

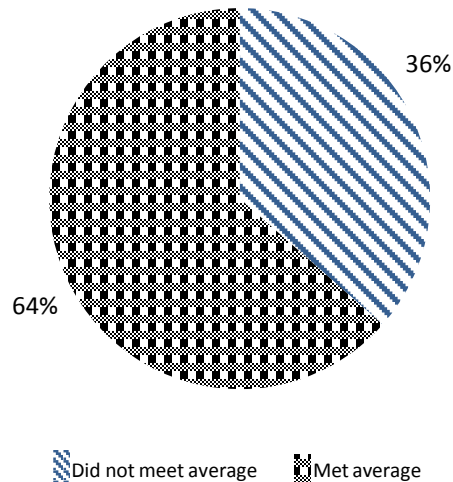
# Department of Employment

## Work Health and Safety Aggregated On-Site Audit Report

June 2016

# 1. Executive summary

**Figure 1: Number of Activities that did not meet Average Score (91%)\***



*\*The average score denotes compliance with EY's WHS Audit Tool which was developed specifically for the Department. It should not be considered an industry benchmark.*

## 1.1 Background and Scope

The Work for the Dole Programme provides eligible job seekers with work-like experience as a means of improving their job prospects, while meeting their mutual obligation requirement and contributing to their local communities. Work for the Dole was first introduced in November 1997 although the design of the Work for the Dole programme has changed over time.

From July 2015 the reinvigorated Work for the Dole Programme was rolled out nationally.

The Department is committed to ensuring the safety of all individuals participating in the Work for the Dole Programme and to ensure the health and safety of all job seekers. To fulfil this commitment, the Department has rigorous work health and safety (WHS) obligations under the jobactive Deeds for both Coordinators and Providers. Such obligations require Coordinators/Providers to conduct risk assessments to ensure that the Work for the Dole Activities are being undertaken in a safe manner and comply with the key requirements of relevant WHS legislation.

To test if these obligations are being adequately met, EY was engaged to deliver 200 WHS on-site audits to assess that there is a safe system of work in place for Work for the Dole places and/or activities and that Providers and Coordinators are meeting their contractual obligations.

The Department also requested EY to deliver 10 WHS technical workshops to educate Account and Contract Managers in the identification of WHS hazards, and risk assessment methodologies and principles.

This report includes the results of the 200 on-site audits covering 39 Sourcing Organisations (22 Providers, 10 Coordinators and 7 that were both Providers and Coordinators) across Australia. A number of WHS better practices were identified during the on-site audits.

However, this report focuses on the non-compliance of the Activities assessed against the 12 sections of EY's WHS

Audit Tool. A section is considered to not be met if one or more requirements within the section were non-compliant.

## 1.2 Findings

The next section presents our general and high risk findings as well as examples of better practices identified through the on-site audits.

### 1.2.1 General Findings

Below are four general findings:

- 1. Overall performance:** Thirty six percent of the Activities did not fully meet the average, scoring less than a 91% compliance (see Figure 1). The average compliance score of 91% was calculated based on the average score for all 200 on-site audits. Given many of the Activities EY audited took place within small to medium enterprises, which we find often lack mature WHS management systems, it is expected that non-compliances would be identified against the EY WHS Audit Tool.
- 2. Conformance levels for high to medium risk Activities:** Only 63% of high risk Activities and 77% of the medium risk Activities (determined by the activity category e.g. building and construction) scored above the average for the on-site audits.  
High risk Activities involve more complex tasks (e.g. use of power tools and working at heights), that can lead to more significant consequences, therefore the implementation of effective controls is critical (see Appendix E).
- 3. Results by state and region:** There are varying degrees of performance across both state and employment regions, however, it is not possible to conclude that Activities that occur in certain states and regions are likely to be safer than others. Other factors such as the Provider or Coordinator of the Activity and the risk level of the Activity are likely to have caused the differences in performance across both state and regions (see Appendix C and D).

# 1. Executive summary

## Departmental Comment

Work health and safety is a priority for Work for the Dole. The work health and safety obligations which apply in workplaces apply to Work for the Dole activities.

Work health and safety regulators recognise that no workplace is risk free and that workplaces continually need to review and revise their safety practices to ensure the highest standards possible. Regulators use approaches such as provision of advice, monitoring and enforcement of compliance, information sharing and legal proceedings to effectively prevent workplace deaths, injuries and illness.

The approach taken by the Department of Employment in administering the Work for the Dole program is consistent with this. The department undertakes a range of activities to monitor and drive improvement of work health and safety in the program.

As part of the department's program assurance of work health and safety, Ernst and Young was engaged to conduct on-site work health and safety audits of 200 Work for the Dole activities between January and May 2016.

Ernst and Young's audit has provided valuable insights into the management of work health and safety in Work for the Dole activities.

To provide additional context and describe how the audit has helped to inform practice improvement, text boxes like this one have been included, where relevant, in subsequent sections of this report.

## Context

The purpose of the audit was to help identify areas of non-compliance and future improvement of the program's work health and safety framework as well as to provide information on practice.

The audit commenced six months after the start of the program to ensure audits captured a range of activities and to provide information early in the contract to further educate Work for the Dole Coordinators and jobactive providers and inform program improvement and future assurance activities.

Overall, risk assessments of the Work for the Dole activities and work health and safety practices were not found to be inadequate but could be improved. An oral briefing on the findings was provided to the host of each activity on the day of the site visit by Ernst & Young.

It is important to note that organisations hosting Work for the Dole activities have benefited from the audit process by helping to ensure they meet their statutory requirements under State and Territory work health and safety legislation.

## Departmental Action

- An individual report was provided for each activity visited outlining any deficiencies and areas for improvement.
- All Work for the Dole Coordinators and jobactive providers were advised in writing by the department of the outcomes of the audit and required to advise the department of the steps taken to ensure current and future compliance.
- Departmental Account Managers held discussions with all Work for the Dole Coordinators and jobactive providers about the individual and overall audit outcomes and key work health and safety messages.
- The department wrote to the Chief Executive Officers of Work for the Dole Coordinator and jobactive provider organisations reminding them of the importance of work health and safety in Work for the Dole.
- The department's Work for the Dole Guideline was also reviewed and strengthened, where appropriate, and areas for further program assurance, advice and education identified.

# 1. Executive summary

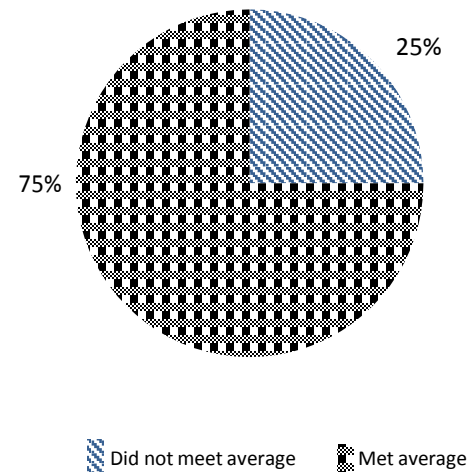
## 1.2.1 General Findings (continued)

4. **Performance of Providers versus Coordinators:** Activities sourced by Coordinators performed better than Activities sourced by Providers. As shown in Figures 2 and 3 below. Seventy five percent of Activities sourced by Coordinators scored above the average score of 91% compared to 52% of Activities sourced by Providers.

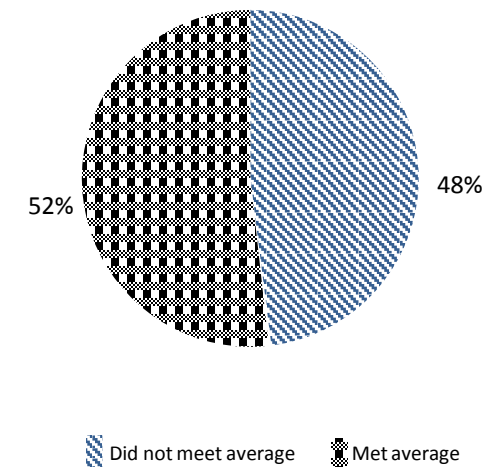
One reason for this may be from Coordinators having developed more robust WHS Management Systems from EY's findings from the pre-engagement desktop assessments performed last year. This assessment examined that Coordinator's WHS policies and procedures, including risk assessments, met the requirements of the jobactive Deed prior to the Work for the Dole Programme commencement.

**Activities sourced by Coordinators performed better than those sourced by Providers.**

**Figure 2: Percentage of Coordinator Sourced Activities meeting the average score**



**Figure 3: Percentage of Provider Sourced Activities meeting the average score**



# 1. Executive summary

## 1.2.2 High Risk Findings

In order to identify high risk areas, EY assessed:

1. Providers and Coordinators compliance against each section of EY's WHS Audit Tool (see Section 3.3 for the list of sections e.g. Training and supervision, working at heights).
2. Prevalence of non-compliance across Providers and Coordinators
3. The consequence stemming from non-compliance (e.g. legislative breach, breach of the Deeds, risk of serious injury to Participant)
4. Applied EY's risk rating criteria (see Table 2 on left).

Table 1 below summarises the risk ratings assigned to each of the 12 sections of EY's WHS Audit Tool based on the scores of the on-site audits for the 200 activities (refer to Section 4 for further details).

**Table 1:** Audits findings based on EY's risk rating criteria.

Risk Rating		Total
Significant	●●●●	0
High	●●●	6
Medium	●●	4
Low	●	2

Six high risk findings were identified and these relate to:

1. **Risk assessment (Place):** Sixty four percent of Activities did not fully meet the requirements of this section.

We observed that risk assessments (Place) are not always reviewed to take into account changes to workplace conditions or Activity scope. Consequently,

Participants are exposed to increased potential risks due to the absence of an up to date risk assessment (Place) that covers the additional tasks and/or changes to the Activity conditions. Consequently, controls to manage these hazards are not necessarily in place or adequate to reduce the risk level.

Two Activity escalations were raised relating to this issue:

- The first related to the identification of Participants working near water and on a boat on the water to remove algae from a small lagoon
- The second related to the identification of a Participant disturbing potential asbestos containing material during the hanging of paintings.

However, in both instances the risk assessment (Place) did not identify the associated tasks and risks which resulted in effective WHS controls not being designed or implemented. This finding was immediately escalated to the Department (refer to Section 5.13 for further details).

We observed that Coordinators performed better than Providers (56% non-compliance versus 71% non-compliance respectively) against the risk assessment (Place) section.

It is worth noting that deficiencies in risk assessment processes are commonly observed within organisations subject to audits by EY.

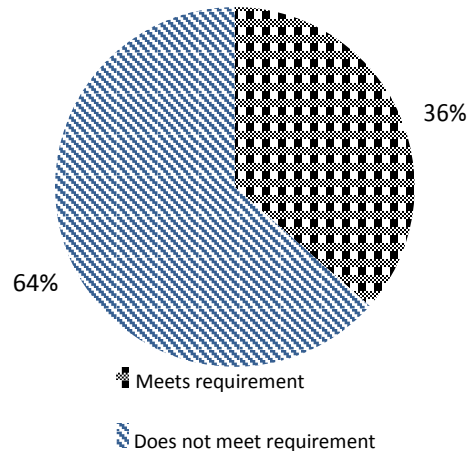
2. **Driving or being a passenger in vehicles:** Four percent of the Activities assessed required the Participant to drive a vehicle or operate powered mobile equipment and 15% of Activities involved Participants being passengers in a vehicle. However, on six occasions, it was not possible to confirm that the vehicle received adequate maintenance in the last 12 months. Participants are therefore potentially using vehicles that are not operating in a reliable and effective manner.

**Table 2:** Risk Rating Criteria Definitions

Risk Rating	Definition
●●●● = Significant	Immediate action required. Retention of risk is unacceptable. Implementation of treatments should be immediate. Treatments should be continuously monitored. Escalate to Deputy Secretary. Include Senior Executive Reporting.
●●● = High	Immediate Action required. Retention of risk is undesirable. Implementation of treatments should be immediate. Treatments should be closely monitored. Escalate to Division Head level and consider inclusion in executive reporting.
●● = Medium	Retention of risk can be considered but benefit should be substantial. Implementation of treatments should occur in a timely fashion. Routine reporting of risk. Monitor at Branch Head level.
● = Low	Manage by routine procedures.  Retention of risk could be practicable. Low cost treatments can be considered.

# 1. Executive summary

**Figure 4: Non-compliance level for risk assessment (Place) adequacy**



**Diagram 1: Examples of key hazards**



Although a low number of Participants are exposed to this hazard, the consequence of an incident occurring is extremely high and adequate controls need to be in place (refer to Section 5.7 further details).

**3. Working at heights:** Only two of the Activities involved working at heights greater than 1.8 metres, and 18% of the Activities required the Participant to sometimes use short portable ladders and low height structures or platforms, thereby exposing the Participant to a fall from different levels. However, 7% of the Participants exposed to this risk did not receive proper training (refer to Section 5.8 for further details).

**4. Warehousing and traffic management:** Twenty percent of Activities involved warehousing and 72% of these Activities involved moving vehicles either in loading bays, car parks and on roads.

However, we observed that 12% of applicable Activities did not have traffic areas adequately marked and 31% of Participants were not adequately using Personal Protective Equipment (PPE) such as high visibility vests.

Although the frequency Participants are exposed to moving vehicles is relatively low, the consequences of an incident can be fatal and therefore this risk was rated as high and should be actioned accordingly (refer to Section 5.6 for further details).

**5. Hazardous substances:** Forty seven percent of the Activities assessed exposed Participants to hazardous substances or dangerous goods. Participants at 8% of these Activities had not received training in how to handle hazardous substances.

At 10% of Activities, hazardous substances were not adequately stored and labelled, while at just under 50% of Activities, hazardous substances register and Safety Data Sheets (SDS) were not kept on-site or were not up to date (refer to Section 5.9 further

details).

**6. Equipment, machinery and hand tools:** Of the Activities that involved using and/or being exposed to electrical equipment, machinery and/or hand tools, only 67% of the electrical equipment used was 'tested and tagged' and within the current test period.

It is important for all electrical equipment used to be 'tested and tagged' to ensure it is free from electrical faults that can result in high consequence incidents. This will also result in legislative compliance (refer to Section 5.5 further details).

## 1.2.3 Examples of Better Practice observed

Some Activities were observed to have WHS better practices in place, including:

- ▶ Toolbox talks being held prior to the commencement of daily tasks
- ▶ WHS inductions which include topics such as wellbeing of Participants to drive a positive work culture
- ▶ Specified breaks and timeframes defined when performing manual handling tasks and working outdoors
- ▶ Requirement for project coordinators to perform internal reviews and audits every three months.

# 1. Executive summary

## Context

A Risk Assessment (Place) must be conducted by a Competent Person before any Work for the Dole activity is approved to proceed by the sourcing Work for the Dole Coordinator or jobactive provider. It must be updated as necessary while the Work for the Dole activity is underway.

The Risk Assessment (Place) must identify, assess and record all work health and safety issues and potential hazards at the site or premises where a job seeker will undertake the activity. It must also identify all steps and measures that will be put in place to mitigate these.

Where a Risk Assessment (Place) identifies significant work health and safety concerns that cannot be mitigated to create a safe working environment and/or cannot be adequately managed by the jobactive provider and/or the Host Organisation, the Work for the Dole activity must not proceed.

The department notes that low compliance scores in the audit do not automatically translate to exposure to higher risk.

Risk Assessments (Place): 128 (64 per cent) Risk Assessments (Place) for the 200 activities audited were found not fully compliant. Risk assessments comprise many items and requirements and therefore instances of non-compliance by organisations are commonly found by audits.

In line with the department's requirement to be rigorous in its audit, Ernst & Young determined a risk assessment as non-compliant where even one item or requirement was not documented or addressed fully. This resulted in some risk assessments assessed as non-compliant for minor issues which could be simply remediated.

Two high level risks were identified in two specific activities and were therefore escalated by Ernst & Young on the day of the site visit. These were addressed immediately, as the audit was being undertaken, by the Host Organisation and jobactive provider.

## Departmental Action

In response to the audit, the department advised all Coordinators and jobactive providers in writing of areas to be addressed in relation to Risk Assessment (Place). In particular the advice highlighted the requirement to:

- identify and document all hazards at or in the environment of an activity;
- document all mitigations and controls;
- update and document any changes to the activity or activity tasks, including notification of such changes to all participating providers to allow updating of all risk assessment (job seeker).

