SAFE+

MAKING HEALTH AND SAFETY WORK

Questions for Frontline Workers

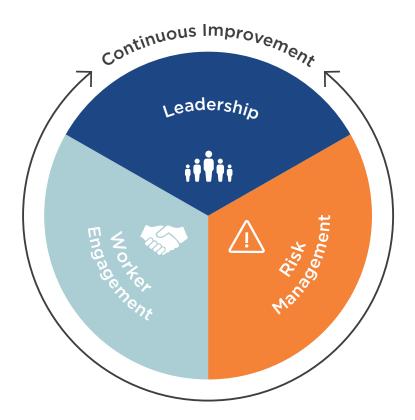These questions are aimed at workers of the business being assessed.

How to use these questions

These questions have been developed for businesses to use for a number of purposes:

– As part of your own internal processes to improve your business's health and safety practices. For example, your health and safety staff could use these questions as a tool to engage with other staff at different levels in the organisation on health and safety.

– As a guide to the type of questions that people at different levels in your organisation may be asked if your business commissions an Accredited Assessor to provide a SafePlus Onsite Assessment and Advisory Service. This could help people prepare for the assessment process and interviews with the Assessor.

– To inform decision-making on whether to commission a SafePlus Accredited Assessor to provide Onsite Assessment and Advisory Services.

Accredited assessors may also find these questions a useful tool when they are commissioned to undertake an Onsite Assessment. They can be shared with the business before the assessment to help the business familiarise themselves with SafePlus, and make the assessment more efficient.

Leadership

Performance Requirement 1

THE BUSINESS HAS EFFECTIVE GOVERNANCE AND LEADERSHIP IN HEALTH AND SAFETY

1.1   Officers effectively govern health and safety

1.2   Senior leaders/officers set a clear direction/vision for health and safety

1.3   Senior leaders understand the key health risks and safety risks in their business

1.4   Senior leaders monitor and verify risk control effectiveness

1.5   Senior leaders consider potential impacts on health and safety when making business decisions

Key questions to consider include:

– What is your organisation's vision for health and safety?
– What are the work-related health risks and safety risks for your organisation?
– How does your organisation manage its health and safety risks?
– How do your senior leaders consider potential health and safety implications when making changes to how they do things?

Performance Requirement 2

SENIOR LEADERS VISIBLY DEMONSTRATE THEIR COMMITMENT TO HEALTH AND TO SAFETY THROUGH THEIR ACTIONS

2.1   Senior leaders set and communicate health and safety performance expectations and enable/support others to achieve them

2.2   Senior leaders recognise good practice and performance

2.3   Senior leaders stated commitments and actions are connected

2.4   Senior leaders create an environment of trust and fairness within the business

2.5   Senior leaders readily address unsafe actions, practices and situations.

Key questions to consider include:

– What do your senior leaders expect in terms of health and safety? How do they let you know about their expectations?
– How do your senior leaders recognise good health and safety performance?
– How do your senior leaders show you that they are committed to health and safety?
– How do senior leaders create an open environment where anyone feels comfortable to raise a health and safety concern?
– How quickly do senior leaders act to fix unsafe health and safety situations? Do you have any examples?

Performance Requirement 3

THE BUSINESS STRIVES TO CONTINUALLY IMPROVE HEALTH AND SAFETY PRACTICE AND PERFORMANCE

3.1   The business sets goals for health and safety improvement

3.2   The business plans and implements actions to meet health goals and safety goals

3.3   The business monitors and evaluates progress against its health goals and safety goals

3.4   The business, with workers or their representatives, reviews and evaluates its effectiveness in risk management and broader health and safety management

3.5   The business uses ongoing monitoring, review and evaluation activity to inform business decisions and change.

Key questions to consider include:

– What are your organisation's health and safety improvement goals?
– How does your organisation plan and implement its health and safety goals?
– How does your organisation monitor progress against its health and safety goals?
– How are workers involved in checking how well health and safety risks are being managed?

Performance Requirement 4

THE BUSINESS RESOURCES HEALTH AND SAFETY ACTIVITIES

4.1 The business plans, directs and provides resources for the achievement of its goals, plans and activities

4.2 The business ensures that health and safety roles, accountabilities and responsibilities are clear and understood in all business relationships

4.3 The business checks that workers (including contractors) have the competence and resources necessary to perform their roles

4.4 The business integrates health and safety into procurement

4.5 The business proactively accommodates employee incapacity and ill health.

Key questions to consider include:

– What do you need to work safely? Does your organisation provide these things to you?
– What are your health and safety responsibilities when dealing with other businesses?
– How does your organisation ensure that you have the skills to carry out your jobs safely?
– How does your organisation ensure that health and safety is considered when buying equipment or selecting contractors?
– If you were injured, what would your organisation do to find alternate/restricted duties for you?

