

Version No	1.0
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#### 1. OVERVIEW

The purpose of this procedure is to provide minimum standards for how The Flinders Ranges Council will maintain its WHS management system documentation so that documents are drafted, maintained, described, controlled and referenced appropriately.

This procedure aims to ensure:

- The WHS management system conforms with legislative and PSSI documentation requirements.
- Documents are drafted, developed, maintained and controlled by competent persons.
- The WHS Committee, HSRs, workers and their representatives, and other WHS duty holders (where relevant) are consulted during document development, review and implementation.
- Newly developed or changed documents are communicated to all relevant workers and stakeholders (where relevant) and included into a document control/distribution register.
- Training is provided when new documents are developed or when changes are made to existing documents and recorded within the WHS Management System.

SIGNED	Chief Executive Officer	Chairperson, WHS Committee
	Date: 13 / 3 / 2014	Date: 13 / 3 / 2014

#### 2. CORE COMPONENTS

The core components of our WHS document development procedure aim to ensure:

- There is a clear system for the identification of the need and control for specific documents.
- Training people undertaking the development and control of documents are able to demonstrate competence in terms of knowledge of the subject area.
- Consultation Documented evidence of consultation with relevant stakeholders.
- Use of an appropriate format consideration is given to the type of format that is appropriate to the document audience and purpose.
- Content/scope inclusion of suitable and adequate information within developed documents (eg procedures have enough information to allow safe work practices to be achieved by following the procedure).
- Authorisation Documentation must have a sign off by a nominated person to show it is an 'Official version' and has been reviewed and authorised as suitable and sufficient.
- A system is in place for the review of WHS draft documentation in consultation with appropriate workers (or their representatives) and the scope and content of draft documentation is included within this review.
- A system for recording documents (including policies, procedures, forms and templates) to enable efficient and effective control of WHS Management System documentation.

#### 3. DEFINITIONS

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Competent person	A person who has acquired through experience, qualification or training,
	the knowledge and skill to carry out the task.
	[as defined in the Work Health and Safety Regulations, 2012]
Consultation	Consultation requires:
	a) that relevant information about the matter is shared with workers
	b) workers are given a reasonable opportunity to express their views
	and raise WHS issues in relation to the matter and to contribute to



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Health and Safety Representative (HSR) Health and Safety Committee	the decision making process c) that the views of workers are taken in account d) that workers are advised of the outcome of any consultation in a timely manner e) if workers are represented by HSR, the consultation includes the HSR [Work Health and Safety Act 2012, Section 48] A Health and Safety Representative (HSR) is elected by a Designated Work Group (DWG) to represent workers in the work group on matters affecting their health, safety and welfare The functions of a Health and Safety Committee is to: a) facilitate co-operation between Council and Workers in instigating, develop and carry out work designed to ensure the workers WHS at work b) to assist in developing standards rules and procedures relating to health and safety that are to be followed at the workplace c) any other functions prescribed by the regulations or agreed between Council and the Committee. [Work Health and Safety Act 2012, Section 77]. A Health and Safety Committee is comprised of management members and worker representatives. At least 50% of the members must be worker representatives. HSRs are automatically members of the Committee unless they do not wish to participate [COP: Worker Representation and Participation
Record	Guide p26]  Any written or electronic information and including a document. For example records include contracts, purchase orders, meeting records, training records etc.
Safe Work Instruction (SWI)	SWIs are written instructions for tasks involving recognized hazards and have relevance to departmental tasks and activities. They outline the required method of undertaking a task whilst emphasising ways to minimise any risk of harm. Other similar phrases used are: safe operating procedures (SOPs) and safe work method statements

### 4. PROCEDURE

### 4.1. Document control

- 4.1.1. The Senior Leadership Team will facilitate the development and maintenance of a master control register that includes all WHS management system documents, by the WHS Coordinator.
- 4.1.2. WHS documents will be provided in a manner that allows easy accessibility for the required users.
  - Master copies will be stored in hard copy or in electronic format on The Flinders Ranges Council intranet, in accordance with Council's records management system.
  - b. Hard copies will be provided to persons who do not have ready access to the web or a computer, or when instructions are required at point of use (eg plant and equipment operating instructions).
  - c. Printed documents will be considered uncontrolled and will be identified as such.