Individual reports on their audited activities were provided to the relevant Coordinators and jobactive providers which were required to document actions taken to address the recommendations.

The department also reviewed and strengthened the Risk Assessment (Place) requirements in the Work for the Dole Guideline.



# 1. Executive summary



## 1.3 Recommendations

Following the completion of WHS on-site audits, EY has identified three recommendations for the Department:

### a) Manage Risk

To ensure continuous improvement the Department should:

- Track that Providers and Coordinators are responding to the recommendations made in the individual audit reports
- Request Providers and Coordinators to provide more accurate and comprehensive Activity descriptions in the risk assessment (Place). This will help in assessing adequacy of hazards identification and risk levels.
- Continue to provide WHS training to Account and Contract Managers on risk assessment methodologies and WHS management to assist them in reviewing risk assessments in the context of their contract management responsibilities.

### b) Drive Compliance and Improve WHS Performance

We recommend that the Department designs and implements a continuous quality assurance framework which consists of:

- Annual desktop audits of Provider and Coordinator WHS management systems against jobactive Deed and Work for the Dole Coordinator Deed requirements
- A desktop assessment of a sample of Providers and Coordinators' risk assessments (Place) for completeness and adequacy
- A sample of on-site WHS audits to assess Provider and/or Coordinator competency and to assess that safe systems of work have been implemented for Participants at Activity locations. This should also cover Activity- Participant suitability from a WHS perspective.

Sample sizes should be determined to provide a high level of confidence (95%) to the Department that WHS risks are

being managed. Sample sizes therefore may vary over time depending on observed error rates.

### c) Define Clear Responsibilities

We recommend the Department:

- Define further responsibilities for Account and Contract Managers with regards to their role in risk assessment (Place) reviews
- Provide further education to strengthen Providers and Coordinators understanding of their responsibilities with regard to who is ultimately responsible for performing and reviewing the risk assessment (Place) in order to ensure Participants are performing their activities in a safe manner and environment.



# 1. Executive summary

## Departmental Action

### (a) Manage Risk

The department

- has tracked Coordinator and provider action to address the recommendations in the individual reports;
- has written to all Coordinators and providers advising them to provide more accurate and comprehensive activity descriptions;
- is continuing to provide relevant work health and safety training to departmental Account and Contract Managers in the context of their contract management responsibilities, noting that Account and Contract Managers are not required to be work health and safety experts. The Department engages such expertise as part of its program assurance activities.

### (b) Drive Compliance and Improve WHS Performance

The department undertakes assurance activities and audits to assess compliance and inform improved work health and safety practices and performance. These can include targeted audits or desk-top assessments and onsite visits both through audits and contract management visits.

### (c) Define Clear Responsibilities

The Work for the Dole Guideline is clear that responsibility for the initial Risk Assessment (Place) rests with the Work for the Dole Coordinator or jobactive provider which sources the activity in liaison with the Host Organisation. The jobactive provider which enters into the agreement for the activity with the Host Organisation is then responsible for maintaining the Risk Assessment (Place).

The department will continue to use a variety of mechanisms including forums, portal notices, webinars and correspondence as well as performance assessments, outcomes from program assurance activities and contract management activities to remind and educate Coordinators and providers about their responsibilities, as well as the obligations of Host Organisations and job seekers in Work for the Dole.

Departmental Work for the Dole program and contract management staff are not expected to be work health and safety experts - the department engages expertise as part of its program management and assurance activities. However, the department has and will continue to provide information and training to Account and Contract managers on their roles and responsibilities with regard to Risk Assessment (Place) reviews and the identification of issues requiring follow-up action against Deed and Guideline requirements, expert advice or escalation.



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# 3. Audit Scope and Approach



## 3.1 Audit Scope

The Department engaged EY to undertake a sample of 200 on-site WHS audits of Work for the Dole activities across Australia, with Providers and Coordinators covered. This led to 39 Sourcing Organisations across 50 employment regions being selected for on-site audits.

The objective of the on-site audits was to:

- ▶ Examine the adequacy of the risk assessment (Place) conducted by Coordinators and/or Providers against actual Work for the Dole activity risks and environment
- ▶ Ensure Work for the Dole activities are being undertaken in a safe manner
- ▶ Ensure that Providers and Coordinators are compliant with the jobactive Deed 2015-2020 - Work for the Dole Coordinator, including clauses B.3.6, B.3.7, B.3.8 and B.3.9 and with the jobactive Deed 2015-2020, including clauses 110 and 111 and the Work for the Dole Guideline, including the Work Health and Safety sections (pages 24 – 28)
- ▶ Ensure that Coordinators and Providers are compliant with jurisdictional legal requirements (The WHS Act 2011 and the WHS Regulations 2011) as relevant.

## 3.2 Limitations

The quality assurance services provided to the Department by EY are advisory in nature and thus do not constitute an audit, a review or an engagement to perform agreed-upon procedures in accordance with the Australian Auditing Standards. The WHS on-site audits do not constitute certification to AS/NZS:4801.

The results of the on-site audits are limited by the duration of time spent at each audit site, tasks conducted by Participants on the day, the availability of Supervisors, Participants and Providers and/or Coordinators and the information provided by the Supervisor, and Provider and/or Coordinator representatives on the day of the audit.

The management of the Department shall be fully and solely responsible for applying independent business judgment with respect to the services and work products provided by EY, to make implementation decisions, if any, and to determine further courses of action with respect to any matters addressed in any advice and use of EY's products, recommendations, services, reports or other work product or deliverables.

EY's work products may be relied upon by the Department for the purpose of the services described in this report. They are intended solely for the information and use of the Department's management, officers, directors and employees and may not be disclosed to, used by or relied upon by any other party without EY's prior written consent, except as required by law.

# 3. Audit Scope and Approach



## 3.3 Audit Approach

A four step process was taken in conducting the on-site audits as presented in Diagram 2 and described in this section.

Diagram 2: Audit Approach



### Step 1 – Development of EY's WHS Audit Tool

Developed an on-site audit tool based on EY's previous WHS on-site audits over the Work for the Dole programme.

EY's WHS Audit Tool consists of 12 sections:

1. Training and supervision
2. General work environment and emergency
3. Manual handling/lifting and slips, trips and falls
4. Equipment, machinery and hand tools
5. Warehousing and traffic management
6. Driving or passenger of vehicles
7. Working at heights
8. Hazardous substances
9. Contact with heat/heat exhaustion/working outdoors
10. Incident reporting and management
11. Workplace culture
12. Risk assessment (Place).

### Step 2 – Conducting the audits

The Department provided EY with an initial list of sample Activities to be selected for on-site audits. Based on this list, EY selected around 220 activities to potentially audit. These activities were selected based on risk level determined by the type of Activity. For example, construction, gardening and warehousing were considered high risk, whereas administration activities were considered low risk.

Overall, seventy six percent of the activities were considered to be high to medium risk and 24% were low risk. The breakdown of the Activities by risk level is below.

- ▶ 138 Activities were high risk
- ▶ 13 Activities were medium risk
- ▶ 49 Activities were low risk

Another requirement when selecting the on-site audit sample was to obtain an equal split in activities sourced by Providers and Coordinators.

Given the nature and timeframe in which Activities occur, the Department provided EY with additional Activities throughout the audit process to replace some of the 220 initially selected due to the Activities no longer running, or the audit not being able to be completed as scheduled (e.g. bad weather).

In order to perform the audits, we:

- ▶ Clustered the Activities by employment region
- ▶ Scheduled audits directly with the Providers and Coordinators representatives
- ▶ Attended the site and assessed the Activity against EY's WHS Audit Tool Sections



### 3. Audit Scope and Approach

**Table 4:** Risk Rating Criteria Definitions

Risk Rating	Definition
●●●● = Significant	Immediate action required. Retention of risk is unacceptable. Implementation of treatments should be immediate. Treatments should be continuously monitored. Escalate to Deputy Secretary. Include Senior Executive Reporting.
●●● = High	Immediate Action required. Retention of risk is undesirable. Implementation of treatments should be immediate. Escalate to Division Head level and consider inclusion in executive reporting.
●● = Medium	Retention of risk can be considered but benefit should be substantial. Implementation of treatments should occur in a timely fashion. Routine reporting of risk. Monitor at Branch Head level.
● = Low	Manage by routine procedures.  Retention of risk could be practicable. Low cost treatments can be considered.

#### Step 3 – Quality assurance checks

Each audit conducted was subject to quality assurance process as follows:

- ▶ All EY auditors who conducted on-site audits are Exemplar Global certified
- ▶ All EY personnel receive classroom and in-field training prior to conducting their first individual on-site audit, and ongoing support and training is provided
- ▶ The EY Project Management team reviews all on-site audit results prior to submission to the Department.

#### Step 4 – Report delivery

After the completion of the on-site audits, EY provided the Department with individual reports outlining the observations of each on-site audit along with recommendations to address the findings. This final aggregated report was then prepared upon completion of all on-site audits to the Department. To produce this report EY analysed on-site audit results independently and:

- ▶ Consolidated the checklist results for all on-site audits
- ▶ Analysed the data for trends and identification of systemic non-compliances with the checklist requirements
- ▶ Graphed or tabled the desktop and on-site audits results and identified for key observations
- ▶ Risk assessed on-site audit results and findings based on a defined risk rating criteria (see below)
- ▶ Provided recommendations for improving WHS management across the Work for the Dole Programme.

#### EY Risk Rating Criteria

In order to identify high risk areas, we assessed:

1. Providers and Coordinators compliance performance overall against each section of EY's WHS Audit Tool (see Section 3.3 for the list of sections e.g. Training and supervision, working at heights).
2. Prevalence of non-compliance across Providers and Coordinators
3. The consequence stemming from non-compliance (e.g. legislative breach, breach of the Deeds, risk of serious injury to Participant)
4. Applied EY's risk rating criteria (see Table 4 on left). Table 5 below summarises the risk ratings for Activity findings against the Deed, Better Practice and On-site Checklist.

**Table 5:** Audits findings based on EY's risk rating criteria.

Risk Rating		Total
Significant	●●●●	0
High	●●●	6
Medium	●●	4
Low	●	2

## 4. On-site Audit Results

### 4.1 Background

On-site audits commenced on 2 February 2016 and finished on 10 May 2016. Overall, 50 employment regions were covered as described in Appendix F. The region of Kalgoorlie was not selected as an activity was not available to audit at the time of the engagement.

Table 3 below provides a breakdown of the number of on-site audits by state.

**Table 3:** Number of on-site audits completed in each state

State	# Audits
QLD	40
NSW and ACT	48
VIC	48
SA	18
TAS	8
WA	19
NT	4
	<b>200</b>

### 4.2 On-site Audit Results

In the following section we present:

- ▶ A summary of the average compliance levels for each section of EY's WHS Audit Tool.
- ▶ A breakdown of the on-site audit results for each section of EY's WHS Audit Tool.

For each section we have provided comments on the key findings and results and prioritised the overall result to based on EY's risk rating criteria described in the next section.

### 4.2.1 EY WHS Audit Tool Compliance Levels

Each requirement within the 12 EY WHS Audit Tool sections, were assessed on-site. The level of compliance against each section was rated according to the following definitions:

- ▶ Meets Requirement: All the requirements of the WHS section were compliant
- ▶ Does not fully meet requirement: one or more requirements within the WHS section were non-compliant
- ▶ Where a WHS section was determined to be not applicable it was excluded from this report
- ▶ An overall compliance score was determined for all Activities
- ▶ 100% score equates to all requirements of the section being met.

The subsequent pages detail average compliance scores across all Providers and Coordinators as well as the average compliance scores against each of the 12 sections of EY's WHS Audit Tool.

Key findings outlining why the requirements were not met are also detailed.



### Departmental Action

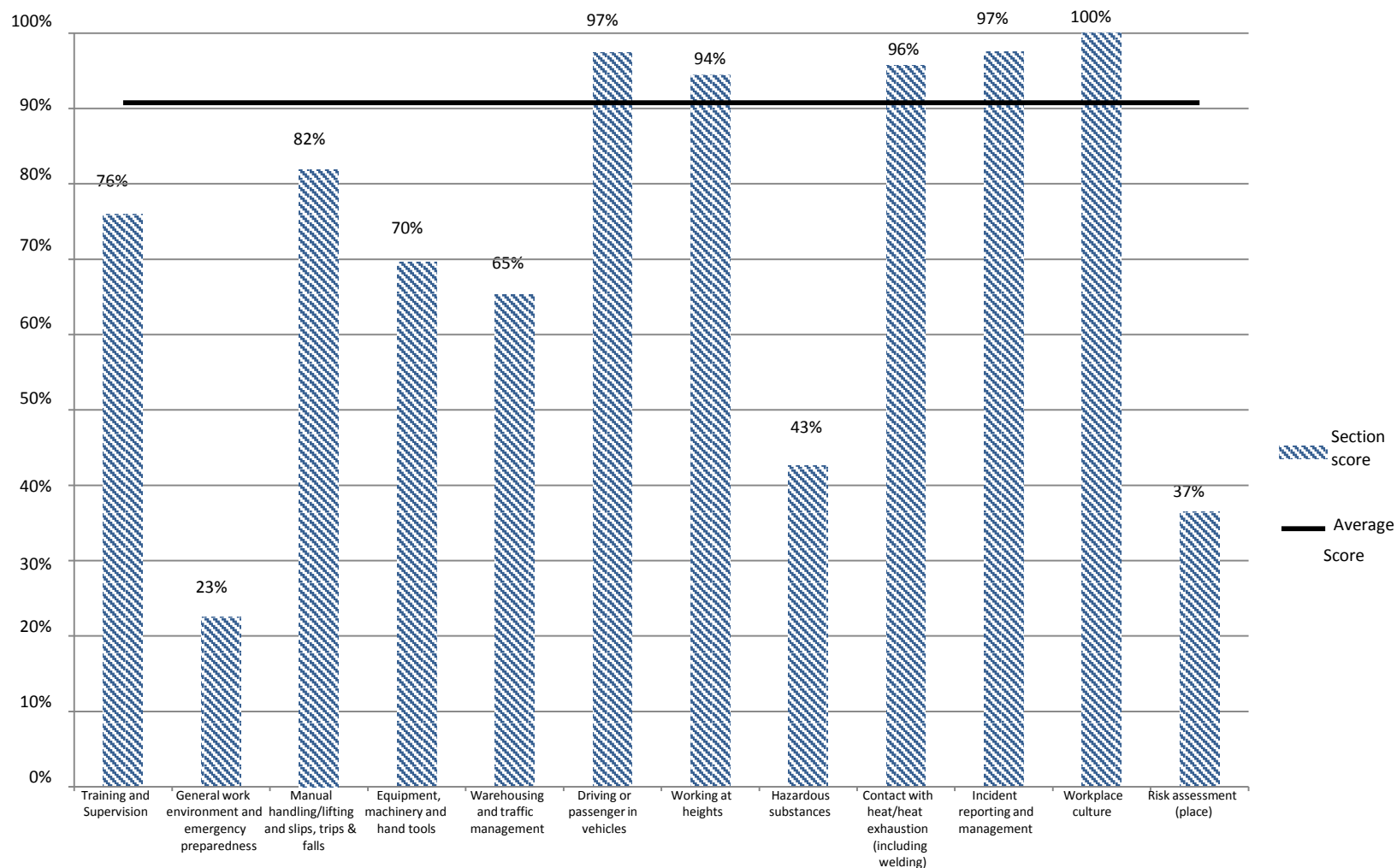
The 200 activities had an average compliance score of 91 per cent. The result for each activity was based on an assessment against the 12 sections or categories in the Ernst & Young Work Health and Safety Audit Tool.

Activities were found non-compliant where one or more item or requirement was not documented or addressed fully, regardless of the nature of the risk. A significant proportion of the deficiencies, such as poor or no documentation, failure to update documentation or lack of signage, were easily remediated. As EY has noted, low compliance scores does not automatically translate to participants being exposed to higher risk.

