their knowledge stays current, and that they keep up-to-date with any new or changed work methods introduced by your safe work procedures. Records should be kept on file of all training your workers received.

More information

- Appendix L of this document - Sample Site Induction Program

5.2 Certification and Licensing

**What to do**

There are a range of occupations which require licensing under the WHS Act, the most common of these for workers in the road freight transport industry are usually for:

- becoming a workplace health and safety officer (WHSO);
- operation of certain plant and equipment, including:
  - cranes and hoists;
  - load shifting (including forklift trucks);
  - dogging; and
- entering some construction sites (blue card).

**How to do it**

Visit the Training and Licences section on the Workplace Health & Safety Queensland website, or call the Workplace Health and Safety Queensland Infoline on 1300 369 915 to find out which type of license is required and how to get one.

In some circumstances, trainees who may also be allowed to operate equipment under the supervision of a competent person. Call Workplace Health & Safety Queensland on the number listed above to confirm whether this applies to your workplace.

**More information**

- Workplace Health & Safety Regulation 2008 (Part 8 Certificates and licenses; Schedule 5)

- Workplace Health & Safety Queensland website, Training and Licenses

- The Qld Trucking Association can refer you to Registered Training Organisations that provide approved training courses for the occupations listed above
5.3 Supervision

What to do
Organise appropriate supervision of your workers to ensure that the safe work procedures you have developed are being followed, and that your workers are not doing things they shouldn’t be such as taking short cuts.

How to do it
While your workers should be issued with documentation relating to training for their job, it is equally important to make sure they are assessed and monitored regularly, so you can be sure they are competent of following the safe work instructions given. There is an old saying that what gets reinforced gets repeated. A constant and consistent message needs to come from the senior people in your business, that safe work procedures must be followed without exception. Where procedures are continually disobeyed for no good reason (such as not wearing PPE for example), employees should be subject to the same disciplinary procedures that would apply for any other form of misconduct.

More information
- Workplace Health & Safety Queensland’s Serious About Safe Business Pack

- The Qld Trucking Association can assist you with developing disciplinary procedures for your business, which comply with industrial relations law
6 Reporting

6.1 Incident Reporting and Investigation

What to do

All injuries that occur in the workplace must be recorded and investigated. Particular serious injuries must also be reported to Workplace Health and Safety Queensland.

A form that you can use to record details of injuries that occur in your workplace is included in APPENDIX J. This form also includes a simple investigation process that you can use to establish the cause of the incident, and make any changes necessary to avoid a similar incident occurring in the future.

How to do it

Injuries which must be reported to Workplace Health and Safety Queensland are serious bodily injuries, work caused illnesses, dangerous events and certain electrical events. Any work-caused injury or illness which results in a worker having five or more days off work also needs to be reported. The report must be made on an official form, known as a Form 3, and can be completed either online or by downloading a hardcopy from the WH&S Qld website. The current “Form 3” is included as APPENDIX K, and should be referred to for further details on interpreting the meaning of serious bodily injury, work caused illness, dangerous event and electrical incidents or events.

More information

- Workplace Health & Safety Queensland website, Reporting an incident

- Workplace Health & Safety Queensland website, Recording and investigating non-notifiable incidents

- Appendix J of this document – Incident and Investigation Report Template

- Appendix K of this document – WH&S Qld Incident Notification “Form 3”. 
6.2 Monitoring and Review

What to do
You should monitor and review the effectiveness of safety changes and safe work procedures through regular inspections, checks and record keeping.

How to do it
See APPENDIX H for a quick quiz designed to help you review the effectiveness of your SMS, and identify any weaknesses that may need to be addressed.

The hazard identification checklist in APPENDIX C can be customised to suit your workplace, and used as a regular workplace inspection (eg. weekly or monthly as necessary).

More information
- Appendix C of this document – Sample Hazard Identification Checklist
- Appendix H of this document – Safety Management System Quiz.
6.3 Performance Indicators

What to do

A commonly used performance indicator for monitoring overall health and safety performance in an organisation is the injury Frequency Rate. Frequency Rates can also be useful as a general comparison of safety performance between companies in similar industries.

While performance indicators are more commonly kept by larger organisations who have hundreds of staff operating in different locations, these companies will often require their contractors to report their LTIFR (Lost Time Injury Frequency Rate) and MTIFR (Medical Treatment Injury Frequency Rate) as one of the terms of a contractual arrangement, which is where this section may be helpful.

How to do it

Lost Time Injury Frequency Rate (LTIFR) is the number of occurrences of injury or disease which resulted in a worker being absent from work for at least one whole shift (a “Lost Time Injury”), per one million hours worked. All hours worked by your employees should be counted, including overtime and additional shifts. The formula is as follows:

\[
\text{LTIFR} = \frac{\text{number of occurrences in the period}}{\text{number of hours worked in the period}} \times 1,000,000
\]

“The period” can be any length of time, eg. one month, one year, five years. An example for calculating LTIFR for a 12 month period is given below:

\[
\frac{1}{18400} = 0.0000543
\]

One injury occurred in the 12 month period which resulted in a person being off work for at least one shift

The number 18400 is the number of hours worked. This number has been calculated using a workplace with 10 employees, who each work a 40 hour week (400 hours total). Each employee works 46 weeks of the year (400x46=18400). The number of hours should also include any overtime and extra shifts worked.

\[0.0000543 \times 1,000,000\]

LTIFR for the 12 months = 54.3

To calculate the MTIFR, simply substitute the occurrences of lost time injuries for medically treated injuries (ie. those injuries which did not result in a full shift absence from work, but received treatment from a doctor).
More information

- Australian WorkSafe National Standard *AS1885.1–1990 Workplace injury and disease recording standard*. This standard can be downloaded freely from the Australian Safety and Compensation Council website

- The Australian Safety and Compensation Council’s *Guidance Material for Small Business on the Use of Positive Performance Indicators*
7 Injury Management

7.1 Workers’ Compensation

What to do
Every Queensland employer must have workers’ compensation insurance. Most employers insure with WorkCover Queensland, while a small number of large organisations use a self-insurance system. This insurance coverage ensures that employees injured at work receive financial support. The workers' compensation scheme in Queensland is “no fault” – this means that workers have the right to apply for benefits regardless of the cause of their workplace injury.