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- 4.2. Creation of new or additional WHS documents
  - 4.2.1. The need for new or additional documents for inclusion into The Flinders Ranges Council WHS management system may be based on:
    - a. Legislative requirements
    - b. PSSI requirements
    - c. LGAWCS suggestion
    - d. System failures reported during accident or incident investigation or as a result of audit findings
    - e. Suggestions from workers or their representatives, stakeholders or other external advisors
    - f. Industry or organisational best practice.
  - 4.2.2. Requests for new documents will be considered by the Senior Leadership Team, WHS Committee and/or department manager, depending on the particular document requested for development.
    - a. If it is agreed that the requested document is a required part of the WHS Management System, timeframes for development will be set and a nominated person or groups of persons will be directed to produce a draft document (as described below).
      If the management team, WHS Committee and/or department manager (as appropriate) decide, after consulting with affected workers and their representatives, there is not a need for the documents they will feed that decision back to the requestor along with the reasons why the document is
    - b. The creation and modification of WHS documentation shall only be performed by competent persons.
    - c. The document development process will record the specific WHS legislation, Australian Codes of Practice, Standards or other best practice documents that have been referenced during development.
  - 4.2.3. WHS documentation will be in a format that enables document control and has been defined for the specific document type. Each page will have a header and footer.
    - a. The header will include:

not required.

- The name of the Council
- WHS subject name and type (eg policy, procedure, SWI, etc)
- Version number
- · Date of document issue
- Date of next review
- b. A footer will include:
  - A statement that alerts the reader to the fact that the printed copy is uncontrolled and may not be current and directs the reader to verify that the document is the current version.
  - The page number and total number of pages of the document (eg Page X of Y).
- c. Any draft document will clearly indicate that it is a draft
- 4.2.4. The particular circumstances of the likely audience should be considered in the choice of format for the documentation, including:
  - a. Literacy capabilities, learning difficulties and English as a second language.
  - b. Appropriate strategies identified eg verbal delivery, one to one delivery and/or translation of documents into different languages.
  - c. In so far as is reasonably practicable, the information and instruction in any documentation provided to a worker is to be provided in a way that is readily understandable by any person to whom it is provided.



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- 4.3. WHS policies and procedures
  - 4.3.1. A WHS policy is a guiding principle which sets out The Flinders Ranges Council philosophy and commitment to a particular issue. It includes a general statement of intent and provides a principal course of action. Compliance and cooperation with a WHS policy is mandatory.
  - 4.3.2. A procedure describes in detail the process or course of action to be taken to implement the principles of a policy. Compliance with a WHS procedure is mandatory for those persons to whom the activity relates.
  - 4.3.3. Draft WHS policies and, procedures will be developed by The Flinders Ranges Council WHS Coordinator in conjunction with the WHS Committee and Senior Leadership Team.
  - 4.3.4. The WHS Coordinator will prepare and maintain a development and revision schedule for WHS policies and procedures.
    - a. WHS policies, procedures will be scheduled for review at least every three
       (3) years, or more frequently, if legislation or if organisational needs change or non-conformance is identified.
    - b. The development and revision schedule will be monitored and reviewed at each WHS Committee and management team meeting.
    - c. The Senior Leadership Team will provide direction to the WHS Committee when timeframes are not being met.
  - 4.3.5. WHS policies, procedures will be developed in an approved template in accordance with The Flinders Ranges Council document control system.
  - 4.3.6. Once a draft WHS policy, or procedure has been developed, the WHS Coordinator will determine the timeframe for consultation.

The LGAWCS template *Implementation process flowchart* and *Implementation process flow checklist* may be utilised to maintain a planned approached.

- a. The finalised draft document will be presented to the WHS Committee for discussion.
- b. The WHS Committee will check that the document is compliant with legislative and PSSI requirements and that the core components can be satisfied, if readers follow the instructions, and is readily understood.
- c. The WHS Committee will determine that the draft document is ready for consultation and identify the appropriate stakeholders, in accordance with legislative requirements, for consultation. A timeframe for consultation will be defined. WHS Committee minutes will record that this has occurred.
- d. The draft policy or procedure will be distributed throughout the appropriate stakeholders for consultation via the approved communication and consultation channels.
  - The LGAWCS template for document review checklist may be utilised to facilitate the recording of consultation and feedback in a systematic and standardised format.
- e. Relevant department managers, WHS Committee members and/or HSRs will, within their representative groups, discuss the draft document, share relevant information and give workers and their representatives a reasonable opportunity to express their views and contribute to the decision making process, within the allocated timeframe for consultation.
- f. Department and/or other group meeting records will record the outcomes of consultation related to the draft document and documented feedback will be



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provided to the WHS Committee within the allocated timeframe for consultation.