- Host organisations were briefed on the day of the site visit of any deficiencies found.
- An individual report was provided to Work for the Dole Coordinators and jobactive providers and a written response required on action taken to address any issues.
- Written advice on the outcomes of the audit more broadly was provided to Coordinators and providers with the areas that achieved lower than average compliance scores specifically identified for attention.
- Departmental Account Managers held discussions with each Work for the Dole Coordinator and jobactive provider on the specific issues found, the broader outcomes and on the importance of work health and safety.
- The department wrote to Chief Executive Officers of Work for the Dole Coordinator and jobactive provider organisations reiterating the importance of compliance on work health and safety.
- The departmental guideline, documentation and processes were reviewed and refinements or clarification implemented where appropriate.
- The findings have informed future program assurance activities to support program compliance and continuous improvement.

# 5. Performance results against EY'S WHS Audit Tool

## 5.1 Compliance level against EY's WHS Audit Tool Sections



### Key Findings

Activities achieved a compliance score higher than the average score (91%) in five sections.

Areas where Activity compliance scores were lower than the average include:

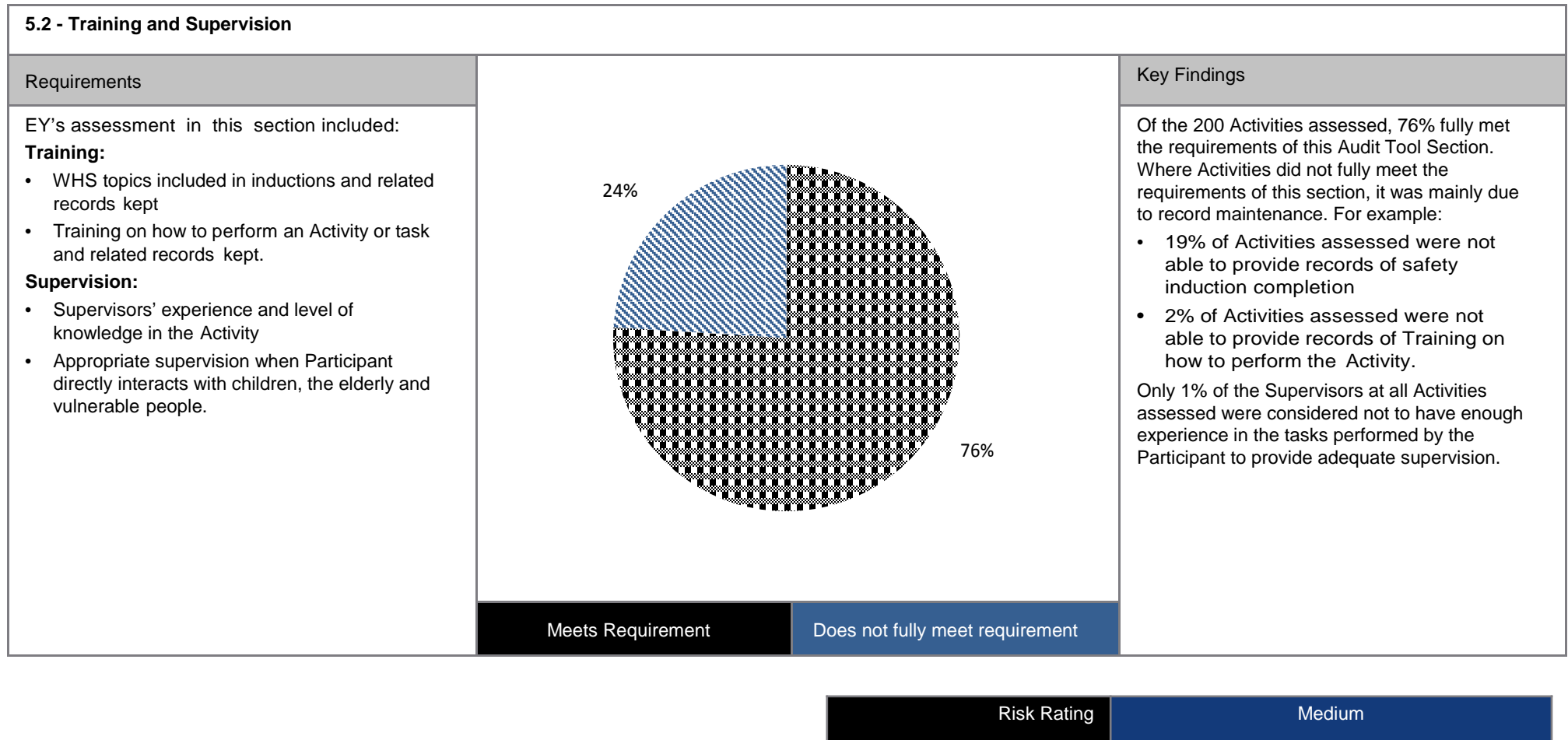
- Training and supervision (see section 5.2)
- General work environment and emergency preparedness (see section 5.3)
- Manual handling/lifting and slips, trips and falls (see section 5.4)
- Equipment, machinery and hand tools (see section 5.5)
- Warehousing and traffic management (see section 5.6)
- Hazardous substances (see section 5.9)
- Risk assessment (Place) (see section 5.13).

It is important to note that while some sections have lower compliance scores, this does not automatically translate to Participants being exposed to higher risk.

Detailed analysis of each section is required to understand the risk level to Participants associated with non-compliance findings.

The following slides provide further details for each specific EY WHS Audit Tool Section.

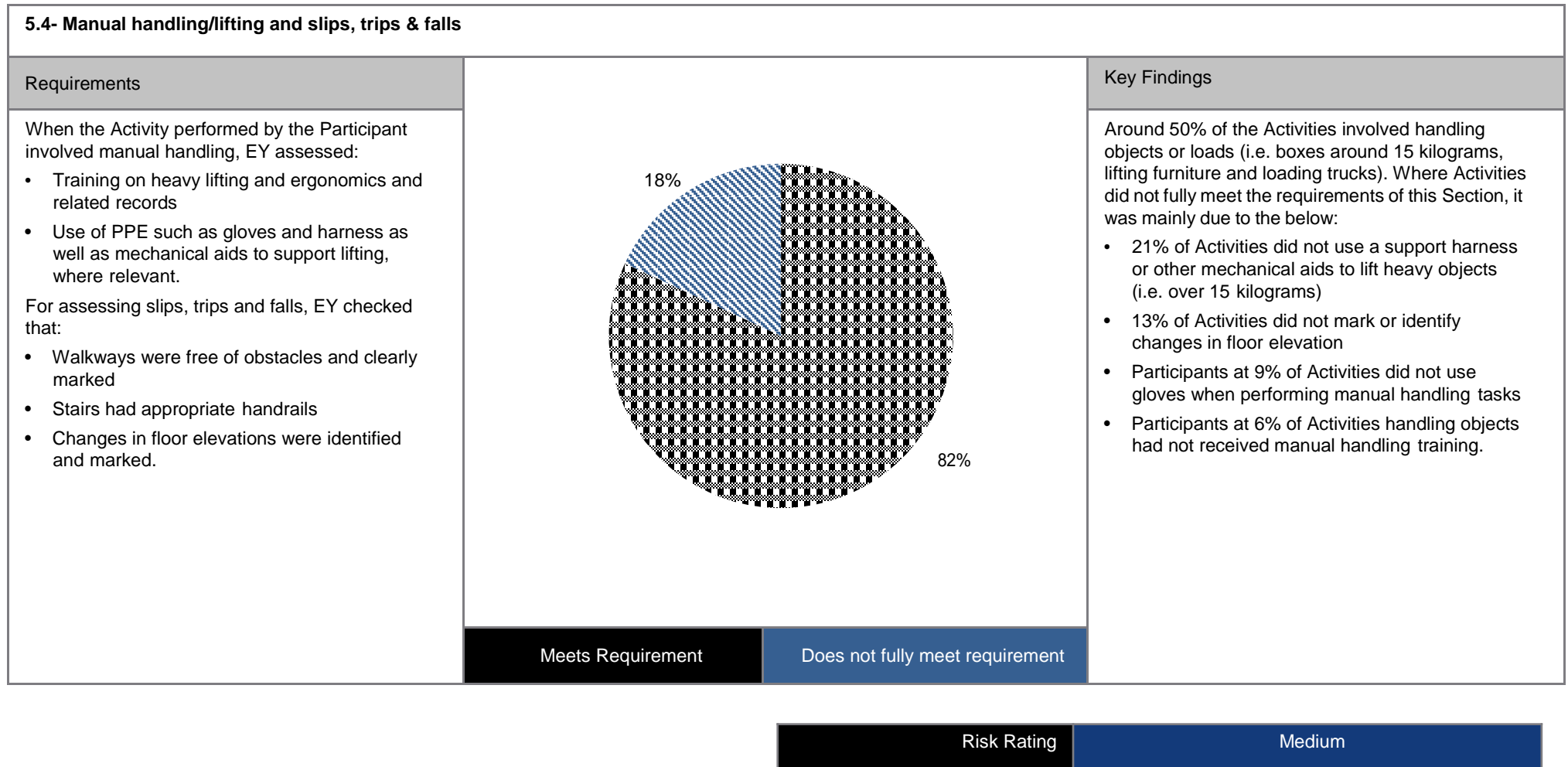
# Activity performance results against EY'S WHS Audit Tool Section



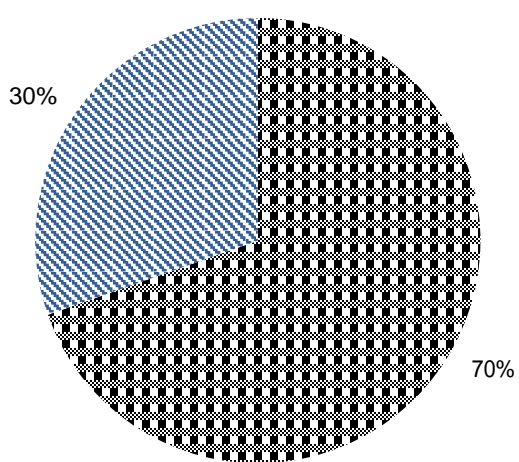
# Activity performance results against EY'S WHS Audit Tool Section

5.3 - General work environment and emergency preparedness		
Requirements		Key Findings
<p>This section assessed:</p> <ul style="list-style-type: none"> <li>General working conditions (i.e. workplace tidiness, lighting and ventilation) as well as facilities and amenities used by the Participant</li> <li>Emergency preparedness including emergency drills, floor maps and exit signs, emergency procedures, fire extinguishing systems and first aid kits</li> <li>Use of Personal Protective Equipment (PPE) and compliance with relevant standards if applicable.</li> </ul>	<p>A pie chart illustrating the performance of activities against requirements. The chart is divided into two segments: a large blue hatched segment representing 78% of activities that 'Meet Requirement', and a smaller black and white checkered segment representing 22% of activities that 'Do not fully meet requirement'.</p>	<p>Around 78% of Activities did not fully meet this requirement, a significant proportion due to a lack of emergency preparedness. Where Activities did not fully meet the requirements of this Section, it was mainly due to the below:</p> <ul style="list-style-type: none"> <li>62% of Activities had not performed an emergency drill or kept records of the results and improvement opportunities</li> <li>22% of Activities did not promulgate emergency numbers</li> <li>17% of Activities did not display emergency floor maps</li> <li>15% of Activities did not have access to a first aid kit or had expired items in the first aid kit</li> <li>12% of Activities did not have fire extinguishers that were tested on a regular basis.</li> </ul> <p>However, based on discussions with Participants, most were familiar with the emergency procedures in place.</p> <p>In general, work environments were clean and had adequate light and ventilation.</p>
	<div>Meets Requirement</div> <div>Does not fully meet requirement</div>	
	Risk Rating	Medium

# Activity performance results against EY'S WHS Audit Tool Section



# Activity performance results against EY'S WHS Audit Tool Section

5.5 – Equipment, machinery and hand tools								
Requirements	<div><table><tr><th>Category</th><th>Percentage</th></tr><tr><td>Meets Requirement</td><td>30%</td></tr><tr><td>Does not fully meet requirement</td><td>70%</td></tr></table></div>	Category	Percentage	Meets Requirement	30%	Does not fully meet requirement	70%	Key Findings
Category	Percentage							
Meets Requirement	30%							
Does not fully meet requirement	70%							
<p>When the Activity performed by the Participant involved using equipment, machinery and tools EY assessed whether:</p> <ul style="list-style-type: none"><li>• Electrical equipment was tested and tagged</li><li>• Moving parts were guarded (i.e. pedestal grinders)</li><li>• The condition of power boards, electrical leads and power tools were in good condition.</li></ul>	<p>Almost 75% of Activities involved Participants using equipment, machinery and tools. The reason Activities did not meet the requirements of this section was primarily due to Participants using and/or being exposed to electrical equipment that was not tested and tagged (33% of applicable Activities).</p> <p>The following were observed to be adequately managed with over 98% compliance in the following areas:</p> <ul style="list-style-type: none"><li>• Tools, equipment and electrical leads used were in good condition</li><li>• Power boards were used in place of double adaptors</li><li>• Rotating or moving parts of equipment were guarded to prevent physical contact.</li></ul>							
	<div>Meets Requirement</div> <div>Does not fully meet requirement</div>							
	Risk Rating	High						