How to do it
You must contact WorkCover Queensland (phone 1300 362 128) in order to take out a policy if you do not have one in place already. Policy costs vary, but generally speaking are calculated with a formula which applies a risk factor to the industry in which you operate (the transport industry has a higher risk factory than some others), your total wages payments to employees who will be insured by the policy, and past claims experience.

More information
- WorkCover Queensland website
- Workers’ Compensation and Rehabilitation Act 2003 (Chapter 2 - Employers obligations; Chapter 3 - Compensation)
7.2 Rehabilitation and Return to Work

What to do

Provide workplace rehabilitation programs for injured workers. All employers, regardless of how many people they employ, have an obligation to provide workplace rehabilitation for injured workers under the Workers’ Compensation and Rehabilitation Act 2003. Workers have a related obligation, being to participate in rehabilitation programs.

If one of your workers is injured in the workplace, they may be entitled to claim against your WorkCover insurance policy. There are a number of criteria that claims are assessed against prior to acceptance, and in order for this to take place a claim must be lodged with WorkCover by the injured worker. There is an accompanying Employer’s Report that must also be lodged. This can be done online from the WorkCover Qld website, or the appropriate forms downloaded for submission in hardcopy.

How to do it

Employers in high risk industries with wages of more than $1.63 million and employers in all industries with wages of more than $5.577 million must appoint a Rehabilitation and Return to Work Co-ordinator (RRTWC). If this applies to you, you need not necessarily commit a member of your staff to the full-time role of RRTWC. You may decide to use a member of your administrative staff to perform these duties in addition to other tasks they perform in your business. Otherwise, you can engage an external consultant to act as a rehabilitation provider; this can be an effective way to manage your obligations for rehabilitation if you have a very low rate of claims in your organisation (only one or two per year for example). If you do not meet the industry classification/wages requirements for the mandatory appointment of a RRTWC, the use of a consultant rehabilitation provider can still be a very good idea if you are unfamiliar with the WorkCover Qld claims and injury management process. In many cases, the cost of engaging such a provider can be met by your WorkCover policy with prior approval from WorkCover.

More information

- WorkCover Queensland website

- The Q-Comp website has a range of useful information for Return to Work & Rehabilitation Coordinators, including form templates for injury management, and a list of RTWRC course providers, and The Better Practice in Return to Work Guide

- Workers’ Compensation and Rehabilitation Regulation 2003 (Part 6 - Rehabilitation)

- The Qld Trucking Association can also assist you with referrals to rehabilitation providers
APPENDIX A  Sample WHS Policy Statement

[ YOUR COMPANY NAME ] is committed to ensuring a safe and healthy workplace by eliminating or minimising the risk of injury to people, and the risk of damage to plant and equipment.

We will achieve this by following relevant workplace safety laws and adopting a risk management strategy of:

- identifying hazards in the workplace;
- assessing risks to workers and others;
- deciding upon and implementing measures to control those hazards; and
- monitoring that the controls are effective.

[ YOUR COMPANY NAME ] will commit appropriate resources to ensure the provision of:

- a safe work environment;
- suitable, safe and well maintained equipment, including personal protective equipment;
- information, instruction, training and supervision to ensure competence and safety;
- safe systems of work for our workers;
- safe use, storage and transportation of substances used in the workplace.

Managers, supervisors, employees and contractors will take reasonable precautions and exercise proper diligence to comply with their safety obligations.

[ YOUR COMPANY NAME ] encourages the participation of workers to manage workplace health and safety. Workers have obligations under the Workplace Health and Safety Act 1995 and are expected to follow all Company safety directives to create and maintain a safe and healthy workplace.

Authorised by: ..........................................................  Signature: ..........................................................

Position Title: ..........................................................  Date: ..........................................................

Policy Review Date: ..............................................

Employee Endorsement: I (employee name) .........................................................., have read and understood the company Workplace Health & Safety, and commit to fulfilling all requirements applicable to me as a term of my employment.

Signed: ..........................................................  Date: ..........................................................
APPENDIX B  Sample Position Description WHS Duty Statement

[ YOUR COMPANY NAME ] is committed to ensuring a safe and healthy workplace. Your position within the company requires that you comply with your obligations under applicable WHS laws and related company policies at all times, particularly:

• to follow any instructions given for health and safety at the workplace;
• to use any personal protective equipment provided in the manner instructed;
• not to wilfully or recklessly interfere with or misuse anything provided for health and safety;
• not to wilfully place at risk the health and safety of any person at the workplace;
• not to wilfully injure yourself or any other person;
• to participate in any approved rehabilitation program.

***Note - Where responsibilities for particular safety functions exist within the worker’s role, these should also be specified. This may include such things as:

• Completing monthly housekeeping inspections
• Assisting with incident investigations
• Holding daily pre-start talks
• Completing daily pre-start checklists for certain items of plant (eg. forklifts)
• Providing information for monthly reports etc.
APPENDIX C  Sample Hazard Identification Checklist

<table>
<thead>
<tr>
<th>Could anyone be injured from:</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>• falling items (eg. freight falling from stacking methods, out of shelving, or off trucks or forklifts)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• mobile plant (eg. forklifts or other vehicles colliding, striking pedestrians, rollovers)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• becoming entangled in moving parts of machinery, tools or equipment (eg. body parts, hair, clothing, neckties, jewelry)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• being burned from contact with hot items (eg. exhausts, hydraulic fluids)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• contact with electricity?</td>
<td></td>
<td></td>
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<tr>
<td>• fire or explosion (eg. storage of dangerous goods)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• slipping or tripping (eg. slippery surfaces on truck decks, oil spills on floors, equipment and dunnage left on floors)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• falling from a height (eg. from the back of truck decks, accessing truck cabins, off loading docks, from ladders)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ergonomic factors (eg. poor seating, repetitive movement, postures maintained for long periods, poor lighting)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• exposure to hazardous substances (eg. chemicals, fumes, dust, radiation, contaminated atmospheres from gases)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• exposure to noise or vibration?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• psychological hazards (eg. stress, workplace violence, bullying)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• human factors (eg. errors, unsafe work practices or actions)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• working alone or in isolation (eg. delivering goods to unattended locations)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other causes:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>•</td>
<td></td>
<td></td>
</tr>
<tr>
<td>•</td>
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<td>•</td>
<td></td>
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</tr>
<tr>
<td>•</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### APPENDIX D  Sample Risk Assessment

