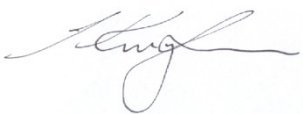# The Paraplegic and Quadriplegic Association of SA Inc

Hazard Identification, Risk Assessment and Control Management

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQA) is committed to providing all workers, so far as is reasonably practicable, a healthy and safe work environment, free from injury and health risks. PQA recognises that the health and safety of its workers is of primary importance and is ranked equally with all other strategic operational considerations.

Approved by:	Date: March 2013

The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the Association Incorporation Act 1985 (SA) and conducts its business through operating Divisions, namely Support Services and HomeCare+.

SCOPE

To provide a systematic and objective approach to assessing hazards and their associated risks. Providing an objective and consistent measure and control system for identified hazards throughout PARAQUAD SA/HOMECARE PLUS.

DEFINITIONS

Hazard – A source of potential harm to people or a situation with potential to cause injury or loss to plant, property and equipment. Hazards can be grouped as physical, chemical, ergonomic, biological or psychological.

Hazard Control – is the process of implementing measures to reduce the risk associated with a hazard.

Hazard Identification – Is the process of identifying all situations or events that could give rise to injury, illness or damage to plant and property.

Hazard Register – a record of all reported hazards, their risk level, control measure, residual risk, outcomes and completion date.

Health – refers to the physical and psychological health of a worker.

Hierarchy of Control – is a sequence of options, which offer a number of ways to approach the hazard control process.

- Elimination
- Substitution
- Engineering
- Administration
- Personal Protective Equipment (PPE)

Officer - within the meaning of section 9 of the *Corporations Act 2001* (Cth) other than a partner in a partnership; or " *A person who holds a position of rank or authority; Corporations – a director, secretary, or executive officer or the corporation, or a receiver, a receiver and manager, an administrator…."*

Reasonably Practicable – in relation to a duty to ensrue health and safety, means that which is ,or was at a particular time, reasonably able to be done in realtion to ensuring health and safety, taking into account and weighing up all relevant matters including:-

(a) The likelihood of the hazard or risk concerned occurring; and
(b) The degree of harm that might result from the hazard or the risk; and
(c) What the person concerned knows, or ought to reasonably know, about –
  (i) The hazard or the risk; and
  (ii) Ways of eliminating or minimizing the risk; and
(d) The availability and suitability of ways to eliminate or minimize the risk; and
(e) After assessing the extent of the risk and the available ways of eliminating or minimizing the risk, the cost associated with available ways of eliminating or minimizing the risk, including whether the cost is grossly disproportionate to the risk.

Risk – the possibility of an adverse event occurring and the potential consequence of that event.

Risk Assessment – is the process of evaluating the possibility and consequences of an event arising from exposure to an identified hazard(s).

Residual Risk - The risk remaining after implementation of risk controls.

Supervisor – any person who has the authority to influence or to direct the actions of an employee/volunteer.

Worker – is a person who carries out work in any capacity for a person conducting a business or undertaking including work as an employee, contractor or subcontractor, an

employee of a contractor or sub-contractor, an employee of a a labour hire company, an outworker, apprentice or trainee, or a student gaining work experience.

Workplace – is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

RESPONSIBILITIES

Person Conducting a Business or Undertaking – is responsible for the primary duty of care to ensure the health and safety of all workers in the workplace.

Managers as Officers under the WHS Act 2012 are responsible for ensuring that:
- Hazards are identified and assessed in consultation with employees/volunteers.
- Risk assessments are undertaken.
- Control measures are implemented where appropriate based on the Hierarchy of Control.
- Records are maintained of all Hazard, Incident/Injury reports and Risk Assessments.
- Workers are appropriately trained in hazard reporting, management and risk assessment.

Some of the functions necessary to comply with the Regulations may be delegated to an appropriately authorised person.

Supervisors *are responsible for ensuring:*
- Workers are encouraged to be aware of hazards and report them promptly.
- Workers are trained to complete Hazard Report Forms
- Where necessary assisting workers to complete Hazard Report Forms
- Inspections of all workplaces are conducted regularly no less than once a year. Items identified as Hazardous are reported in a timely manner, assessed and eliminate (where reasonably practicable) or controlled.
- Completed Hazard and Incident/Injury Report Forms are provided to the Manager, Human Resource.

Workers are responsible for ensuring that:
- Hazards, Incident/Injuries and near misses are reported as soon as possible.
- Hazard and Incident/Injury Report Forms are provided to the Manager, Human Resource.
- They follow procedures established to protect workers' health and safety in the workplace.

Manager, Human Resources or nominee is responsible for:
- Maintaining and updating WHS Policy and Procedures.
- Undertaking or supervising recording Risk Assessments on all WHS process undertaken by PARAQUAD SA/HOMECARE PLUS.
- Monitoring all WHS Hazard and Risk Assessment Training.