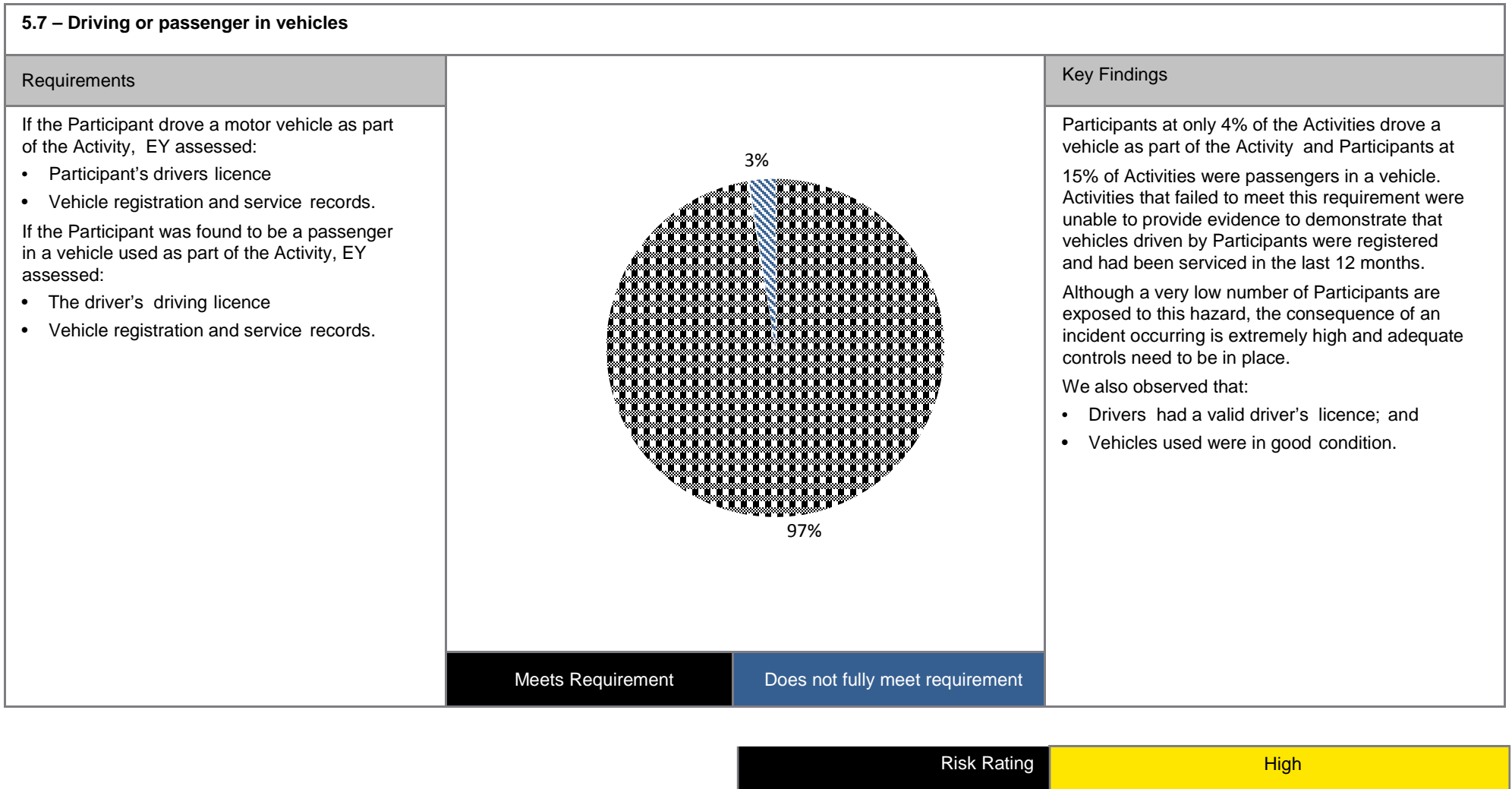


# Activity performance results against EY'S WHS Audit Tool Section

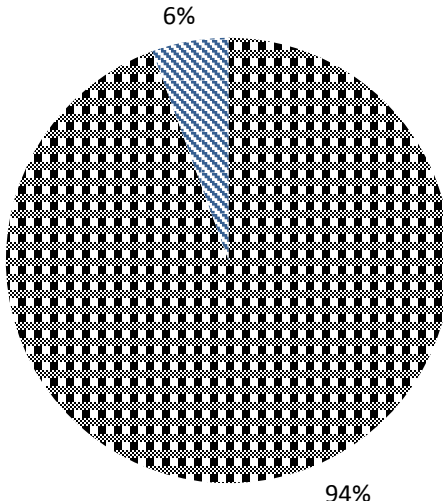
5.6 – Warehousing and traffic management		
Requirements		Key Findings
<p>Where the Activity performed by the Participant involved warehousing or stocking activities EY assessed that:</p> <ul style="list-style-type: none"> <li>Materials were stored in a proper manner preventing them tipping, falling or collapsing</li> <li>Participants were using Personal Protective Equipment (i.e. steel-capped boots, hard hat and reflective vest).</li> </ul> <p>If Participants were exposed continuously to moving vehicles in loading bays (i.e. trucks and forklifts) EY assessed whether:</p> <ul style="list-style-type: none"> <li>A traffic management plan indicating safe clearances and walkways as well as loading bays, if applicable, was in place.</li> </ul> <p>If the Participant was operating warehousing motorised vehicles EY assessed:</p> <ul style="list-style-type: none"> <li>The Participant's licence.</li> </ul>	<p>A pie chart illustrating the performance of activities against requirements. The chart is divided into two segments: a blue segment with diagonal lines representing 'Meets Requirement' at 35%, and a black and white checkered segment representing 'Does not fully meet requirement' at 65%.</p>	<p>20% of Activities involved Participants performing warehousing activities while Participants at 72% of these Activities were exposed to moving vehicles such as delivery trucks and cars either in loading bays, car park and roads.</p> <p>Where Activities did not fully meet the requirements of this Section, it was mainly due to the lack of a traffic management plan or procedure. Specifically:</p> <ul style="list-style-type: none"> <li>Participants at 31% of Activities were not using PPE while performing tasks i.e. high visibility vest, steel-capped boots and hard hat, if applicable</li> <li>In 12% of Activities, traffic and pedestrian interaction in loading areas were not defined and properly marked and safe clearances and walkways were not present.</li> </ul> <p>Only 3% of the Activities involved Participants operating mobile equipment such as forklifts. In all instances Participants had the adequate drivers licence.</p>

Risk Rating	High
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# Activity performance results against EY'S WHS Audit Tool Section

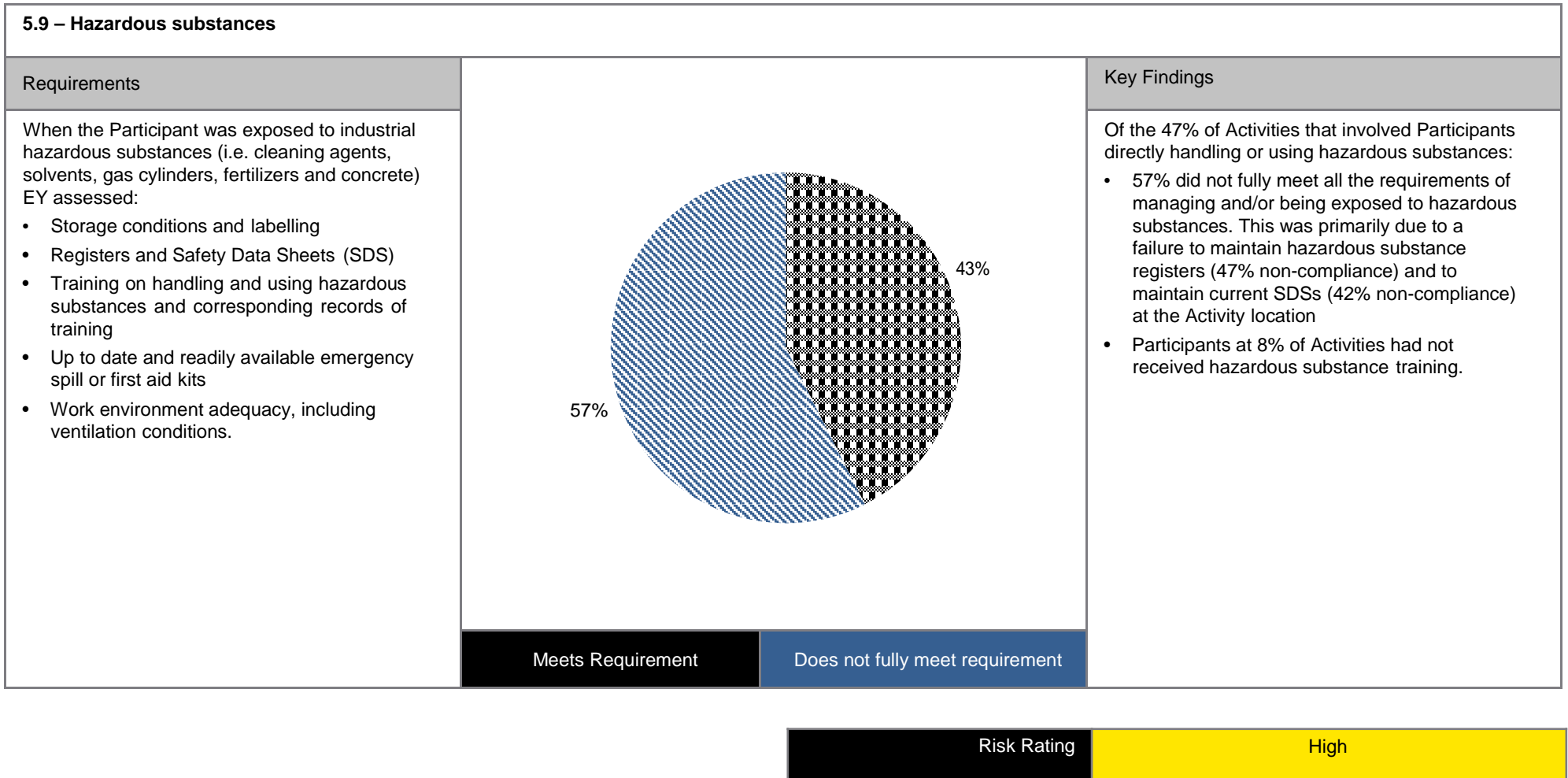


# Activity performance results against EY'S WHS Audit Tool Section

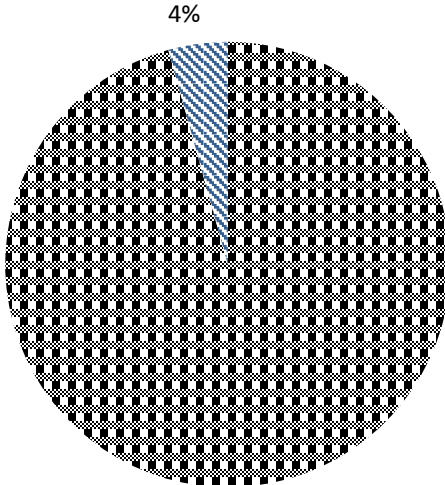
5.8 – Working at heights or risk of falls from one level to another				
Requirements		Key Findings		
<p>If the Activity performed by the Participant involved working at heights, EY assessed:</p> <ul style="list-style-type: none"><li>Whether relevant training was completed by the Participant (and related records)</li><li>Work procedures, including the checking, securing and using portable ladders</li><li>The type of fall arrest or protection systems in place including certified PPE such as harness and lanyards, if applicable.</li></ul>	 <table><tr><td>Meets Requirement</td><td>Does not fully meet requirement</td></tr></table>	Meets Requirement	Does not fully meet requirement	<p>Around 18% of Activities involved Participants working from ladders or performing work where they were exposed to a risk of fall from one level to another.</p> <p>However, only two Activities involved Participants working over a height of 1.8 metres.</p> <p>Most of the Participants described they only use short portable ladders and/or short platforms.</p> <p>Where applicable Activities did not fully meet the requirements of this section, this was mostly due to Participants not having received proper training and/or a lack of the corresponding evidence of this training (7%).</p>
Meets Requirement	Does not fully meet requirement			

Risk Rating	High
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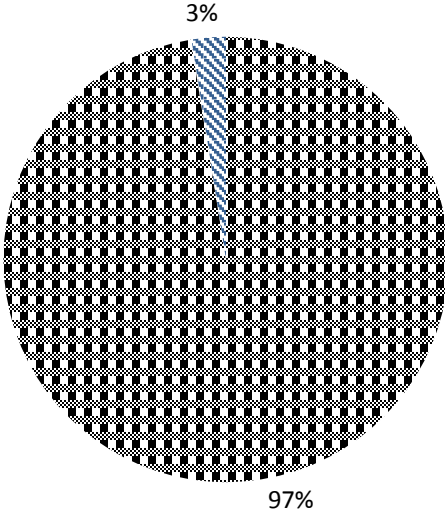
# Activity performance results against EY'S WHS Audit Tool Section



# Activity performance results against EY'S WHS Audit Tool Section

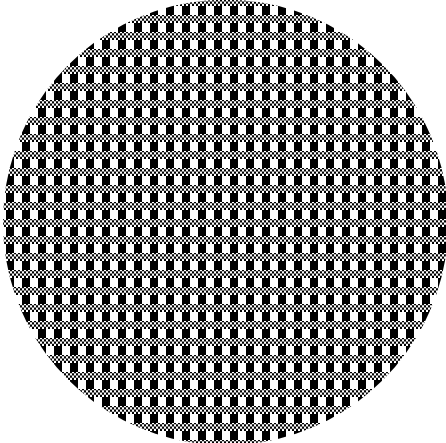
5.10 – Contact with heat/heat exhaustion (including welding)				
Requirements		Key Findings		
<p>If the Participants performed any work involving contact with heat (i.e. welding, cooking) or exposure to high outdoor temperatures EY assessed:</p> <ul style="list-style-type: none"><li>• That appropriate PPE was used and met relevant standards (i.e. full face mask with vision filter for welding, sunscreen and sun glasses for outdoor activities)</li><li>• Barriers were in place isolating the Participant from the heat (welding), where possible</li><li>• Designated rest areas were available and reasonable rest breaks were taken.</li></ul>	<div><table><tr><td>Meets Requirement</td><td>Does not fully meet requirement</td></tr></table></div>	Meets Requirement	Does not fully meet requirement	<p>Participants at just over 15% of the Activities performed activities that involve contact with heat from tasks such as welding and cooking and Participants at 50% of the Activities performed work outdoors as part of the Activity.</p> <p>Where Activities did not fully meet the requirements of this section, this was due to the appropriate PPE requirements not being met. Specifically, 2% of Activities did not meet PPE requirements (i.e. not wearing sunglasses, hat, long sleeved shirt and sunscreen).</p> <p>All sites have designated rest areas and have defined rest breaks dependent on the temperature levels.</p>
Meets Requirement	Does not fully meet requirement			
Risk Rating		Medium		

# Activity performance results against EY'S WHS Audit Tool Section

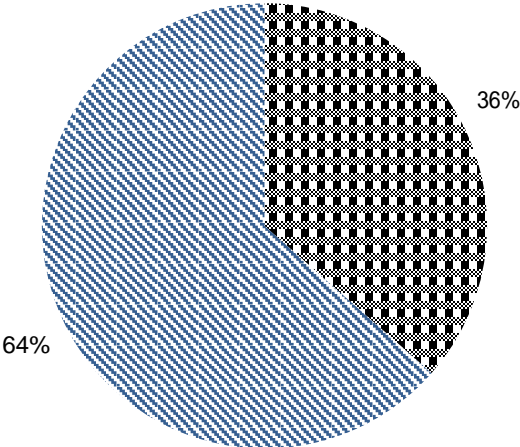
5.11 – Incident reporting and management									
Requirements	<div><p>This section was relevant to all Activities. In this section, EY :</p><ul style="list-style-type: none"><li>Assessed the Participants' understanding of incident reporting process at the workplace</li><li>Checked if the Participant has been injured or had a near miss incident while performing work tasks</li><li>Checked any incident investigation and corrective actions taken, if applicable.</li></ul></div> <div><table><tr><th>Category</th><th>Percentage</th></tr><tr><td>Meets Requirement</td><td>97%</td></tr><tr><td>Does not fully meet requirement</td><td>3%</td></tr></table></div> <div><div>Meets Requirement</div><div>Does not fully meet requirement</div></div>	Category	Percentage	Meets Requirement	97%	Does not fully meet requirement	3%	Key Findings	<p>Where Activities did not fully meet the requirements of this section, it was mainly due to the reporting of incidents and awareness of the incident reporting process. Specifically:</p> <ul style="list-style-type: none"><li>Participants at 8% of all Activities stated they have had minor incidents (i.e. small finger cuts and burns, trips and falls). However, of these:<ul style="list-style-type: none"><li>14% of the minor incidents were not reported to the Department within 24 hours</li><li>7% of the minor incidents were not investigated and no corrective actions were taken.</li></ul></li><li>Participants at 2% of all Activities were not aware of the incident reporting process at their workplace.</li></ul>
Category	Percentage								
Meets Requirement	97%								
Does not fully meet requirement	3%								
		<div><div>Risk Rating</div><div>Low</div></div>							



# Activity performance results against EY'S WHS Audit Tool Section

5.12 – Workplace Culture		
Requirements		Key Findings
<p>This section was relevant to all Activities. In this section, EY assessed the workplace culture through observation and interviews.</p>	<div><div>100%</div></div> <div><div>Meets Requirement</div><div>Does not fully meet requirement</div></div>	<p>A positive workplace culture was noted at all workplaces with no examples of sexist, racist or bullying behaviour identified or raised during the on-site audit.</p> <p>No segregation of Participants from other workers (i.e. separate toilet/lunch facilities for Participants) was observed during the on-site audit.</p>
Risk Rating		Low

# Activity performance results against EY'S WHS Audit Tool Section

5.13 – Risk assessment (Place)								
Requirements		Key Findings						
<p>In this section, EY assessed the:</p> <ul style="list-style-type: none"><li>• Accuracy and completeness of information in the risk assessment (Place)</li><li>• Consistency of risks and controls identified during the site visit with information in the risk assessment (Place)</li><li>• Timeliness of information in risk assessment (Place) (taking into account changing circumstances)</li><li>• Identification of training needs and qualifications of Participants and Supervisors.</li></ul>	<div><table><tr><th>Category</th><th>Percentage</th></tr><tr><td>Meets Requirement</td><td>64%</td></tr><tr><td>Does not fully meet requirement</td><td>36%</td></tr></table></div>	Category	Percentage	Meets Requirement	64%	Does not fully meet requirement	36%	<p>Almost 65% of Activities did not fully meet the requirements of this section. There were a number of reasons Activities did not meet the requirements of this section. For example:</p> <ul style="list-style-type: none"><li>• At 35% of Activities, not all hazards found on-site were identified in the risk assessment (Place)</li><li>• When changes to the Activity circumstances, including the Activity scope occurred, 22% of the Activities had not updated the risk assessment (Place)</li><li>• Around 15% of Activities either had not submitted the Department's assessment checklist (Place) or had submitted an incomplete document</li><li>• At 12% of Activities, the PPE that was identified in the risk assessment (Place) was not the same PPE that was being used by the Participant</li><li>• At 15% of Activities, controls identified on-site did not match the controls identified in the risk assessment (Place).</li></ul> <p>Two escalations to the Department were raised relating to:</p> <ul style="list-style-type: none"><li>• Participants working near water and in a boat on the water with no controls in place to manage this hazard</li><li>• Participant disturbing potential Asbestos Containing Material without the implementation the required controls.</li></ul> <p>In both instances there was a failure to identify the hazard and design and implement controls from the outset.</p>
Category	Percentage							
Meets Requirement	64%							
Does not fully meet requirement	36%							