Where a question from **APPENDIX C - Sample Hazard Identification Checklist** has been answered “Yes”, list it below

<table>
<thead>
<tr>
<th>Date</th>
<th>The hazard</th>
<th>What is the risk associated with the hazard?</th>
<th>Risk score (from APPENDIX E)</th>
<th>Priority</th>
<th>Controls</th>
</tr>
</thead>
</table>
| 15/01/09 | eg. Falling items                       | eg. Risk of freight stacked next to pedestrian walkway being struck by a passing forklift, and falling onto people using the walkway | Possible x Major = 4 ACUTE    | Acute (Immediate attention required) | Elimination – the task of stacking freight cannot be eliminated  
Substitution – cannot substitute stacking freight with a less hazardous task  
Isolation – paint designated pedestrian walkways, which will keep pedestrians, freight and forklifts separated  
Engineering – install designated racking for stacking freight, away from pedestrian walkways  
Administration – instruct all workers in freight stacking methods, including the prohibition of stacking freight next to pedestrian walkways; instruct pedestrians to keep to designated pedestrian walkways at all times  
PPE – enforce the wearing of hi-vis garments for all persons entering warehouse area |
| 15/01/09 | eg. Forklift trucks                     | eg. Risk of forklift truck tipping over if overloaded resulting in injury to the driver, or to bystanders struck by falling freight or the machine itself | Possible x Major = 4 ACUTE    | Acute (Immediate attention required) | Elimination – the task of driving forklifts cannot be eliminated  
Substitution – impractical to substitute driving forklifts for less hazardous plant  
Isolation – designate and mark pedestrian walkways, which will keep pedestrians and forklifts separated  
Engineering – purchase forklifts with load limit indicators fitted  
Administration – ensure operators are appropriately licensed, trained and competent to operate forklifts  
PPE – enforce the wearing of seatbelts to protect drivers in the event of a tip over |
## APPENDIX E  Risk Score Matrix

<table>
<thead>
<tr>
<th>LIKELIHOOD</th>
<th>CONSEQUENCES: How severely it hurts someone (if it happens)?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Insignificant (no injuries)</td>
</tr>
<tr>
<td>Almost certain - expected in most circumstances</td>
<td>3</td>
</tr>
<tr>
<td>Likely - will probably occur in most circumstances</td>
<td>2</td>
</tr>
<tr>
<td>Possible - might occur at some time</td>
<td>1</td>
</tr>
<tr>
<td>Unlikely - could occur at some time</td>
<td>1</td>
</tr>
<tr>
<td>Rare - may occur; only in exceptional circumstances</td>
<td>1</td>
</tr>
</tbody>
</table>

### Score and statement

<table>
<thead>
<tr>
<th>Score</th>
<th>Statement</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>A: Acute</td>
<td>ACT NOW – Urgent - do something about the risks immediately. Requires immediate attention.</td>
</tr>
<tr>
<td>3</td>
<td>H: High</td>
<td>Highest management decision is required urgently.</td>
</tr>
<tr>
<td>2</td>
<td>M: Moderate</td>
<td>Follow management instructions.</td>
</tr>
<tr>
<td>1</td>
<td>L: Low</td>
<td>OK for now. Record and review if any equipment/people/materials/work methods or procedures change.</td>
</tr>
</tbody>
</table>
### APPENDIX F  Sample Risk Register

<table>
<thead>
<tr>
<th>The hazard</th>
<th>Priority</th>
<th>Controls</th>
<th>Actioner</th>
<th>Due date</th>
<th>Date completed</th>
</tr>
</thead>
</table>
| eg. Falling items   | Acute    | Isolation – paint designated pedestrian walkways, which will keep pedestrians, freight and forklifts separated  
                     |         | Engineering – install designated racking for stacking freight, away from pedestrian walkways  
                     |         | Administration – train all workers in freight stacking methods, including the prohibition of stacking freight next to pedestrian walkways; instruct pedestrians to keep to designated pedestrian walkways at all times  
                     |         | PPE – enforce the wearing of hi-vis garments for all persons entering warehouse area  
                     |         | Operations Manager  
                     |         | One week from date of assessment  
                     |         | Warehouse Supervisor  
                     |         | One week from date of assessment  
| eg. Forklift trucks | Acute    | Engineering – purchase forklifts with load limit indicators fitted  
                     |         | Administration – ensure operators are appropriately licensed and competent to operate forklifts  
                     |         | PPE – enforce the wearing of seatbelts to protect drivers in the event of a tip over  
|                     |          | Warehouse Supervisor  
|                     |          | One week from date of assessment  
|                     |          | One week from date of assessment  

Queensland Trucking Association | A Safety Management System for Small Transport Businesses
**APPENDIX G – Sample Safe Work Procedure**

### Safe Work Procedure - Operating Tautliner Curtains

| References | • Risk assessment for operating tautliner curtains  
|            | • Vehicle manufacturer’s instructions  
| Effective Date | 1 March 2009  
| Review Date | 1 March 2011  
| Approved By | Operations Manager  
| Personal protective equipment | • Wear high visibility clothing (vest or shirt as a minimum) to increase your visibility in loading and unloading areas where other mobile plant is operating  
| | • Wear steel-capped footwear when completing this task to protect feet against falling freight or equipment, or from other mobile plant operating in the area  
| | • Wear gloves when completing this task, to protect hands and increase grip capability  
| | • Wear eye protection with side shields when completing this task, to protect against dust, dirty and other particles from curtain tracks entering eyes when opening curtains  
| | • Wear a hard hat with chin strap in place at any time you are required to climb to a height of greater than 2m, and there is no other method of fall protection in place.  
| Securing the area | • Use witches hats to designate an exclusion zone for yourself while completing the task. This will alert forklift operators as to the presence of a pedestrian in the area.  
| | • Visually inspect the work area for slip and trip hazards, such as rubbish, dunnage or oil spills.  
| Pre-task inspection | • Before releasing clasps or opening the curtain, look up to inspect the sides of the curtain for bulging, which may indicate that freight has moved in transit  
| | • Check the condition of the curtain rail. If damaged by forklifts or freight, a dented rail can cause the curtain to snag during operation.  
| Operating the curtain | • Loosen curtain straps and release from buckles  
| | • Remove the curtain positioning bar from the locating point  
| | • Look up to inspect the sides of the curtain for bulging, which may indicate that freight has moved in transit  
| | • Using two hands, take a hold of the curtain or straps at the lowest point possible, also taking hold of the curtain positioning bar  
| | • Walking backwards, slide curtain along the track. Keep elbows close to your body, and move smoothly to avoid jerking.  
| | • If curtain sticks in tracks do not use excessive force trying to free it, and never put your arms in an overhead position while applying force. Call for assistance from the maintenance department.  