- g. The WHS Committee will consider and take into account feedback received and agree on what information is to be incorporated or deleted.
- h. If there is substantial change to the content of the document, the document will be re-presented for further consultation. Minor changes to grammar and spelling are not deemed a content change.
- i. Once a final document is agreed upon, the WHS Committee will approve the document, and advise workers previously consulted of the outcome.

When a Procedure undergoes an update for legislative reasons, the Procedure will only be required to go to Senior Leadership Team for authorisation and then consultation with Workers will occur. The Procedure will then be tabled at a WHS Committee to consider feedback and approve the Procedure.

- 4.3.7. Approved policies, procedures and guidelines will be signed by the nominated management and worker representative (eg chair of the WHS Committee).
  - a. The original signed document/s will be retained in the relevant master file for archiving and loaded onto the intranet, in accordance with the requirements of this Procedure.
  - b. The approved document will be included in the relevant development and review schedule.
  - c. Where hard copy documents are required, the WHS Coordinator will ensure that obsolete documents are promptly removed and the current version of the document is available at all points of use.
  - d. A training schedule for workers and other relevant stakeholders will be developed in accordance with The Flinders Ranges Council Induction and Training Procedure.
- 4.4. Guidelines / Safe work Instructions (SWI)
  - 4.4.1. A Guideline / SWI provides practical guidance and advice on the implementation of a particular activity or task. The LGAWCS template maybe utilised to ensure consistency of documentation. Compliance with a Guideline / SWI is mandatory for those persons to whom the activity relates.
  - 4.4.2. The WHS Coordinator will prepare and maintain an up to date development and revision schedule for SWIs.

The LGAWCS template *Implementation process flowchart and Implementation process flow checklist* may be utilised to maintain a planned approached.

- a. The risk assessment process will determine when the development of a SWI is required, with the following mandatory requirements:
  - A SWI will be developed for all tasks involving plant and equipment when indicated by a risk assessment and all hazardous chemical use.
- b. SWIs will be developed by a competent person or persons nominated by the department manager.
  - However from time to time, SWIs may be required for use across multiple departments. In these instances a sub-Committee of the WHS Committee will be responsible for the development, including consultation, and review of these documents and they shall be included on the WHS Committee development and preparation register.
- c. SWIs shall be scheduled for review at least every two years, or more frequently if legislation, organisational needs change or a non-conformance is identified.
- d. The development and revision schedule shall be monitored and reviewed at each department meeting where WHS is regularly discussed.



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- e. The department development and revision schedule shall be monitored and reviewed by the WHS Committee every quarter. The WHS Committee shall refer the schedule to the Senior Leadership Team if development and revision schedule timeframes are exceeded.
- 4.4.3. SWIs shall be developed in an approved template that includes the following information at a minimum:
  - a. Description of the activity or process.
  - b. Any prohibitions relevant to the activity or process.
  - c. The number of people required to undertake the activity or process and the competency requirements of those persons.
  - d. The person or position that has supervisory responsibility for the activity or process.
  - e. Personal protective equipment to be worn whilst undertaking the activity or process.
  - f. Tools or other equipment used in the activity or process.
  - g. The environment or location where the activity or process is to be undertaken.
  - h. Potential hazards and their associated risk.
  - i. The controls required to prevent injury and/or persons coming in contact with known hazards.
  - j. A clear explanation, in sequential order, of the steps or stages comprising the activity or process.
  - k. Any relevant environmental, clean-up and waste disposal measures.
  - I. Emergency response procedures.
  - m. Licensing and clearance to work requirements (if any).
  - n. Reference to legislation, codes of practices or Australian Standards.
- 4.4.4. Once a draft SWI has been developed, a timeframe for consultation shall be determined.
  - a. The finalised draft document and any other relevant information shall be presented to the relevant department workers, HSRs and or stakeholders for discussion, via the approved department communication and consultation channels. A reasonable opportunity shall be provided for the workers, HSRs and stakeholders to express their views and contribute to the decision making process. Department meeting minutes shall record that consultation has commenced.
  - b. The consultation process shall confirm that that the document has enough information to allow safe work outcomes to be achieved if the reader follows the instructions and that the document can be readily understood.
  - c. Workers, HSRs and stakeholders will discuss the draft document with their representative groups, within the allocated timeframe
  - d. Documented feedback shall be provided to the department manager or nominated person within the allocated timeframe. The LGAWCS template *Document review checklist* maybe utilised to record consultation and feedback in a systematic and standardised format.
  - e. The department manager will consider and take into account feedback received and in consultation with the document developer, determine what information is to be incorporated or deleted. Department and or other group meeting records shall record the outcomes of the consultation process.
  - f. If there is substantial change to the document, the document will be re-sent throughout the department or to the relevant workers/stakeholders for further consultation
  - g. Once a final document is agreed upon, the department manager shall approve the document and advise workers consulted of the outcome.