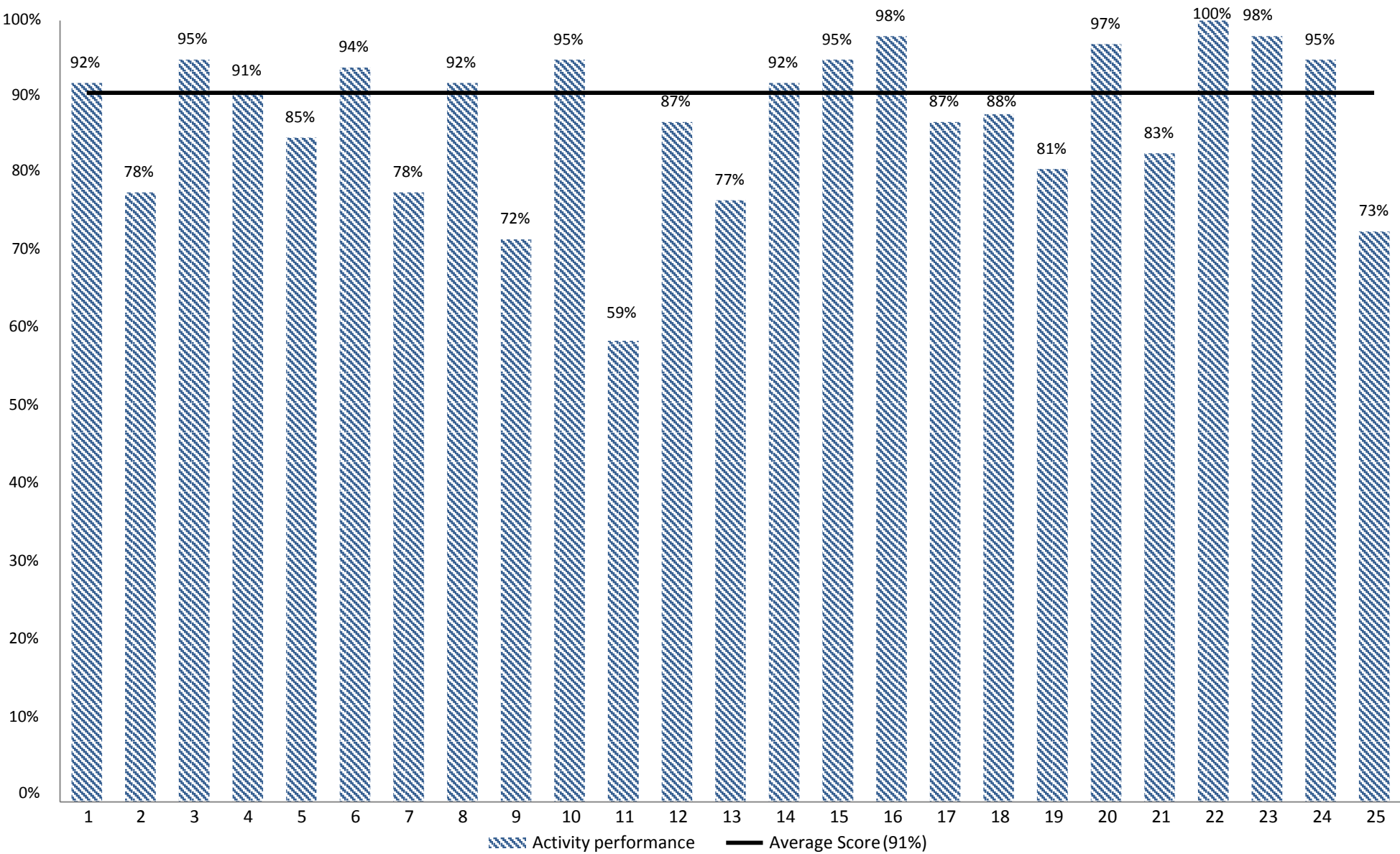
Risk Rating	High
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# Appendices

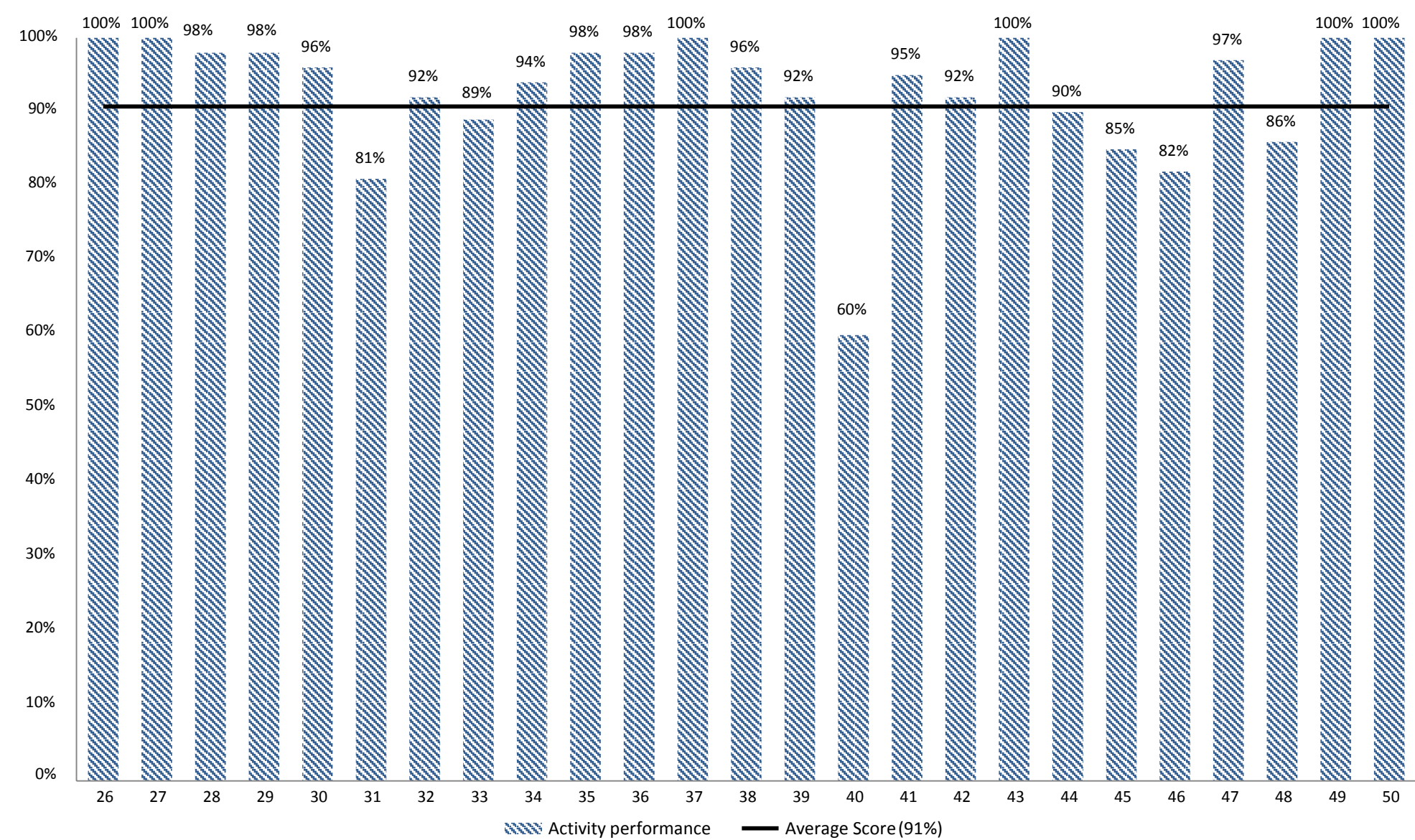


- ▶ Appendix A: Performance level by Activity
- ▶ Appendix B: Sourcing Organisation Performance
- ▶ Appendix C: Performance by State
- ▶ Appendix D: Performance by Employment Region
- ▶ Appendix E: Performance by Activity Risk Level – Average Score
- ▶ Appendix F: Sample Selection by Region
- ▶ Appendix G: Activity Performance

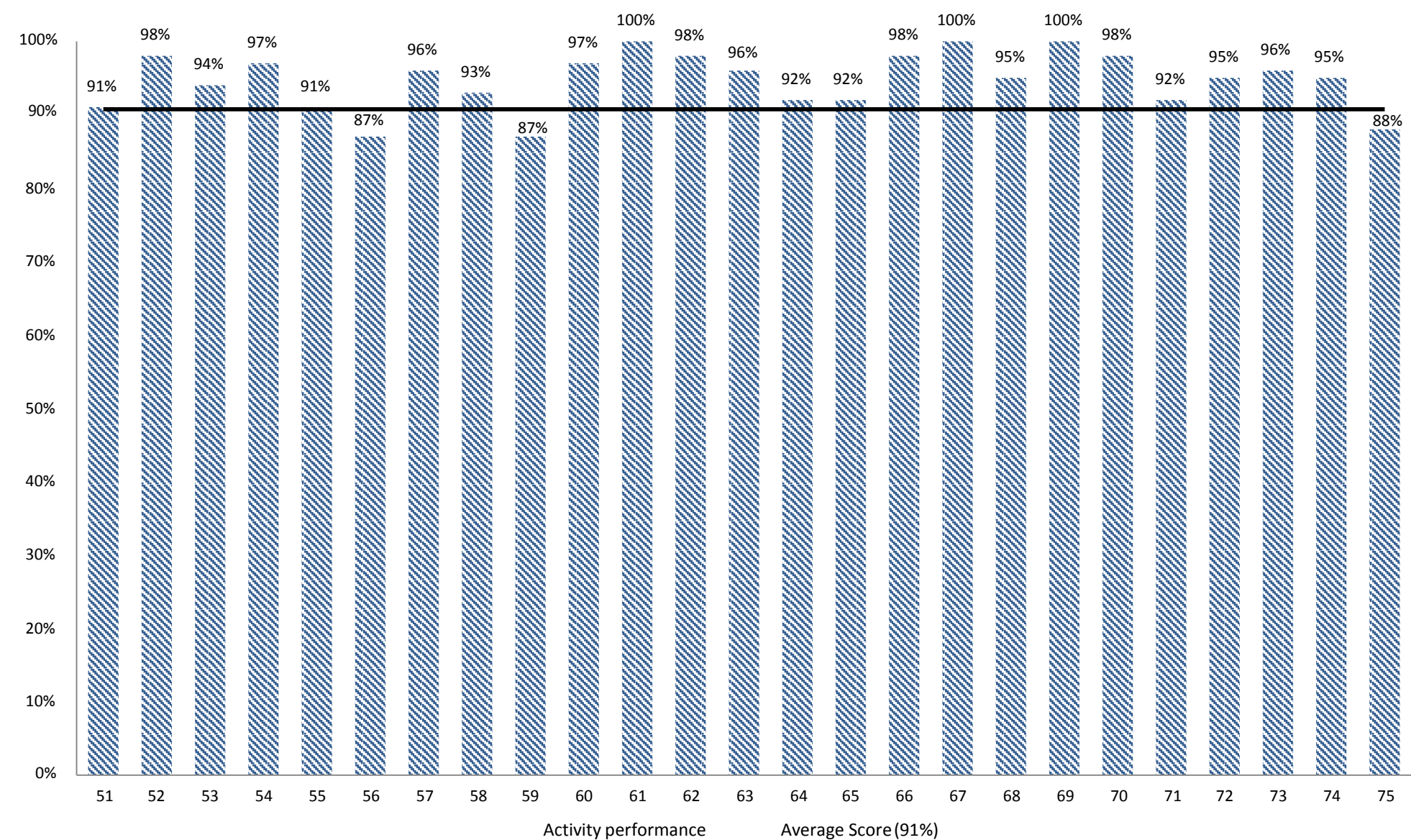
# Appendix A: Performance level by Activity