# APPENDIX H  Safety Management System Quiz

Score each question from 0-5, then use the scale below to check how well your Safety Management System is performing

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Score (0=Poor</th>
<th>1=Improving</th>
<th>2=Towards managing safety)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>We have a formal WH&amp;S policy that sets clear responsibilities, goals and objectives for all persons including the CEO, line management and employees.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>We have provided adequate resources to successfully implement our health and safety plan.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>We have reviewed our legal obligations for health and safety and checked that we comply with them.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Our employees are consulted about health and safety and involved in identifying and resolving health and safety issues.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Our organisation has identified all workplace hazards through a consultative process and has reduced the risk associated with these hazards to an acceptable level.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>All of our employees, including supervisors and managers, are trained in the health and safety requirements relevant to their position.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>We have an induction process that ensures the health and safety of new employees.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>We have developed documented work procedures for all hazardous tasks and we monitor and enforce compliance with them.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>We have identified possible emergency situations that may occur, and have trained our employees in the procedures to effectively respond to them.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>We have appropriate first aid resources (trained first aiders, kits etc.) that meet the needs of our organization.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>We record any injuries and incidents and investigate the causes to prevent recurrence.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>We conduct regular inspections of our workplace to identify hazards and to check that our hazard control measures are working.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>We specify our health and safety requirements before purchasing goods or using the services of contractors and verify that these requirements are met.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>We have a health and safety manual, that includes our safe work procedures, and these are known and used by our employees.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>We have obtained current Material Safety Data Sheets for all the chemicals we use and we make them available in the workplace.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>The materials we use are stored safely to minimise manual handling and to prevent spills or undesirable chemical reactions.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>We maintain our plant and equipment according to a schedule and we keep maintenance records.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>We regularly review our organization’s occupational health and safety management system, and take action to address areas that need improvement.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>We have a process to collect, file and retain our health and safety records.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>We have a program in place to provide workplace-based rehabilitation for injured workers.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL SCORE**

<table>
<thead>
<tr>
<th>Score</th>
<th>0</th>
<th>20</th>
<th>40</th>
<th>60</th>
<th>80</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Poor</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Improving</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Towards managing safety</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX I  Sample Drug and Alcohol Policy

[YOUR COMPANY NAME] is committed to providing a work environment which ensures the health and safety of every person involved with the company’s operations. This policy acknowledges that individuals impaired by the effects of drugs or alcohol may present a risk to the health and safety of their workmates and themselves. The purpose of this policy is to ensure a work environment that is free from such risks.

The consumption of drugs or alcoholic beverages in the workplace by any employee is prohibited*. No employee is to commence work, remain at work, or return to work while under the influence of drugs or alcohol. [YOUR COMPANY NAME’s] blood alcohol content (BAC) policy is (EXAMPLE 0.02%)**, except in cases where it is required under relevant legislation (such as road transport laws) to be 0.00%.

Where an employee or contractor is engaged to perform work for [YOUR COMPANY NAME] at a customer’s site, all policies of that customer will apply. Where there is a discrepancy between the policy of the customer and [YOUR COMPANY NAME], the higher-order policy will apply.

Testing for drug and alcohol consumption of employees and contractors may be conducted as part of the pre-employment medical process, randomly, post-incident and/or for-cause to establish fitness for work where it is reasonably suspected a person may be under the influence of drugs or alcohol.***

This policy applies to all persons employed by [YOUR COMPANY NAME], including contractors and their employees, and visitors to the site. It applies to all company business, conducted both on and off site. The consequences of breaching this policy may include disciplinary and termination actions.

Authorised by: ................................. Signature: .................................................................

Position Title: ................................. Date: .................................................................

Policy Review Date: .................................

Employee Endorsement: I (employee name) ................................................................., have read and understood the company Drug & Alcohol Policy, and commit to fulfilling all requirements applicable to me as a term of my employment.

Signed: ................................................................. Date: .................................................................

NOTES:

* When developing your policy, think about whether the service of alcohol in the workplace is appropriate. For example, if your policy states that consumption of alcohol in the workplace is prohibited, events such as after work drinks may be in conflict with the policy. Consider the risks, and your duty of care, involved with the responsible service of alcohol at on-site functions.

**Consider the tolerance limit for your policy. This decision should be made in view of relevant laws, which may require drivers of some vehicles to have a Blood Alcohol Content of 0.00%. The figure provided (0.02%) is a guide only, and reflects a tolerance margin to 0.00% that is often applied in workplaces for workers who are not required by law to have a BAC of 0.00%.

***While you may not have an active testing regime in place, including a clause like this will allow you the flexibility to implement such a process should the need arise at a later date.
This form can be used to record details of all incidents involving staff, visitors, customers, contractors and any other persons or situations associated with the businesses (including but not limited to personal injuries, security incidents, motor vehicle accidents, property & environmental damage etc).