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4.4.5. Approved SWIs shall be signed by the department management and retained, stored, displayed and incorporated in accordance with 4.3.7 above.

#### 4.5. Document review

- 4.5.1. All WHS system documents shall be subject to audit and review. The review process should determine:
  - a. The adequacy and effectiveness of documentation content
  - b. Conformance with legislative requirements
  - c. System failures reported during accident or incident investigation or as a result of audit findings and any resultant amendments
  - d. Suggestions from workers or their representatives, stakeholders or other external advisors
  - e. Other relevant information.

The LGAWCS template *Document review checklist* may be utilised to record consultation and feedback in a systematic and standardised format

4.5.2. The development and review schedule/s shall be maintained to reflect any changes as they occur.

#### 5. TRAINING

- 5.1. Managers, supervisors, HSRs and the WHS Committee shall be trained in The Flinders Ranges Council document management process.
- 5.2. The creation and modification of WHS documentation shall only be performed by competent persons, eg those having the relevant education, experience and work related skills in the particular topic.
- 5.3. A training and communication schedule for workers and other relevant stakeholders will be developed when WHS documentation is created or modified.

  LGAWCS template *Implementation process flowchart* and *Implementation process flow checklist* may be utilised to ensure a planned approached is maintained.

#### 6. RECORDS

The following records should be maintained:

- 6.1. Records relating to the consultation process for WHS system documentation
- 6.2. Records relating to the development and review of Council's policies, procedures, SWIs and other WHS system documentation
- 6.3. Training records
- 6.4 Records must be retained in line with the current version of GDS20.

#### 7. RESPONSIBILITIES

- 7.1. The Flinders Ranges Council Senior Leadership Team is accountable for:
  - 7.1.1. Maintaining legislative compliance
  - 7.1.2. Budgetary expenditure for WHS
  - 7.1.3. Encouraging a work environment that facilitates consultation and communication at all levels through the organisation
  - 7.1.4. Approving WHS documentation
  - 7.1.5. Providing direction when documentation development and review timetables and systematic document control and registers are not being met and/or maintained.



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- 7.1.6. Checking that the requirements of the Performance Standards for Self-Insurers are met.
- 7.2. Managers and supervisors are accountable for:
  - 7.2.1. Making sure that WHS is a standard item in relevant department meetings
  - 7.2.2. Making sure that creation and modification of WHS documentation is only performed by competent persons
  - 7.2.3. Making sure that an easily identifiable and documented audit trail for all WHS documentation is produced that demonstrates the processes for document development; consultation, approval and communication and review
  - 7.2.4. Identifying relevant participants in any consultation process required and ensuring that they are provided with all related information, in order to provide their view
  - 7.2.5. Providing HSRs and WHS Committee members with sufficient time to undertake their role effectively
  - 7.2.6. Making sure that consultation feedback is documented and forwarded to the WHS Committee and or Senior Leadership Team
  - 7.2.7. Making sure that relevant information from the WHS Committee and/or Senior Leadership Team is communicated and discussed within the department
  - 7.2.8. Advising workers and other stakeholders of outcomes in a timely manner after any decision has been made
  - 7.2.9. Providing training for workers and other stakeholders when new or modified WHS documentation is produced
  - 7.2.10. Making sure that workers and stakeholders have the most current versions of WHS documentation available to them.
  - 7.2.11. Making sure that documentation provided to workers and stakeholders is readily understandable by workers or stakeholders.
- 7.3. Workers are accountable for:
  - 7.3.1. Participating in department meetings and other consultative forums as requested
  - 7.3.2. Providing comment / feedback within the specified timeframes and engaging in consultation in accordance with the WHS Consultation & Communication Procedure.
  - 7.3.3. Raising issues that require resolution in accordance with the Consultation & Communication Procedure.
  - 7.3.4. Undertaking actions within the scope of their responsibility to implement and use identified and agreed corrective or preventative actions
  - 7.3.5. Reporting any new hazards to their department manager or supervisor as they arise.
- 7.4. The WHS Committee is accountable for:
  - 7.4.1. Assisting in the development of WHS documentation.
  - 7.4.2. Making sure that an easily identifiable and documented audit trail for all WHS documentation is produced that demonstrates the processes for document development; consultation, approval and communication review and training.
  - 7.4.3. Referring issues to the management team that require direction or enforcement.
- 7.5. Health and safety representatives may:
  - 7.5.1. Facilitate consultation between relevant workers and the management team in accordance with the Consultation & Communication Procedure and within the designated timeframes.
  - 7.5.2. Assist in the resolution of WHS issues.