# Appendix A: Performance level by Activity (continued)

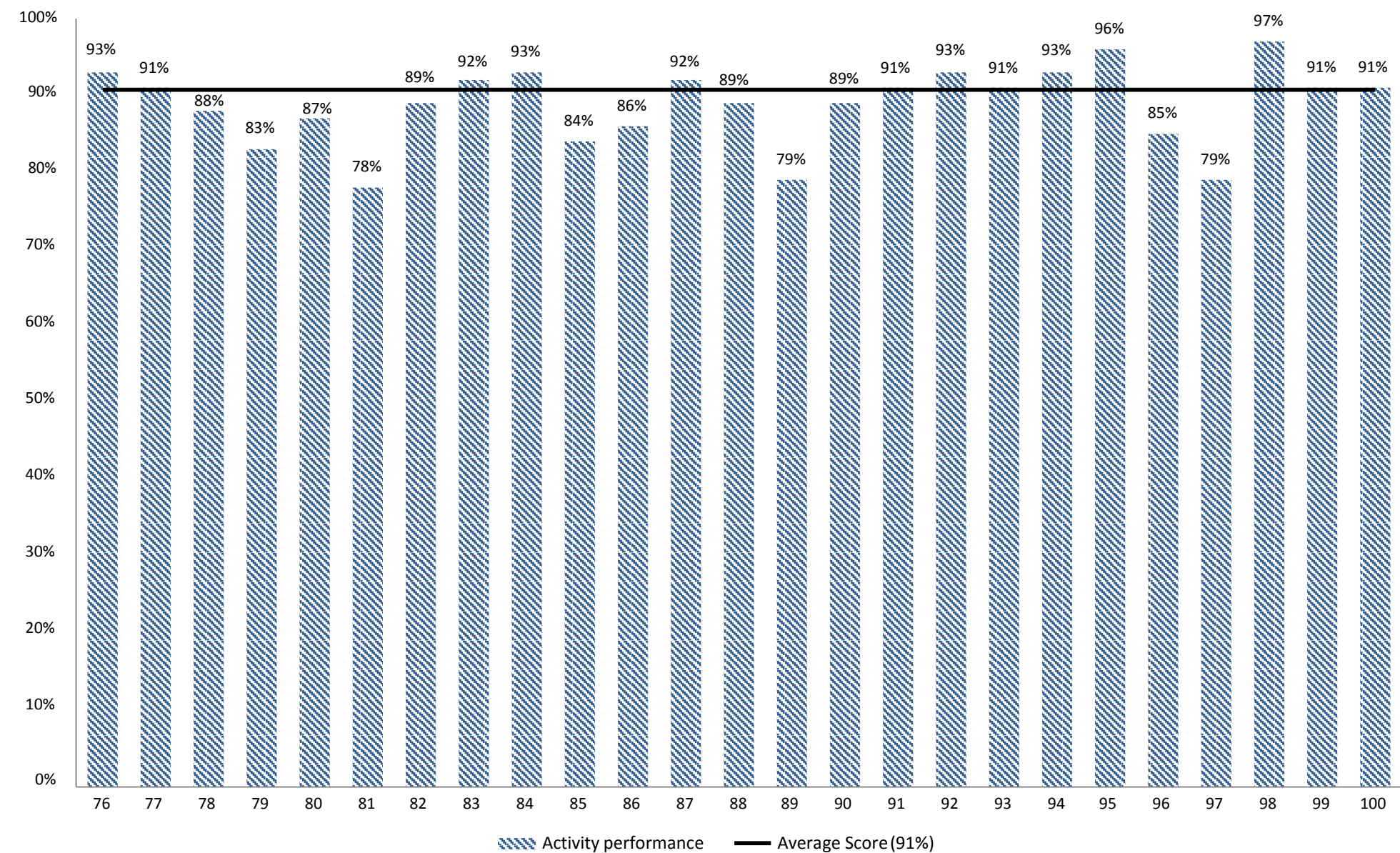


# Appendix A: Performance level by Activity (continued)

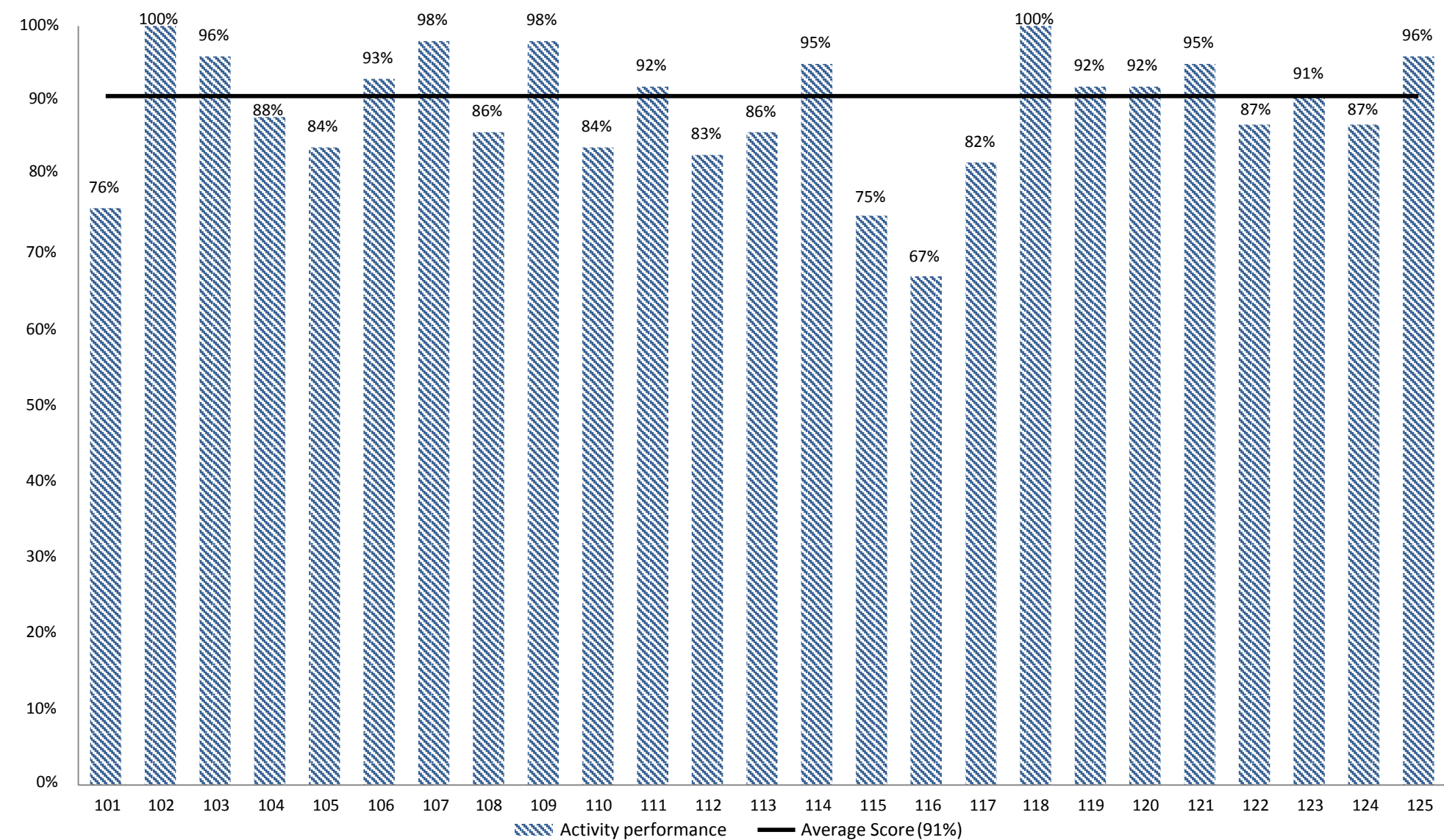




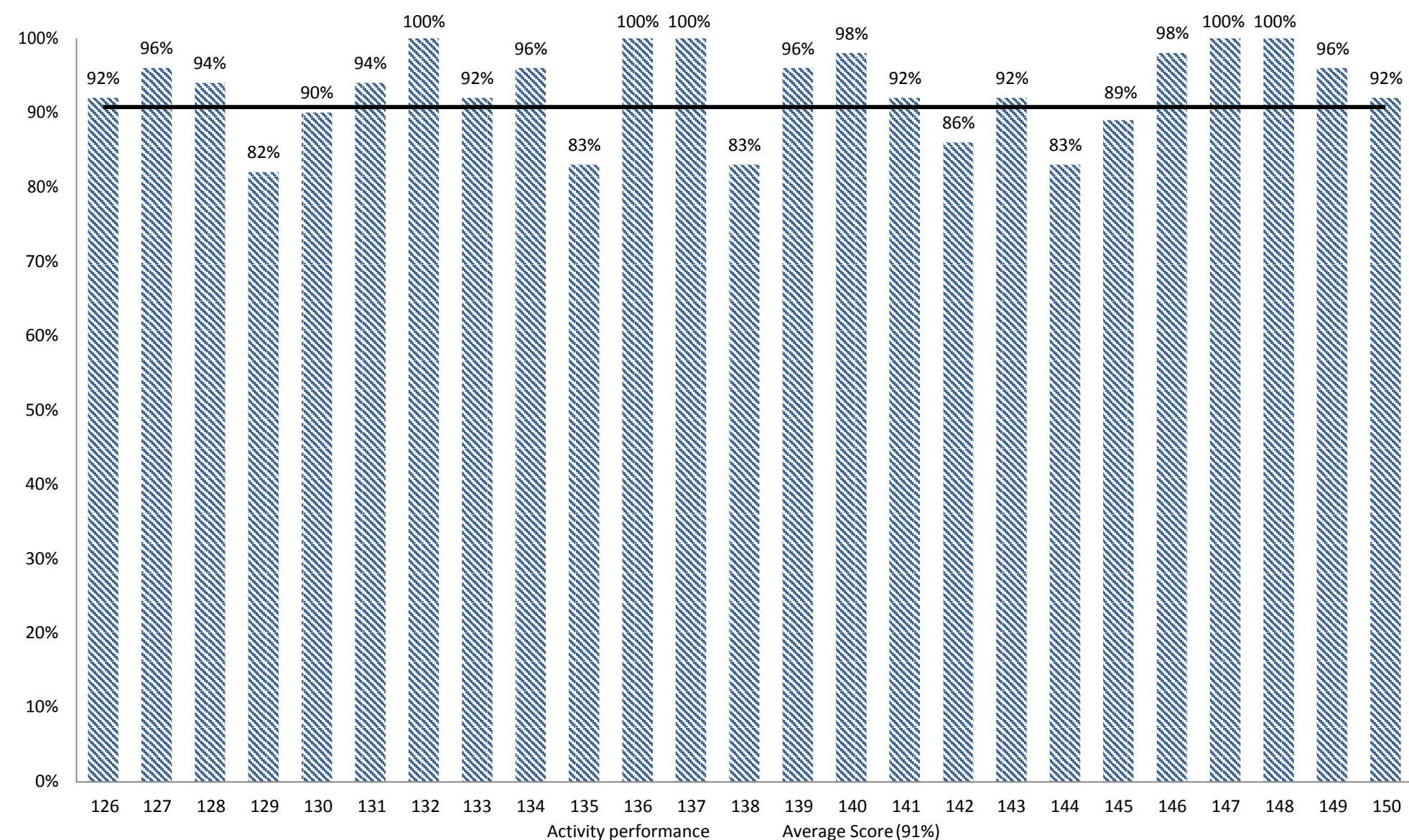
# Appendix A: Performance level by Activity (continued)



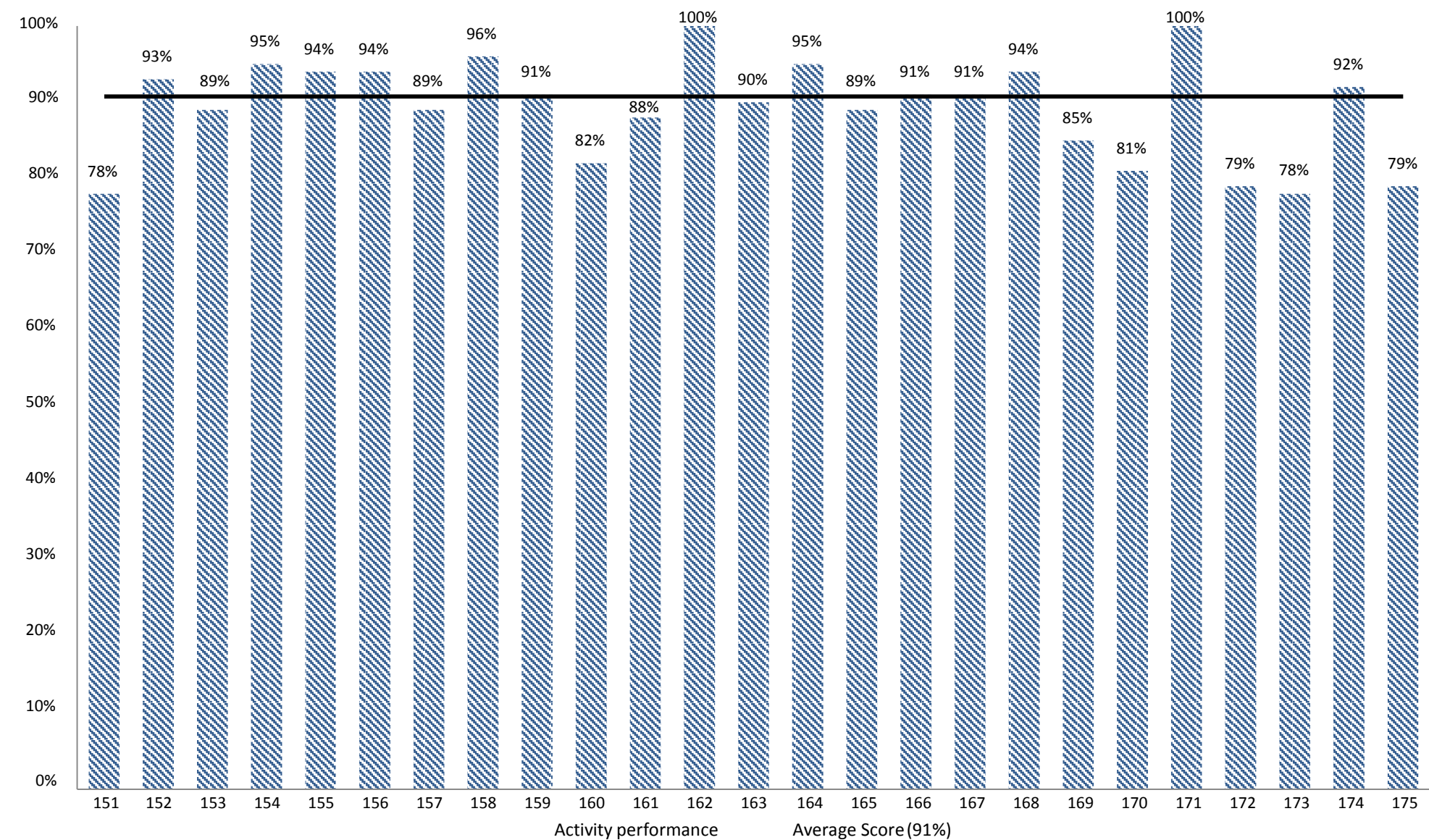
# Appendix A: Performance level by Activity (continued)



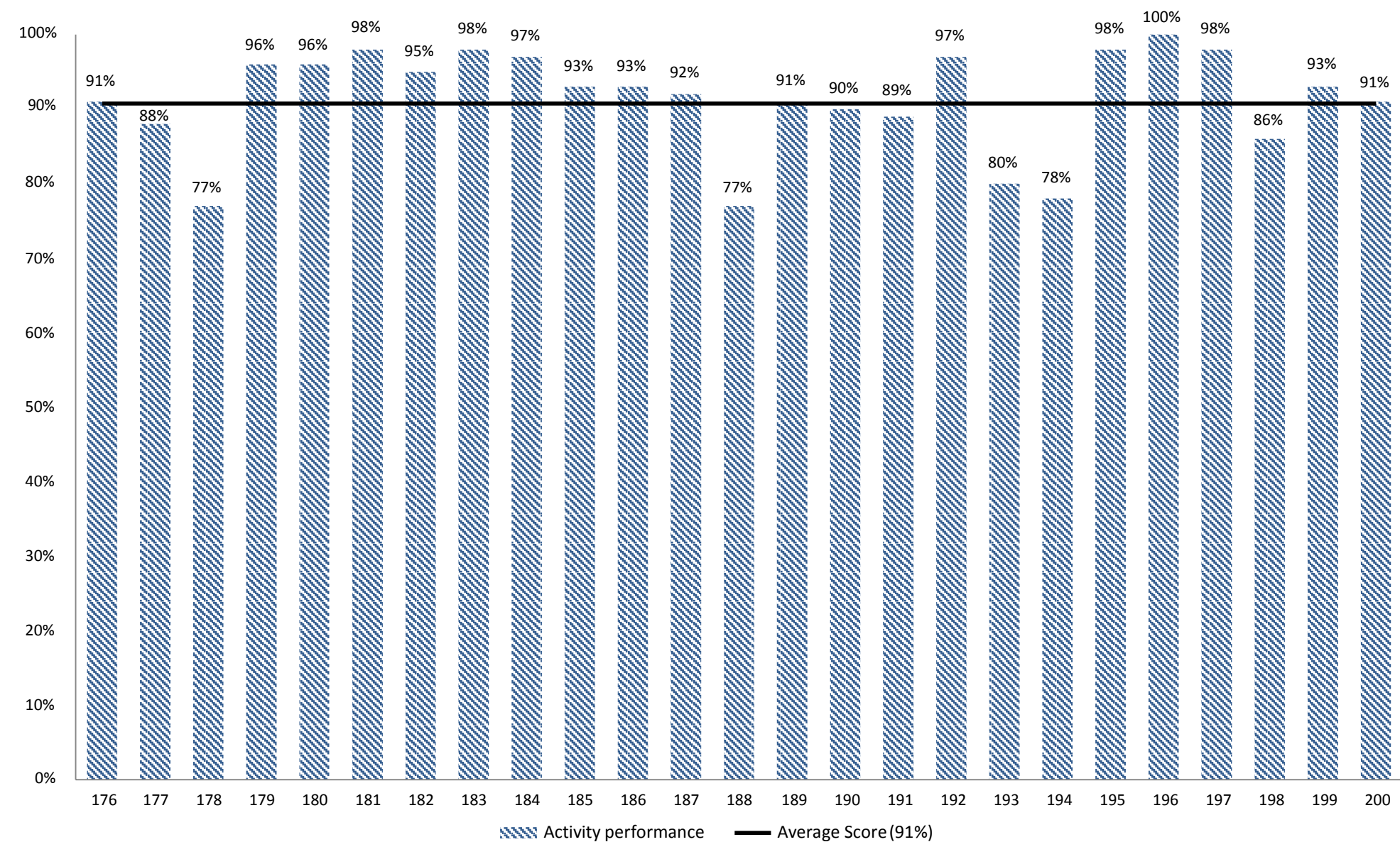
# Appendix A: Performance level by Activity (continued)