### SECTION 1 – Personal details of injured party

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
</tr>
<tr>
<td>Given name/s</td>
<td></td>
</tr>
<tr>
<td>Male/Female</td>
<td></td>
</tr>
<tr>
<td>Residential address</td>
<td></td>
</tr>
<tr>
<td>Phone (private)</td>
<td></td>
</tr>
<tr>
<td>Phone (work)</td>
<td></td>
</tr>
<tr>
<td>Job title</td>
<td></td>
</tr>
<tr>
<td>Department</td>
<td></td>
</tr>
<tr>
<td>Basis of employment</td>
<td>Full time</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

### SECTION 2 – Incident details

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident date</td>
<td></td>
</tr>
<tr>
<td>Incident time</td>
<td>am/pm</td>
</tr>
<tr>
<td>Date reported</td>
<td></td>
</tr>
<tr>
<td>Time reported</td>
<td>am/pm</td>
</tr>
<tr>
<td>Initially reported to</td>
<td></td>
</tr>
<tr>
<td>Supervisor name</td>
<td></td>
</tr>
<tr>
<td>Incident type</td>
<td></td>
</tr>
<tr>
<td>Injury/Illness/Damage/Security/Theft/Environment/Near Miss</td>
<td></td>
</tr>
<tr>
<td>Vehicle/Other (specify)</td>
<td></td>
</tr>
<tr>
<td>Did you cease work?</td>
<td>No/Yes</td>
</tr>
<tr>
<td><em>Date ceased</em></td>
<td></td>
</tr>
<tr>
<td><em>Time ceased</em></td>
<td>am/pm</td>
</tr>
<tr>
<td><em>Date returned</em></td>
<td></td>
</tr>
<tr>
<td><em>Time returned</em></td>
<td>am/pm</td>
</tr>
</tbody>
</table>
### SECTION 3 – Description of injury or disease

| **In which part of the workplace did the injury occur?**  
(eg. warehouse, workshop, driving on the road) |
|---|
| **What was the worker doing at the time?**  
(eg. driving a forklift, performing maintenance on a vehicle, delivering goods) |
| **What happened unexpectedly**  
(eg. brakes failed on forklift, hand slipped when tightening screws; rear ended by another vehicle) |
| **How was the injury or disease sustained?**  
(eg. hit head on cabin of forklift; cut hand when it struck the vehicle; jarred neck when rear-ended by the other vehicle) |
### SECTION 4 – Injury or illness details

<table>
<thead>
<tr>
<th>Level of treatment:</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
<td>First Aid</td>
<td>Doctor</td>
<td>Hospital</td>
</tr>
<tr>
<td></td>
<td>Other (specify):</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Result:</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Returned to work - normal duties</td>
<td></td>
<td>Returned to work - alternate duties</td>
<td>Unfit for work - went home</td>
</tr>
<tr>
<td></td>
<td>Other (specify):</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description of first aid treatment given:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Treatment given by:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Details if sent to doctor or hospital (ie. which Manager contacted and when, name of Hosp/Dr):</th>
<th></th>
</tr>
</thead>
</table>

### MECHANISM of injury, illness or incident: (HOW the injury happened)

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Caught between</td>
<td>Contact (eg. Hot object)</td>
<td>Exposure (eg. Hot weather)</td>
<td>Manual handling</td>
<td>Muscular stress</td>
</tr>
<tr>
<td>Repetition</td>
<td>Slips, trips &amp; falls</td>
<td>Stress/Psychological</td>
<td>Struck against</td>
<td>Struck by</td>
</tr>
<tr>
<td>Unknown</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other – specify:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### AGENCY of injury, illness or incident: (WHAT caused the injury)

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Animals/insects</td>
<td>Boxes/pallets/crates</td>
<td>Buildings</td>
<td>Cranes</td>
<td>Chemicals/substances</td>
</tr>
<tr>
<td>Fire</td>
<td>Ground surfaces</td>
<td>Hand tools (powered)</td>
<td>Hand tools (non-powered)</td>
<td>Ladders/stairs</td>
</tr>
<tr>
<td>Materials</td>
<td>Noise</td>
<td>Office furniture/equipment</td>
<td>Openings</td>
<td>Plant/equipment</td>
</tr>
<tr>
<td>Substances</td>
<td>Tyres/wheels</td>
<td>Unknown</td>
<td>Vehicle exhaust</td>
<td>Vehicles/transport</td>
</tr>
<tr>
<td>Other – specify:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### LOCATION of body injured/affected: (WHERE the person was injured)

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Abdomen</td>
<td>Ankle</td>
<td>Arm</td>
<td>Back (lower)</td>
<td>Back (upper)</td>
</tr>
<tr>
<td>Chest</td>
<td>Ear</td>
<td>Elbow</td>
<td>Eye</td>
<td>Foot/toes</td>
</tr>
<tr>
<td>Hand/ fingers</td>
<td>Head</td>
<td>Face/nose/mouth</td>
<td>Knee</td>
<td>Leg/hip</td>
</tr>
<tr>
<td>Neck</td>
<td>Respiratory</td>
<td>Shoulders</td>
<td>Wrist</td>
<td>Unknown</td>
</tr>
<tr>
<td>Other – specify:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NATURE of injury, illness or incident: (The TYPE of injury that resulted)

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergic reaction</td>
<td>Bites &amp; stings</td>
<td>Bruising</td>
<td>Burns</td>
<td>Cuts &amp; abrasions</td>
</tr>
<tr>
<td>Exposure</td>
<td>Fractures</td>
<td>Impact</td>
<td>Industrial deafness</td>
<td>Infection/disease</td>
</tr>
<tr>
<td>Object in eye</td>
<td>Psychological</td>
<td>Sprains &amp; strains</td>
<td>Toxic effects</td>
<td>Unknown</td>
</tr>
<tr>
<td>Other – specify:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Were there any witnesses to the incident? |  |  |  |

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes (complete details marked * below)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Witness name:**

**Phone (private):**

*Phone (bus.):*

**Completed by:**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Injured party</td>
<td>Supervisor</td>
<td>First Aid Officer</td>
<td></td>
</tr>
</tbody>
</table>

**Name:**

**Signature:**

**Date:**

---

Queensland Trucking Association | A Safety Management System for Small Transport Businesses
## SECTION 5 – Investigation details

Where a serious bodily injury (i.e. fatality, loss of body part or > 4 days required off work), work-caused illness or dangerous event occurs, Workplace Health & Safety Queensland may need to be notified (phone 1300 369 915)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What actions (if any) contributed to this incident?</td>
<td></td>
</tr>
<tr>
<td>What were the reasons for these actions?</td>
<td></td>
</tr>
<tr>
<td>What conditions (if any) contributed to this incident?</td>
<td></td>
</tr>
<tr>
<td>What were the reasons for these conditions existing?</td>
<td></td>
</tr>
<tr>
<td>What immediate action (if any) has been taken to prevent incident recurrence?</td>
<td>eg. changes to training, equipment modifications, changes to procedures</td>
</tr>
<tr>
<td>Provide details of any further action required</td>
<td></td>
</tr>
</tbody>
</table>

Person to action: [ ]

Due date: [ ]

Actions complete: [ ] No [ ] Yes [ ] Due date extended to:

Additional comments:

[ ]

[ ]

[ ]

[ ]
APPENDIX K   WH&S Qld Incident Notification “Form 3”

Incident notification form

<table>
<thead>
<tr>
<th>Event type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work events</td>
<td></td>
<td></td>
</tr>
<tr>
<td>dangerous electrical event</td>
<td></td>
<td></td>
</tr>
<tr>
<td>dangerous event</td>
<td></td>
<td></td>
</tr>
<tr>
<td>serious electrical incident</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the incident is not a dangerous event, dangerous electrical event or a serious electrical incident, please ask WH&S events.