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#### 8. REVIEW

- 8.1. The document management procedure shall be reviewed by the Senior Leadership Team, in consultation with workers and their representatives, every three (3) years or more frequently if legislation or Council needs change, and may include a review of:
  - 8.1.1. Feedback from managers, workers, HSRs, WHS Committee members or other relevant stakeholder related to WHS documentation.
  - 8.1.2. Legislative compliance.
  - 8.1.3. Performance Standards for Self-Insurers.
  - 8.1.4. LGAWCS guidance.
  - 8.1.5. Internal or external audit findings.
  - 8.1.6. Any other relevant information.
- 8.2. Results of internal audit reviews may result in preventative and/or corrective actions being implemented or revision of this document.
- 8.3. The WHS Coordinator shall report on the outcomes of such reviews to the WHS Committee and management team.

#### 9. REFERENCES

Work Health and Safety Act 2012

Work Health and Safety Regulations 2012

General Disposal Schedule 20 for Local Government

WorkCoverSA Performance Standards for Self-Insurers

Code of Practice: How to Manage Work Health and Safety Risks

Code of Practice: Worker Representation and Participation

Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination

#### 10. RELATED DOCUMENTS

WHS Hazard Management Procedure Consultation & Communication Procedure

#### 11. HISTORY

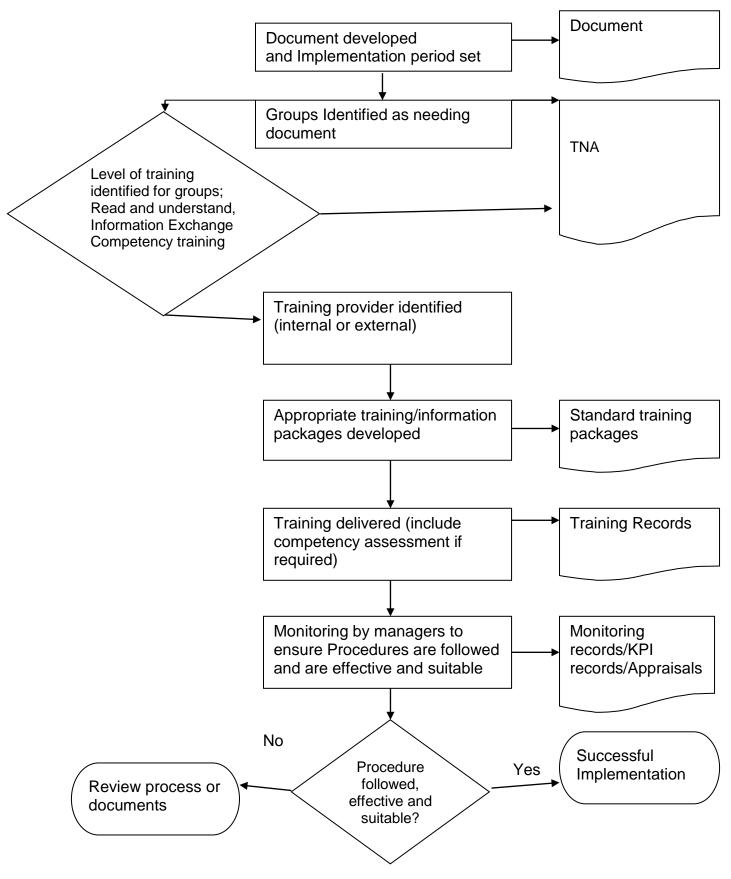
**Document History:** 

Version No:	Issue Date:	Description of Change:
1.0	August 2010	Was previously the OHS&W Document Development Procedure
	November 2011	Was previously the Document Control Procedure
2.0	13/3/2014	New document bringing the requirements of OHS&W Document Development and Document Control Procedures together into one document. Update of legislation.