The WHS&E Committee *is responsible for:*
- Reviewing the Hazard and Incident/Injury reports tabled at the WHS&E Committee meetings.
- Eliminating or minimising wherever possible hazards in the workplace.

POLICY

PARAQUAD SA/HOMECARE PLUS aim to achieve a consistent approach to the assessment of risks associated with their activities in the workplace and in the process of client care in their home. PARAQUAD SA/HOMECARE PLUS have adopted a single risk assessment matrix.

Risk Assessments are to be undertaken prior to the introduction of any equipment, substance, work practice or change to the workplace. A risk assessment should where reasonably practicable eliminate hazards or where that is not reasonably practicable, minimise it in accordance with the Hierarchy of Control. It is policy to seek to eliminate the risk before considering other risk minimisation options.

There will be ongoing monitoring and evaluation of the controls in place through:
- PARAQUAD SA/HOMECARE PLUS premises assessments
- Client Home assessments
- Hazard reporting
- Incident/Injury reporting
- Incident investigations and risk assessment
- Reporting to the WHS&E Committee.

PROCEDURE

The following procedures have been formulated to ensure hazards that could give rise to potential injury or illness are identified, reported, assessed and controlled in a prioritised and systematic manner.

Premises Inspections - *Quarterly inspections will be conducted by the WHS&E Committee members and/or Managers of all premises managed or controlled by PARAQUAD SA/HOMECARE PLUS. Any identified hazards will be documented on the Safety Inspection Checklist and managed in accordance with this procedure.*

A comprehensive Legislative Compliance Audit will be undertaken every 12 months by the Manager, Human Resources or their nominee and a comprehensive Audit Report will be completed and tabled at the following WHS&E Committee, Management and Board meetings.

Client Home Inspection – *A Supervisor will conduct an inspection of all new client homes before the commencement of new services. Any identified hazards will be documented on the Hazard Report Form and managed in accordance with this procedure.*

Client Home Inspections will be conducted annually for all existing clients. Any identified hazards will be documented on the Hazard Report Form and managed in accordance with this procedure.

Hazard Reporting and Risk Assessment's must accompany any proposal for the introduction of new equipment or process or the modification of equipment or processes where the hazard impacts on the welfare of employees.

Hazard reporting (refer Appendix A)
- Hazards identified by workers must be recorded immediately on a Hazard Report Form. Where a worker is unable to complete a form they are to notify their Supervisor, who will record the hazard on the Hazard Report Form.
- The Hazard Report Form is to be forwarded to the Manager, Human Resources for review and referral to supervisor or the RN – Workplace Health and Safety Advisor for a Risk Assessment to be completed.
- The reporting employee must be consulted throughout the assessment process and the hazard rectified using the Hierarchy of Controls.
- Situations rated High or Extreme risk ratings will be addressed immediately to prevent serious injury or death. Moderate to low risk ratings will be addressed within seventy-two (72) hours of the Hazard being reported to the Manager, Human Resources.
- The Manager, Human Resources or their nominee will ensure the Hazard is accurately recorded in the Hazard Register and numbered appropriately. The original form will be filed in the Hazard Report Folder.
- The Manager, Human Resources or their nominee is to review on a monthly basis the Hazard Register, in particular incomplete assessments.
- All hazards and monthly reviews are to be tabled at the WHS&E Committee meeting.
- If an appropriate control measure for a hazard cannot be found internally, contact with outside professionals is to be sought with assistance from the Manager, Human Resources, where deemed necessary by the WHS&E Committee.

Risk Assessment

Risk assessment is the process of assessing all of the risks associated with each of the hazards identified during the hazard identification process. In assessing the risks, three essential steps are taken:

1. The likelihood of an incident occurring is evaluated
2. The severity of the potential consequences is calculated or estimated.
3. Based on these two (2) factors, the risks are assigned priority for risk control through the use of a risk rating.

Risk assessment involves examining and evaluating the likelihood and severity (or consequence) of the potential outcomes in order to prioritise risks for control. The Risk Management Matrix was adopted from AS/NZS ISO 31000:2009, Risk Management – Principles and Guidelines

Step One – Consequence

What might be the consequences of a hazardous event or situation occurring?

Descriptor	Example Detail Description
Major	Death or Disability
Serious	Serious injury, hospitalisation, lost time from work
Minor	First Aid required
Insignificant	Incident but no injury.

Step Two – Likelihood

What is the chance or likelihood of a hazardous event or situation occurring?

Descriptor	Example Detail Description
Very likely	It will almost certainly happen in the near future (days)
Likely	It will probably happen at some time (weeks/months)
Unlikely	It could happen at sometime (six months to a year)
Very Unlikely	It might happen but only rarely (five years plus)

Step Three – Risk Assessment Outcome

Calculate the degree of risk from the Risk Table

Likelihood	Consequences			
	Major	**Serious**	**Minor**	**Insignificant**
Very likely	1	2	2	3
Likely	2	2	3	3
Unlikely	2	3	3	4
Very Unlikely	3	3	4	4

The result of the risk matrix is compared with the criteria defined below and the required control strategies are implemented as outlined in the Risk Control Section below. **The higher the risk rating the greater priority to control the hazard.**

1. **Extreme –** Immediate action required; notify the office. The activity must be ceased immediately.