Incident outcome

<table>
<thead>
<tr>
<th>work injury</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>serious bodily injury</td>
<td></td>
<td></td>
</tr>
<tr>
<td>injury caused injury</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Was injury/illness fatal?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

If an electrical incident, has the electrical entity been notified?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Incident details

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
</table>

Date / / Time (24hr):

Incident workplace address

Incident location

Injured person’s details

<table>
<thead>
<tr>
<th>Given names</th>
</tr>
</thead>
</table>

Surname

Residential address

Contact No.

Date of birth / / Male Female

Employment details

<table>
<thead>
<tr>
<th>Full time</th>
<th>part time</th>
<th>self-employed</th>
<th>volunteer</th>
<th>other</th>
</tr>
</thead>
</table>

Employment type

<table>
<thead>
<tr>
<th>administration</th>
<th>labourers and related workers</th>
<th>tradesperson</th>
<th>plant and machine operators and drivers</th>
<th>professional</th>
<th>student</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Occupation

<table>
<thead>
<tr>
<th>Event ID</th>
<th>Event notification date</th>
</tr>
</thead>
</table>

Injury details

Nature of injury/illness

<table>
<thead>
<tr>
<th>fracture</th>
<th>sprain and strain</th>
<th>electric shock</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Injuries/illness

<table>
<thead>
<tr>
<th>amputation</th>
<th>concussion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Possible injury/illness

<table>
<thead>
<tr>
<th>splinter in eye</th>
<th>penetration by object</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>back injury</td>
</tr>
<tr>
<td></td>
<td>avulsion</td>
</tr>
<tr>
<td></td>
<td>nosebleeds</td>
</tr>
<tr>
<td></td>
<td>eye trauma</td>
</tr>
</tbody>
</table>

Medical treatment

<table>
<thead>
<tr>
<th>hit</th>
<th>first aid</th>
<th>doctor only</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CPR performed</td>
<td>no medical treatment</td>
</tr>
<tr>
<td></td>
<td>hospital admitted</td>
<td>hospitalisation</td>
</tr>
</tbody>
</table>

Provide Hospital details

<table>
<thead>
<tr>
<th>chemicals and other substances</th>
<th>not determined during investigation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>heat radiation and electricity</td>
</tr>
<tr>
<td></td>
<td>being hit by moving objects</td>
</tr>
<tr>
<td></td>
<td>workplace bullying</td>
</tr>
</tbody>
</table>

Agency of injury/illness

<table>
<thead>
<tr>
<th>machinery and (mainly) fixed plant</th>
<th>chemicals and chemical products</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>animal, human and biological agencies</td>
</tr>
<tr>
<td></td>
<td>environmental agencies</td>
</tr>
<tr>
<td></td>
<td>other and unspecified agencies</td>
</tr>
<tr>
<td></td>
<td>not determined during investigation</td>
</tr>
</tbody>
</table>

Employer details

Name

Address

ABN No. Contact No.

Notifier details

Name Contact No.

Email

Employer/PC signature

Signature Date / /
LIST OF APPENDICES

APPENDIX K – WH&S Qld Incident Notification “Form 3”

What is this form used for?

Certain workplace and non-workplace incidents must be reported in the approved form, to Workplace Health and Safety, Queensland or the Electrical Safety Office and records kept of the incidents for a certain time.

Who must complete the form?

Under the Workplace Health and Safety Regulation 2008, the relevant person who conducts a business or undertaking as an employer or self-employed person at a workplace or principal contractor (PC) at workplaces where construction work is being performed must notify Workplace Health and Safety Queensland of the following workplace incidents:

- serious bodily injury; or
- work caused illness; or
- dangerous event.

If the workplace incident causes the death of the relevant person, the next in charge at the workplace must notify Workplace Health and Safety Queensland. Under the Electrical Safety Regulation 2002, the employers or self-employed persons must notify the Electrical Safety Officer/Workplace Health and Safety Queensland of the following incident events:

- a serious electrical incident; or
- dangerous electrical event.

When is the form to be lodged?

The form must be lodged within 24 hours of the incident happening. Immediate notification by phone or fax is required if the incident involves a death.

How to lodge the form

The form can be faxed or posted to the nearest Workplace Health and Safety Queensland or Electrical Safety regional office or lodged on-line at www.service.qld.gov.au.

An employer or self-employed person does not have to report the same electrical incident separately to Workplace Health and Safety Queensland and the Electrical Safety Office.

Who must record the workplace incidents?

For a serious bodily injury, a work caused illness or a dangerous event, the relevant person who conducts a business or undertaking as an employer or self-employed person at the workplace or the principal contractor (PC) at workplaces where construction work is being performed must record the incident, in the approved form, within 3 days of becoming aware of the incident. The record must be kept for 5 years.

For a serious electrical incident or dangerous electrical event, employers or self-employed persons must record the incident, in the approved form, within 3 days of becoming aware of the incident event. The record must be kept for 5 years.

Definitions

The following incidents are generally defined below. For specific legal definitions, refer to the relevant legislation.

- work injury
- serious bodily injury
- work caused illness
- a dangerous event
- a serious electrical incident
- a dangerous electrical event

A work injury is –

(a) An injury to a person that requires first aid or medical treatment if the injury was caused by a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace; or

(b) The recurrence, aggravation, acceleration, exacerbation or deterioration of an existing injury in a person if:

(i) first aid or medical treatment is required for the injury; and

(ii) A workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace caused the recurrence, aggravation, acceleration, exacerbation or deterioration; or

(c) Any serious bodily injury, if the injury was caused by an employer, a relevant workplace area, a work activity, or plant or substances for use at a workplace.