Worker Engagement

Performance Requirement 5

THE BUSINESS COMMUNICATES EFFECTIVELY

5.1 The business's methods and content of communication meets the needs of workers

5.2 The business is responsive in resolving disagreements or issues

5.3 The business communicates and shares learnings.

Key questions to consider include:

– How does your organisation communicate with you on health and safety issues?
– How does your organisation share health and safety learnings from incidents?
– How does your organisation sort out any health and safety disagreements or issues?

Performance Requirement 6

THE BUSINESS ENGAGES WITH, AND EMPOWERS, WORKERS AND REPRESENTATIVES

6.1 The business ensures that workers have the opportunity for involvement in matters that may affect their health and safety

6.2 The business ensures that worker engagement, participation and representation practices are agreed, enabling, resourced and supportive

6.3 The business defines worker and representative authority to take action in matters that directly affect their health and safety

6.4 The business ensures workers and their representatives are effectively involved in decisions related to risk management

6.5 Workers and their representatives are directly involved in the setting and monitoring of health goals and safety goals for the business.

Key questions to consider include:

– How are you or your safety reps involved in decisions that affect your safety?
– How does your organisation encourage you to be involved in health and safety. How are you supported if you want to get involved?
– When can you take action in matters that directly affect our health and safety?
– How are you or your safety directly involved in setting your organisation's health and safety goals?

Risk Management

Performance Requirement 7

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, IDENTIFIES WORK RELATED HEALTH RISKS AND SAFETY RISKS

7.1 The business uses a variety of methods to identify health risks and safety risks

7.2 The business applies the methods to the identification of both health risks and safety risks.

7.3 The business applies the methods to the identification of risks in its supply chain and/or from the activities of other parties including contractors

7.4 The business applies the methods to the identification of risks associated with change, non-routine activities and emergencies.

Key questions to consider include:

– How does your organisation identify health and safety risks to you and other workers?
– How has your organisation identified work related health risks that workers may face?
– How has your organisation identified where workers may be harmed by [Risk #]?
– How are workers involved by your organisation when it identifies health and safety risks?
– How does your organisation identify the health and safety risks that contractors and suppliers might bring into your workplace?
– How does your organisation include you when identifying health and safety risks when it changes equipment or the way we do things.
– What are the health and safety risks that could arise in emergency situations which your organisation has identified (such as fire, earthquake, spill etc.)?

Performance Requirement 8

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, ASSESSES HEALTH RISKS AND SAFETY RISKS

8.1 The business's methods for assessing risks are relevant, effective, understood and agreed

8.2 The business applies the methods for risk assessment to all risks

8.3 The risk assessment process focuses business attention and determines action.

Key questions to consider include:

– How do you work out the risk rating associated with hazards you might face at work?
– How are you involved in working out the risk rating of hazards you face at work?
– Do you consider the risk rating for a hazard when deciding how to control it?

Performance Requirement 9

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, TAKES A PROPORTIONATE APPROACH TO CONTROLLING HEALTH RISKS AND SAFETY RISKS

9.1 The business applies a hierarchy when controlling risks

9.2 The business identifies and applies a mix of controls to prevent, mitigate and respond to risks

9.3 The business risk assessments inform the identification and application of risk controls

9.4 The business identifies and uses guidance, standards and legal requirements when determining risk controls

9.5 The business consults, cooperates and coordinates with other parties including contractors, suppliers and those it works with or alongside when controlling risks.

Key questions to consider include:

– How does your organisation look for the most effective way to reduce health and safety risks to workers?

– Do you think that the organisation knows its legal requirements for managing its health and safety risks?

– How does your organisation work with everyone who might be affected when controlling health and safety risks?

– How are you involved when working out the best controls for [risk #]?

– How does your organisation manages the risks to you from [risk #]?

Performance Requirement 10

THE BUSINESS, WITH WORKERS AND THEIR REPRESENTATIVES, ENSURES CONTROLS ARE EFFECTIVE IN MANAGING HEALTH AND SAFETY RISKS

10.6 The business checks that identified controls for health and safety risks are understood and implemented

10.7 The business checks that other parties understand and implement agreed risk controls

10.8 The business tests and verifies the effectiveness of risk controls

10.9 The business identifies and takes action to strengthen risk control effectiveness

10.10 The business investigates, learns and improves risk management from success and failure.

Key questions to consider include:

– Has your organisation checked that you understand and use hazard controls? How?

– How does your organisation check how well its risk controls are actually working?

– How does your organisation check how well our controls for [risk #] are working?

– How does your organisation improve the way it manages health and safety risks?

– How does your organisation learn from incidents to improve health and safety? Do you have any examples?