2. **High –** Notify the office and implement immediate action to minimise injury.

3. **Medium –** Remedial action within one month (if possible), supervisor attention required.

4. **Low –** Monitoring only required. Beware!

Risk Control

Risk Control requires actions to be taken to eliminate or reduce the likelihood that exposure to a hazard will result in injury or disease. It provides a means by which risk can be systematically evaluated against a set of control options (the "Hierarchy of Controls") to determine the most effective control method(s) for the risk(s) associated with each hazard.

This process involves analysing the data collected during the hazard identification and risk assessment processes, and developing a plan to eliminate or control the risks identified. It must be noted that not all risks can be eliminated but with control measures in place the risk rating can be reduced.

Methods of Risk Control

When planning how hazards are to be controlled and risks reduced the following Hierarchy of Control should be used. Controls closer to the top of the hierarchy are preferable to those lower down the hierarchy such as PPE because they are less dependent on human behaviour. In many circumstances control solutions will incorporate a combination of controls.

Hierarchy of Control in the preferred order as listed:
1. **Eliminate** the hazard.
2. **Substitution** the process, equipment or chemical with a lesser hazard.
3. **Engineering control -** redesign the process or equipment to reduce the hazard.
4. *Administrative control – develop procedures such as training, safe operating procedures, job rotation or signage to draw attention to the hazard.*
5. **Personal Protective Equipment**

Evaluation

All control measures implemented including temporary solutions should be assessed to evaluate their effectiveness.

Consultation

If practicable, there must be consultation with the relevant health and safety representative(s) when identifying, assessing and controlling risks. Consulting directly with employees/volunteers and drawing on their experience and knowledge is more effective in reducing risk.

Records

All identified hazards are to be documented on the Hazard Register, as well as the assessment of risk and implemented control. The Hazard Register is a method of reviewing the appropriateness of controls and identifying those higher risk hazards to PARAQUAD SA/HOMECARE PLUS.

Training

Information, instruction and training provide workers with the skills and knowledge to perform their work in a manner that is safe and without risks to health. It enables them to:

- Follow health and safety procedures
- Use risk controls set in place for their protection
- Have an appreciation of the nature of hazards; the risks associated with them; and the reason why risk controls are used.

Supervisors, Health and Safety Representatives and others that may be required to perform risk assessment by agreement with Management shall be trained in hazard identification, risk assessment and control methods. They must be trained in the risk assessment process:

- Be familiar with the regulations associated with the hazard
- Have a practical understanding of the work hazard

RELATED LEGISLATION

- ♦ AS/NZS ISO 31000:2009, Risk Management – Principles and Guidelines
- ♦ Work Health and Safety Act 2012
- ♦ Work Health and Safety Reg 2012

SUPPORTING PQA DOCUMENTATION

- Hazard Reporting Form
- Hazard Register
- Safety Inspection Checklist
- WHS & E Risk Management Strategy Policy and Procedures
- Client WHS Form
- Legislative Audit Form
- WHS Audit Form
- WHS Management System Policy

BREACHES OF THIS POLICY

Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PARAQUAD SA/HOMECARE PLUS accept such an argument.

DISTRIBUTION AND REVIEW

PARAQUAD SA/HOMECARE PLUS will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a bi-annual basis or when legislation or Government Policy determines.

Appendix A

Hazard Management Flow Chart

Hazard Identified –
- employee/volunteer or supervisor completes a Hazard Report Form
- Support Worker –
    - Notifies CSO
    - Records in Client Communication book
    - Completes HRR
- CSO, Hazard, Risk Assessment & Control Officer or manager to complete a Worksite Inspection Checklist when a Hazard is identified.

Hazard Report Form
- Forward to Manager, Human Resources
- Reviewed, assessed and entered into Hazard Register.
- Manager, Human Resources or nominee contacts Support Worker/Employee to inform them that the Hazard Report Form has been completed and to whom it is being referred to for assessment.
- Risk Assessment undertaken
- Control measure put in place
- Report outcomes to Human Resources and person completing the form.
- Copy of Hazard Report Form forwarded to referred officer for Risk Assessment

Risk Assessment

Hazard Register
- Hazard recorded in the Hazard Register
- Hazard Report Form allocated Register number
- Hazard Report Form filed in Hazard Report Folder
- Hazard Register printed monthly – highlighting incomplete Assessments.

Monthly Reviews
- Manager, Human Resources to review all incomplete Hazards recorded on the Hazard Register.
- Monthly updates from the review are to be recorded on the original Hazard Report Form and
- Hazard Register.
- Hazard Register and updates are to be tabled at the monthly OHS committee meeting.
- If a solution to a hazard cannot be found internally contact with outside professionals is to be sought with assistance from the Human Resource Manager, if necessary.