A serious bodily injury means an injury to a person that causes –

(a) The injured person’s death; or

(b) The loss of a distinct part or an organ of the injured person’s body; or

(c) The injured person to be absent from the person’s voluntary or paid employment for more than 5 days.

A work caused illness means –

(a) An illness contracted by a person to which a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace was a significant contributing factor; or

(b) The recurrence, aggravation, acceleration, exacerbation or deterioration in a person of an existing illness if a workplace, a relevant workplace area, a work activity, or plant or substances for use at a workplace was a significant contributing factor to the recurrence, aggravation, acceleration, exacerbation or deterioration.

A dangerous event means an event caused by specified high risk plant or an event at a workplace or relevant workplace area, if the event involved would have involved exposure of persons to risk to their health and safety because of –

(a) Collapse, overturning, failure or malfunction of, or damage to, an item of specified high risk plant; or

(b) Collapse or failure of an excavation or of any shoring supporting an excavation; or

(c) Collapse or partial collapse of any structure; or

(d) Damage to any load bearing member of, or the failure of any brake, steering device or other control device of, a crane, hoist, conveyor, lift or escalator; or

(e) Explosion, explosion or fire; or

(f) Escape, spillage or leakage of any hazardous material or dangerous goods; or

(g) all or release from a height of any plant, substance or object; or

(h) Damage to a koller, pressure vessel or refrigeration plant; or

(i) Uncontrolled explosion, fire or escape of gas or steam.

A serious electrical incident is an incident involving electrical equipment where –

(a) A person is killed by electricity; or

(b) A person receives a shock or injury from electricity, and is treated for the shock or injury by or under the supervision of a doctor; or

(c) A person receives a shock or injury from electricity at high voltage, whether or not the person is treated for the shock or injury by or under the supervision of a doctor.

A dangerous electrical event is –

(a) When a person is not, or would not have been, electrically safe because of circumstances involving high voltage electrical equipment, where the person has not received a shock or injury; or

(b) An event involving electrical work and in which significant property damage is caused directly by electricity or originates from electricity; or

(c) The performance of electrical work by a person not authorized under electrical work licence to perform the work; or

(d) The performance of electrical work by a person if, a person or property is not electrically safe as a result of the performance of the work; or

(e) The discovery by a licensed electrical worker of electrical equipment that has not been marked as required under the Electrical Safety Act 2002.
APPENDIX L  Sample Site Induction Program

<table>
<thead>
<tr>
<th>Name:</th>
<th>Position (or company if a contractor):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inducted By:</td>
<td></td>
</tr>
<tr>
<td>Workplace/Site Location:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

The person carrying out the induction (inductor) and the person being inducted (inductee) should both sign

<table>
<thead>
<tr>
<th>Induction Topic</th>
<th>Comments (record particulars of what has been explained)</th>
<th>Inductor initials</th>
<th>Inductee initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency procedures, including identity of wardens and evacuation assembly point</td>
<td>Eg. workplace has an audible alarm system and tones explained</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of emergency equipment</td>
<td>Eg. extinguishers, fire hose, break glass panels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identity of first aiders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of first aid equipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of amenities</td>
<td>Eg. bathrooms, tea rooms, drinking water supply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High-risk workplace hazards explained</td>
<td>Eg. dangerous goods storage, MSDS register, plant operating areas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Site rules explained</td>
<td>Eg. Site speed limit, exclusion zones, smoking areas, prohibited items</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workplace policies issued and explained</td>
<td>Eg. WHS Policy, Smoking, Drugs &amp; Alcohol, Harassment etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safe work procedures relevant to the person’s job issued, explained and assessed</td>
<td>Eg. Equipment operating procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazard and incident reporting procedures explained</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Injury management procedures explained</td>
<td>Including workers comp and rehabilitation programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal protective equipment issued and instruction given in use</td>
<td>Eg. High-vis clothing, protective glasses, hearing protection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identity of Workplace Health &amp; Safety Officers/ Representatives/ Safety Committee Members</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical site tour conducted and introductions made to other staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security/site access arrangements made</td>
<td>Eg. Security pass or keys issued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copies of relevant licenses taken for file</td>
<td>Eg. Driver’s license, forklift license</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX M  Sample Contractor Checklist

<table>
<thead>
<tr>
<th>Name/s: (also list any of the contractor’s staff)</th>
<th>Company:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Period of Contract: / / to / /</td>
</tr>
</tbody>
</table>

Description of work:

<table>
<thead>
<tr>
<th>Insurance Type</th>
<th>Insurer</th>
<th>Policy Number</th>
<th>Policy Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers Compensation or Accident Insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Liability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount – $</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Indemnity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount – $</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle/plant insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Licenses</th>
<th>License Class &amp; Number</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s License</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others (specify type): (eg. Electrical, Forklift etc)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health &amp; Safety Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site induction completed</td>
</tr>
<tr>
<td>Proposed work method, including any safety precautions to be taken (attach the contractor’s Safe Work Method statement, or have them complete a risk assessment if required)</td>
</tr>
<tr>
<td>Other:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
APPENDIX N  Sample Site Fire Emergency Plan

In the event of emergency:

1. Raise the alarm by broadcasting details of the emergency over the site PA system, which can be activated by dialling “9” from any telephone handset on site. This site does not have an audible alarm system.
2. Alert the emergency services by phoning “000”.
3. In case of fire, attempt to extinguish using equipment provided ONLY IF IT IS SAFE TO DO SO AND YOU HAVE BEEN TRAINED IN THE USE OF FIRE FIGHTING EQUIPMENT.
4. Evacuate the building via the nearest, safe exit (locations shown on diagram below), providing assistance to mobility impaired persons.
5. Proceed to the nominated assembly point, which is shown on diagram below.
6. Do not re-enter the building until emergency services advise it is safe to do so.