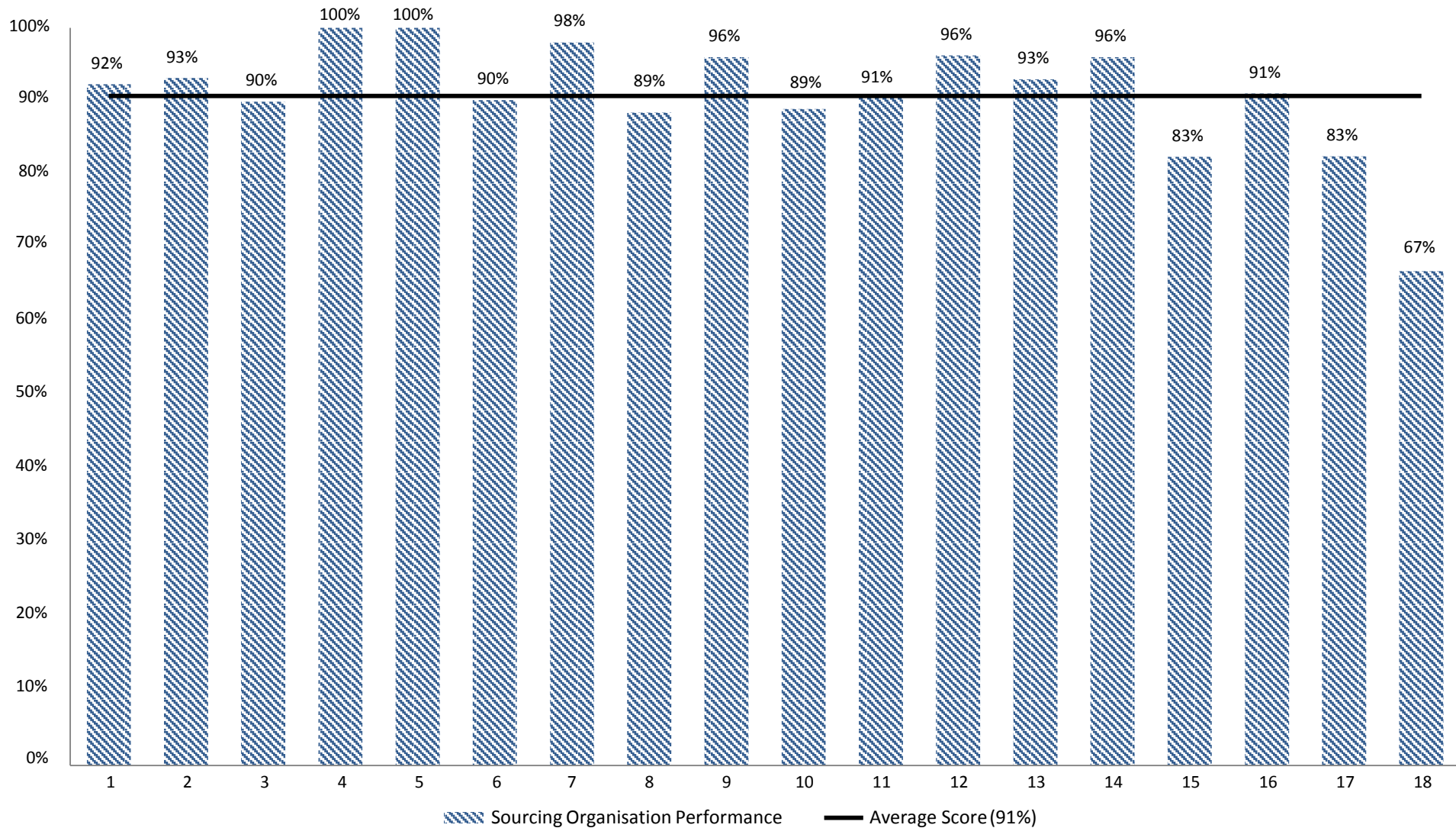
# Appendix A: Performance level by Activity (continued)



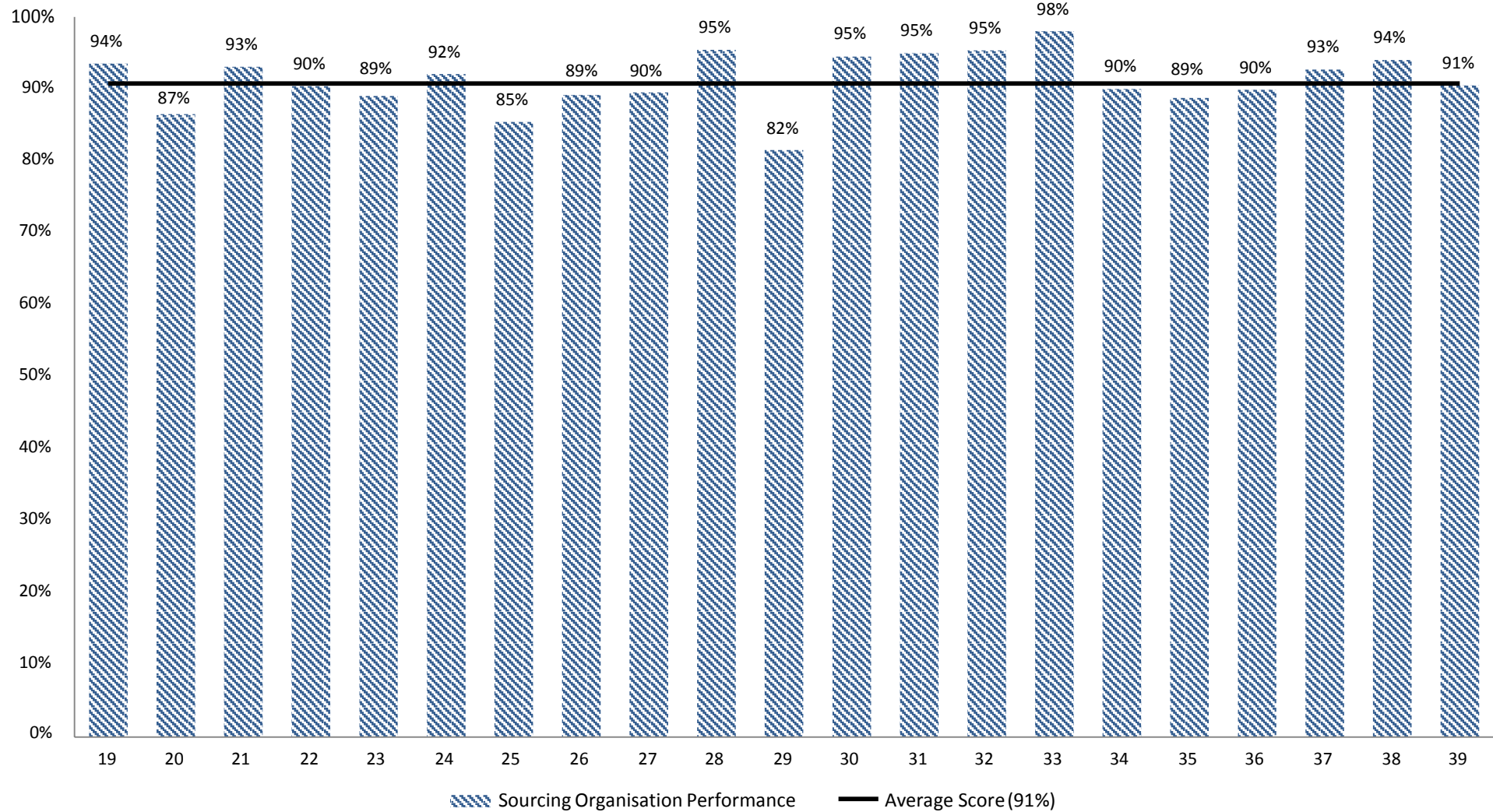
# Appendix A: Performance level by Activity (continued)



# Appendix B: Sourcing Organisation - Average Performance



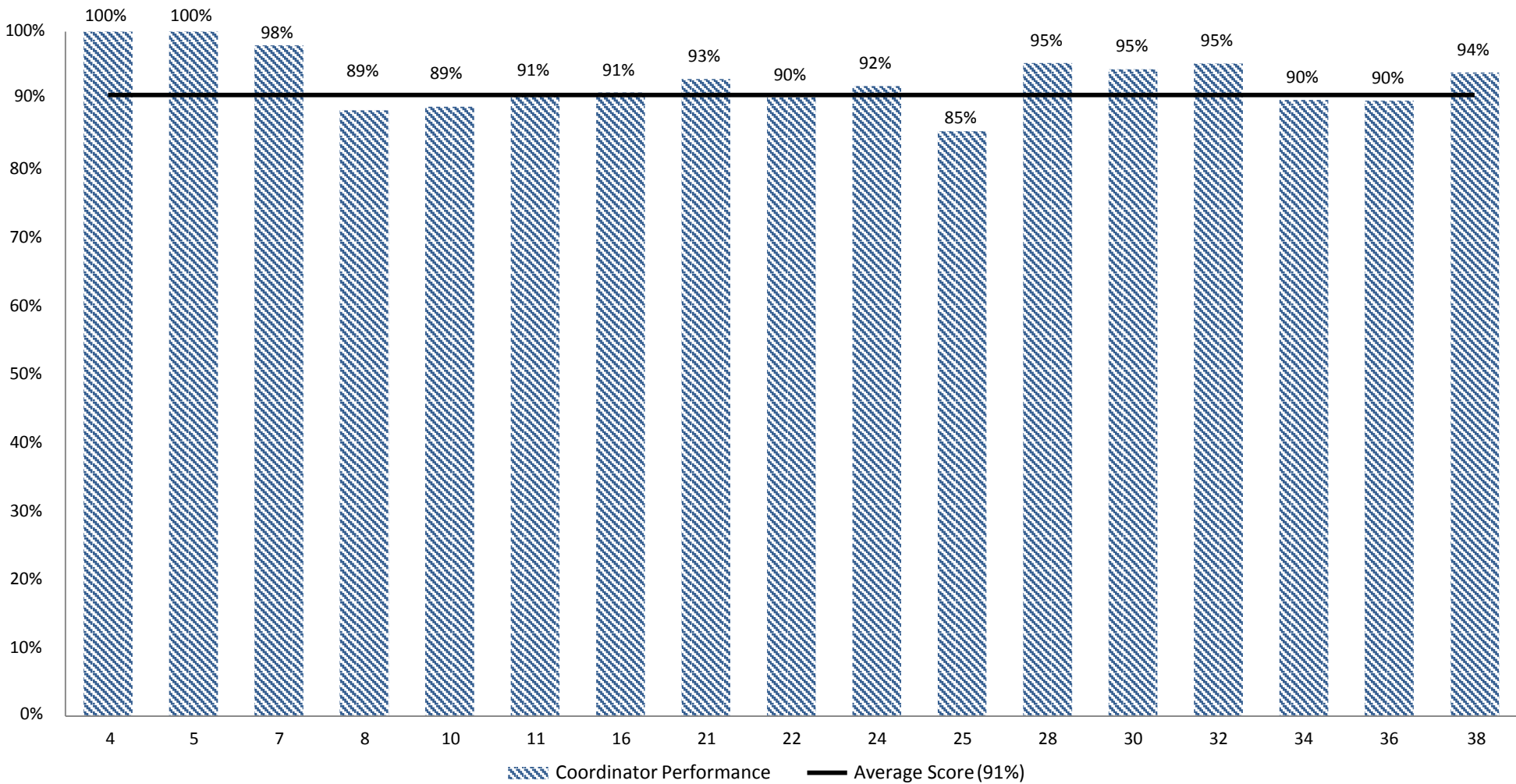
## Appendix B: Sourcing Organisation - Average Performance (continued)





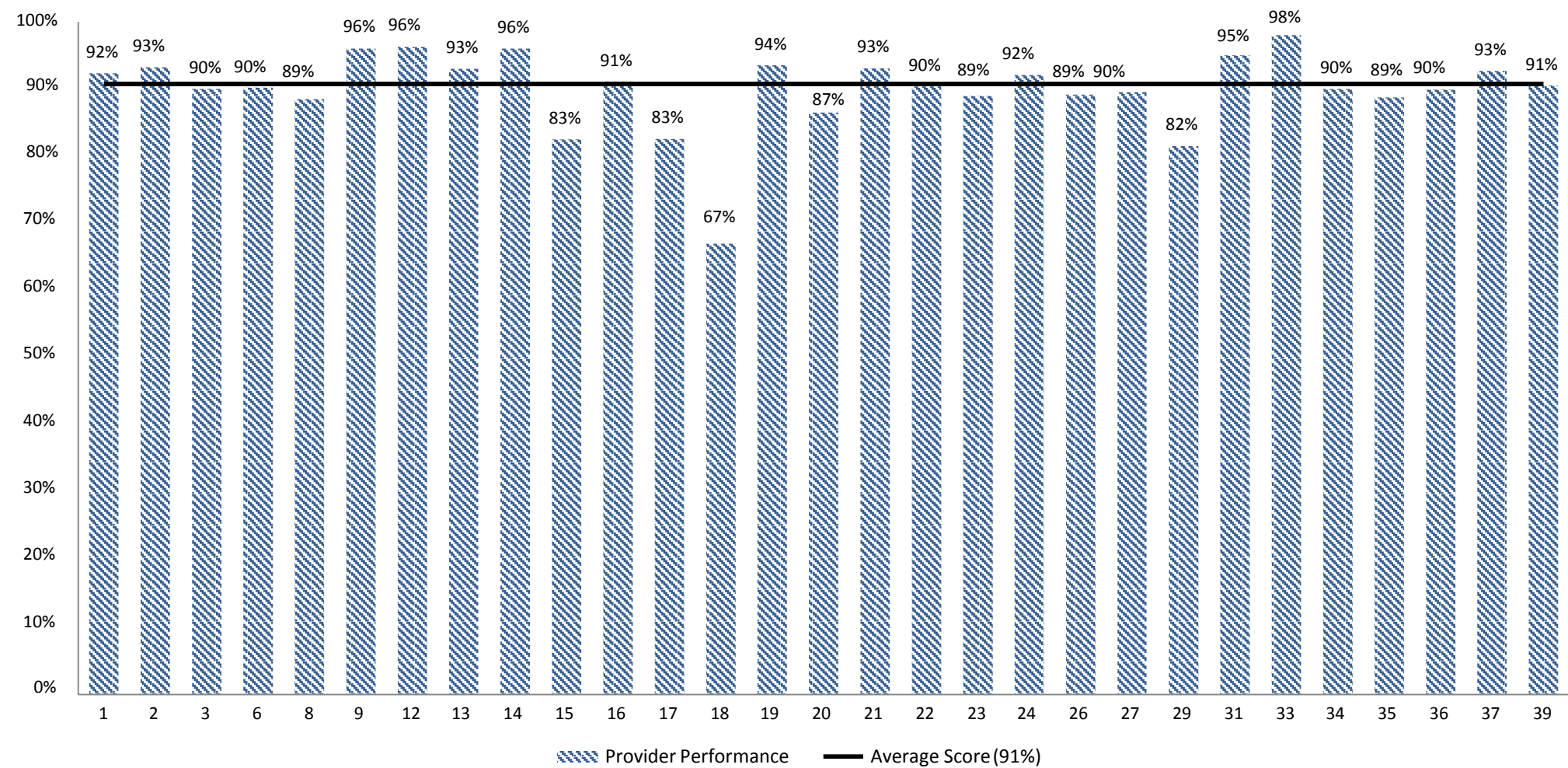
# Appendix B: Sourcing Organisation - Coordinator Average Performance

The graph below represents the average performance of Sourcing Organisations that are Coordinators. Note the figures used to represent the Sourcing Organisations are from Appendix B: Sourcing Organisation - Average Performance. Note the average score was 91%.