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### **IMPLEMENTATION PROCESS FLOWCHART**





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#### **EXAMPLE**

#### **IMPLEMENTATION PROCESS FLOW CHECKLIST - MASTER**

This checklist should be completed by the document/process owner and include all the details for all the stakeholder groups. A workgroup checklist should also be prepared for each identified workgroup to be completed by the appropriate supervisor/manager.

### Name of document to be implemented

Insert name of Document to be implemented

### Implementation period set -

Insert timeframe for the Implementation (may include multiple dates for different departments or groups)

## Department covered by this form and groups identified as needing document -

Insert the names of your department and the group or groups that need to be informed of or trained in the document

#### Level of training identified for groups

Insert level of training needed for each identified group,

Examples of training level; Read and understand, Information Exchange Competency training

## Training provider identified (internal or external)

Insert the name of the Training provider and whether they are internal or external

### Appropriate training/information packages developed

Insert details of any training package that has been developed to implement this Document/procedure

### Training delivered (include competency assessment if required)

Insert details of any training package that has been used to implement this Document/procedure and the details of delivery, such as to which group when it was delivered and how it was delivered

### Monitoring by managers to ensure Procedures are followed

Insert how managers have monitored to ensure procedure/process is being followed – Get manager/supervisors to include reference to any documentation that is completed as part of this

### Is the procedure followed, suitable and effective?

Have the effected departments provided evidence that the procedure/process has been followed and therefore implemented effectively? Answer yes or No. If no document here what the corrective action is to be. (this might be updating procedure or modifying process)



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# EXAMPLE IMPLEMENTATION PROCESS FLOW CHECKLIST - DEPARTMENTAL

The Document/process named below has been identified as applying to some areas of your work group. This checklist should be completed by the department Manager/supervisor and include all the details for the workgroup and the implementation process.

### Name of document to be implemented

Insert name of Document to be implemented

#### Implementation period set -

Insert timeframe for the Implementation

#### Department covered by this form and groups identified as needing document -

Insert the names of your department and the group or groups that need to be informed of or trained in the document

## Level of training identified for groups

Insert level of training needed for each identified group, Examples of training level; Read and understand, Information Exchange Competency training

### Training delivered (include competency assessment details if completed)

Insert details of any training package that has been used to implement this Document/procedure and the details of delivery, such as to which group, when it was delivered and how it was delivered (Verbal, written etc) and who by

### Monitoring by Managers to ensure Procedures are followed

Insert how monitoring has occurred to ensure procedure/process is being followed –include reference to any documentation that is completed as part of this

#### Is the procedure followed suitable and effective?

Has the procedure/process been followed and therefore implemented effectively? Answer yes or No. If no document here what the corrective action is to be (This may include updating the procedure or modifying the process)



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# EXAMPLE DOCUMENT REVIEW CHECKLIST

	Question	Yes/No	Commentary
1	Does the document under review relate to your work group or work activities? (If no, do not answer any other questions – return to sender with explanation of why the document under review does not relate to your work group/work area)		
2	Does your work group follow this document when undertaking the task?		
3	Does the document under review reflect the way the activity is currently done?		
4	Is the document easy to follow and understand?		
5	Does the document lay out the steps in the correct order?		
6	Is there anything missing which should be included within the document?		
7	Is there anything in the document that does not need to be there?		
8	Have you been instructed / trained in this document?		
9	Are you aware of any other work group that should be consulted on this Document?		
10	Do you wish to make any other comments?		



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# EXAMPLE SAFE WORK INSTRUCTION (SWI)

TASK: Insert A Short Task Description Here

(This SWI is to be used in conjunction with any operating manuals or training relevant to the task)

SPECIAL COMMENTS: This Safe Work Instruction must be reviewed by the relevant work group.

WHAT TO DO	HAZARDS	HOW TO DO IT (Including controls)	PPE
STEPS IN ORDER OF PERFORMANCE	APPLICABLE TO EACH STEP	IDENTIFY EQUIPMENT, SAFETY, QUALITY AND PERFORMANCE REQUIREMENTS, including any control measures implemented to address hazards and risks	
Type Your Steps Here	Type The Associated Hazards Here against each work step	Type Instructions Here	