### APPENDIX O  Sample Hazardous Substances Register

<table>
<thead>
<tr>
<th>Product name</th>
<th>Location of use and/or storage</th>
<th>Quantity (eg. ml, kg)</th>
<th>Designated Hazardous Substance?</th>
<th>Stated Dangerous Good?</th>
<th>Material Safety Data Sheet On file</th>
<th>Issue Date</th>
<th>Expiry Date</th>
<th>Has a risk assessment been conducted? Yes/No</th>
<th>Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Y N</td>
<td>Y N</td>
<td>Y N</td>
<td>Y N</td>
<td>/ /</td>
<td>/ /</td>
<td>Y N</td>
<td>/ /</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y N</td>
<td>Y N</td>
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<td>Y N</td>
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<td>Y N</td>
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<td>Y N</td>
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<td>Y N</td>
<td>Y N</td>
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<td>Y N</td>
<td>/ /</td>
<td>/ /</td>
<td>Y N</td>
<td>/ /</td>
<td></td>
</tr>
</tbody>
</table>

---

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**APPENDIX P — Hazardous Substances Risk Assessment Template**

Only required for chemicals that are listed as Hazardous Substances.
You will need the Material Safety Data Sheet (MSDS) to complete the risk assessment.

<table>
<thead>
<tr>
<th>Name of substance or mixture:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of person/s conducting risk assessment:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Workplace/Site Location:</th>
<th>Date:</th>
<th>Review Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How is the substance used?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Describe the process. If the chemical is used for a number of different processes a risk assessment may be needed for each task. Also consider decanting, storage and disposal)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How are people exposed to the substance?</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Tick all routes of entry)</td>
</tr>
<tr>
<td>☐ Skin</td>
</tr>
<tr>
<td>☐ Eyes</td>
</tr>
<tr>
<td>☐ Inhalation</td>
</tr>
<tr>
<td>☐ Ingestion</td>
</tr>
</tbody>
</table>

| How much of the substance are workers exposed to during the task? |
| (eg. Litres, millilitres, grams etc) |

| For how long are workers exposed to the substance? How often is the chemical used? |
| (eg. Hours per day and days per week) |

| Briefly, what are the health effects of exposure to this substance? |
| (Refer to the MSDS and consider for all routes of entry ticked above) |

| What engineering control measures are recommended by the MSDS? |
| (eg. Extraction ventilation, dilution, ventilation) |

| What engineering controls are currently used to control exposure to the substance? |
|                                                                                  |

| If engineering controls are used, are they maintained and checked for effectiveness? |
| (Provide details) |

| What Personal Protective Equipment (PPE) is recommended by the MSDS? |
| (Consider for all routes of entry ticked above) |

| What PPE is currently used? |
| (Provide details) |

| Are any other control measures recommended by the MSDS? |
| (eg. Procedures, rotation of people, using substance after hours to minimise how many people are exposed) |

Queensland Trucking Association | A Safety Management System for Small Transport Businesses
<table>
<thead>
<tr>
<th>Are any other control measures currently used at the workplace?</th>
<th>(Provide details)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the risk from use of this hazardous substance (tick one)?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Risks not significant now and not likely to increase in the future</td>
</tr>
<tr>
<td></td>
<td>Risks are significant but effectively controlled (but could increase in the future)</td>
</tr>
<tr>
<td></td>
<td>Risks are significant and not effectively controlled</td>
</tr>
<tr>
<td></td>
<td>Uncertain about the risks (conduct air monitoring and/or health surveillance [see below] or obtain further information and advice)</td>
</tr>
<tr>
<td>Why did you suggest this risk level?</td>
<td></td>
</tr>
<tr>
<td>Does air monitoring need to be done?</td>
<td></td>
</tr>
<tr>
<td>You can have air monitoring done to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) find out how much your employees are being exposed to</td>
</tr>
<tr>
<td></td>
<td>(b) find out if the controls being used are adequate to ensure employee’s health and safety is protected</td>
</tr>
<tr>
<td>What control measures will be implemented?</td>
<td>(The best type of control is by elimination; however other types of controls can be used. Provide details)</td>
</tr>
<tr>
<td>Hierarchy of control measures</td>
<td></td>
</tr>
<tr>
<td></td>
<td>elimination (Most effective)</td>
</tr>
<tr>
<td></td>
<td>substitution (with a less hazardous substance)</td>
</tr>
<tr>
<td></td>
<td>engineer out the hazard by isolation</td>
</tr>
<tr>
<td></td>
<td>engineer out the hazard by ventilation</td>
</tr>
<tr>
<td></td>
<td>administrative controls</td>
</tr>
<tr>
<td></td>
<td>PPE (especially respiratory protection) (Least effective)</td>
</tr>
<tr>
<td>Is health surveillance required?</td>
<td></td>
</tr>
<tr>
<td>Health surveillance is required if there continues to be a significant risk and the substance contains (or is) one or more of the following:</td>
<td></td>
</tr>
<tr>
<td>4,4’ Methylenebis (2-chloroaniline) (MOCA)</td>
<td>Inorganic chromium</td>
</tr>
<tr>
<td>Acrylonitrile</td>
<td>Isocyanates</td>
</tr>
<tr>
<td>Asbestos</td>
<td>Organophosphate pesticides</td>
</tr>
<tr>
<td>Benzene</td>
<td>Pentachlorophenol (PCP)</td>
</tr>
<tr>
<td>Cadmium</td>
<td>Polycyclic aromatic hydrocarbons (PAH)</td>
</tr>
<tr>
<td>Creosote</td>
<td>Thallium</td>
</tr>
<tr>
<td>Crystalline silica</td>
<td>Vinyl chloride</td>
</tr>
<tr>
<td>Inorganic arsenic</td>
<td></td>
</tr>
</tbody>
</table>

(Refer to s 207 of the Queensland Workplace Health and Safety Regulation 2008)
8 List of References

1. Workplace Health & Safety Qld, *Serious About Safe Business Pack*


3. Workplace Health & Safety Qld, *Guidelines for working around trucks – loading and unloading*


5. AS4804:2001 *Occupational health and safety management systems – General guidelines on principles, systems and supporting techniques*

6. Queensland *Workplace Health & Safety Act 1995*

7. Queensland Workplace Health & Safety Regulation 2008

8. Queensland *Workers’ Compensation and Rehabilitation Act 2003*

9. Queensland *Workers’ Compensation and Rehabilitation Regulation 2003*

10. Workplace Health & Safety Queensland, *General health & safety obligations*

11. Bridger, R S. *Introduction to Ergonomics* (p164,167)


15. Queensland *Risk Management Code of Practice 2007 (Supplement No. 1)*

16. Queensland *Hazardous Substances Code of Practice 2003*