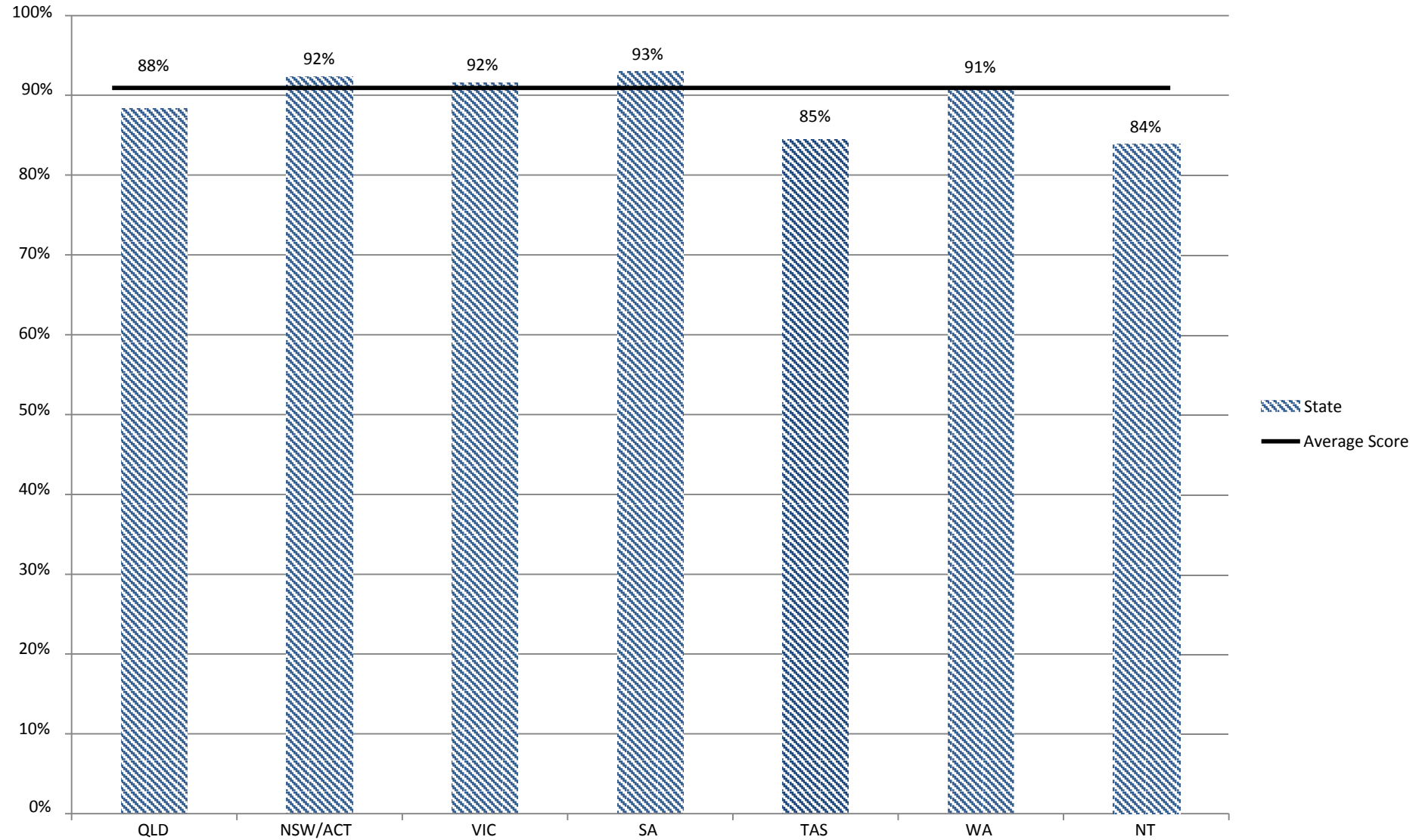


# Appendix B: Sourcing Organisation - Provider Average Performance

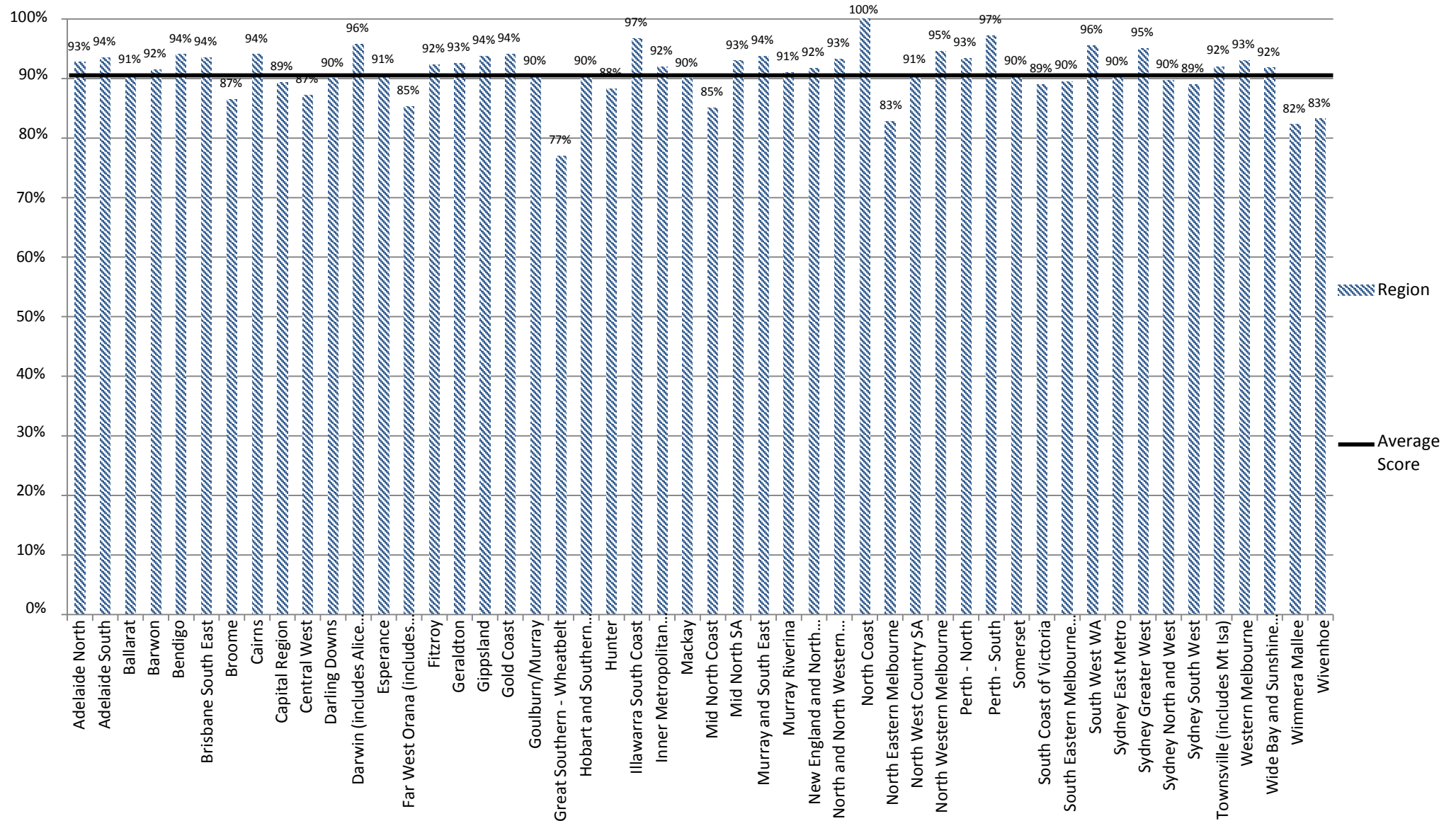
The graph below represents the average performance of sourcing organisations that are both Providers. Note the figures used to represent the Sourcing Organisations are from Appendix B: Sourcing Organisation - Average Performance.



# Appendix C: Average Performance by State

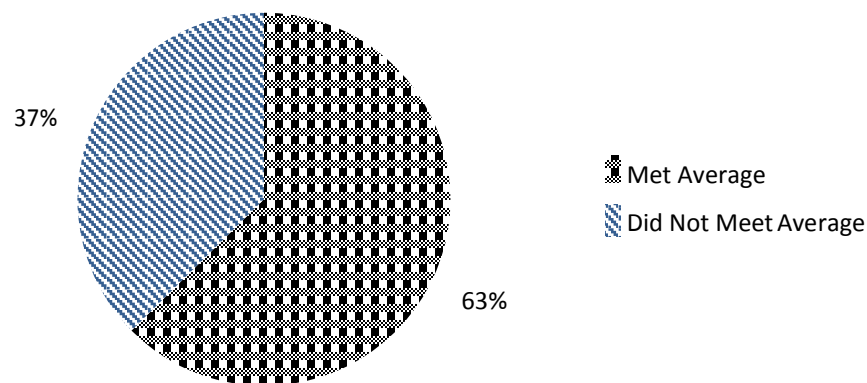


# Appendix D: Average Performance by Region

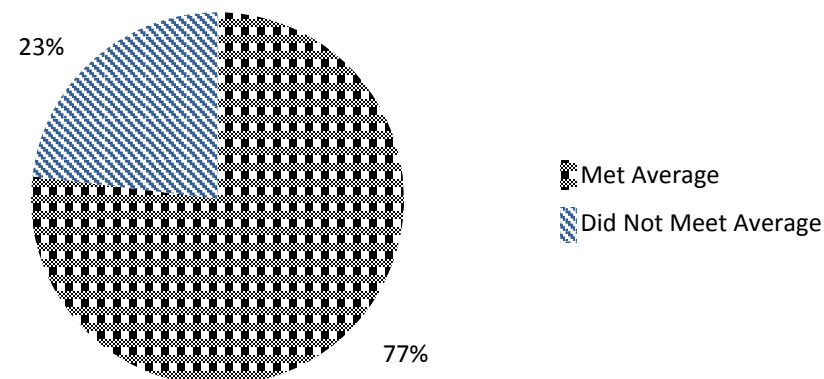


# Appendix E: Performance by Activity Risk Level– Average Score

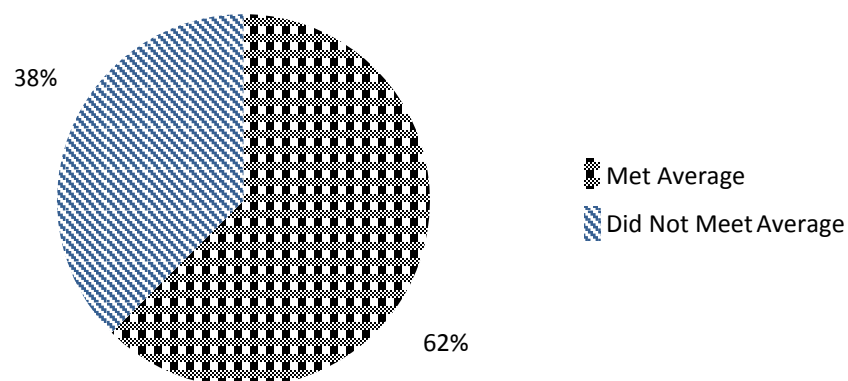
## High Risk Activities



## Medium Risk Activities



## Low Risk Activities



### Breakdown of Performance by Activity Risk Level

#### High Risk Activities

- ▶ 87 Activities met the average score
- ▶ 52 Activities did not meet the average score

#### Medium Risk Activities

- ▶ 10 Activities met the average score
- ▶ 3 Activities did not meet the average score

#### Low Risk Activities

- ▶ 30 Activities met the average score
- ▶ 18 Activities did not meet the average score

# Appendix F: Sample Selection by Region

State	Region	Total Activities Audited
NSW	Capital Region	3
	Central West	4
	Far West Orana (includes Broken Hill)	4
	Hunter	4
	Illawarra South Coast	4
	Mid North Coast	4
	Murray Riverina	3
	New England and North West	4
	North Coast	4
	Sydney East Metro	6
	Sydney Greater West	5
	Sydney North and West	5
	Sydney South West	4
	Wimmera Mallee	4
NT	Darwin (includes Alice Springs)	4
TAS	Hobart and Southern Tasmania	4
	North and North Western Tasmania	4
WA	Broome	2
	Esperance	2
	Geraldton	2
	Great Southern – Wheatbelt	2
	Perth – North	5
	Perth – South	5
	South West WA	4

State	Region	Total Activities Audited
VIC	Ballarat	4
	Barwon	4
	Bendigo	4
	Gippsland	4
	Goulburn/Murray	4
	Inner Metropolitan Melbourne	5
	North Eastern Melbourne	6
	North Western Melbourne	4
	South Coast of Victoria	4
	South Eastern Melbourne and Peninsula	4
	Western Melbourne	5
	Brisbane South East	5
	Cairns	4
QLD	Darling Downs	4
	Fitzroy	3
	Gold Coast	4
	Mackay	4
	Somerset	4
	Townsville (includes Mt Isa)	4
	Wide Bay and Sunshine Coast	4
	Wivenhoe	4
	Adelaide North	4
	Adelaide South	4
SA	Mid North SA	4
	Murray and South East	4
	North West Country SA	4

# Appendix G: Activity Performance

Questions included in Appendix G were questions that determine if Activities are compliant with the requirements of each section of EY's WHS Audit Tool. There were a number of informative questions, for the purpose of understanding the Activities that have been excluded from Appendix G.

Section	Question	Meets requirement	Does not meet requirement
Training and Supervision	Participant has received a formal WHS induction	94%	6%
	Evidence is available to demonstrate safety induction completion (i.e. safety induction records or induction certificate)	81%	19%
	Participant has received training in how to perform their work activities (i.e. procedural training)	100%	0%
	Evidence is available to demonstrate completion of work activity training (Note: On the job training can be considered as part of the training program if observed during the audit)	98%	2%
	Participant is being appropriately supervised to ensure they are carrying out their work in a safe manner	100%	0%
	If in contact with vulnerable cohorts, is the Participant being supervised at all times?	100%	0%
	Is the Participant's Supervisor fit and proper to be involved in the activities and has an adequate level of skills/knowledge and/or experience in the activity and supervision?	99%	1%
	If the activity involves residential or overnight accommodation is there appropriate supervision out of hours?	100%	0%



# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
General Work Environment and Emergency Procedures	Work environment is clean and orderly	96%	4%
	Work area has adequate lighting and ventilation	100%	0%
	Toilet(s), lunch area, shaded area and drinking water is available and easily accessible	100%	0%
	The Participant is familiar with the emergency procedures	93%	7%
	Emergency phone numbers are posted where they can be readily found	78%	22%
	A floor map indicating exit routes is on display	83%	17%
	Exit signs are displayed throughout the workplace	87%	13%
	Exits are kept free from obstructions and doors can be opened towards the outside	92%	8%
	Host workplace has conducted emergency drills during the last year and has maintained records of emergency drill outcomes	38%	62%
	Fire fighting equipment (e.g. extinguisher, fire blanket) is available and located in readily accessible locations)	94%	6%
	Fire extinguisher maintenance checks in date (maintenance stamp every six months)	88%	12%
	Participant uses PPE such as ear muffs or ear plugs when exposed to excessive noise or for an extended period of time	100%	0%
	PPE (such as eye, hearing, and/or respiratory protection, steel capped boots amongst others) meets the relevant standards	100%	0%
	First aid kit accessible and fully stocked	86%	14%

# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Manual handling/ lifting and slips, trips and falls	Participant is trained in lifting heavy objects e.g. posture and associated risks	94%	6%
	Use of support harness for heavy objects (i.e. over 15 kilograms)	79%	21%
	Use of gloves (i.e. when exposure to cuts, fingers entrapment, splinters, needles, glass, etc.)	91%	9%
	Use of mechanical aid to support lifting (i.e. manual forklift)	97%	3%
	Safe clearance exists for moving material (manually or mechanically) through aisles and doorways?	99%	1%
	Walkways are free of obstacles (i.e. boxes, chairs, cables)	97%	3%
	Wet and slippery surfaces are clearly marked/ signed	97%	3%
	Stairs have appropriate handrails and are in good condition	100%	0%
	Changes in floor elevations are easily identifiable or marked (e.g. uneven surfaces between rooms/ aisles)	87%	13%

## Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Equipment, machinery and hand tools	Tools and equipment are in a good condition and reviewed regularly	99%	1%
	Electric equipment is tested and tagged, and within current test period	67%	33%
	Rotating or moving parts of equipment are guarded to prevent physical contact (i.e. grinders, saws, drills?)	98%	2%
	Electrical leads are in good condition (i.e. no broken plugs, frayed or defective leads)	100%	0%
	Power boards used in place of double adapters in work areas	99%	1%

# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Warehousing and traffic management	Stored materials are piled, stacked, or racked in a manner that prevents it from tipping, falling, collapsing, rolling, or spreading	90%	10%
	Participant is wearing steel-capped boots, reflective vest and hard hat when conducting warehousing activities, especially in loading bays or traffic areas	69%	31%
	Traffic management plan/ procedures/ work instructions are in place which details how traffic and pedestrians should interact (e.g. rules, traffic flow, signage)	70%	30%
	Safe clearances and/ or marked walkways are present for pedestrians where motorized or mechanical handling equipment is operating	88%	12%
	Loading bays/ areas defined and properly marked?	88%	12%

# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Driving or passenger in vehicles	Does the Participant have a valid licence for the vehicle they are driving?	100%	0%
	Vehicle used for transporting goods and/or equipment by Participant is kept in an organised condition (e.g. tools and stock are secured) and vehicle is equipped with Adequately secured and/or separate compartment and/or cargo barrier in place	100%	0%
	Vehicle used by Participant is registered and has been serviced in the last 12 months	88%	12%
	Does the driver of the motor vehicle in which the Participant is a passenger possess a valid licence?	100%	0%
	Vehicle used for transporting goods and/or equipment where Participant is the passenger is kept in an organised condition (e.g. tools and stock are secured) and vehicle is equipped with proper cage (if applicable)	100%	0%
	Vehicle in which Participant is a passenger is registered and has been serviced in the last 12 months (look at servicing sticker on vehicle).	100%	0%

## Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Working at heights and risk of fall	Participant has received working at heights training and there is documented evidence of this	93%	7%
	Portable ladder is secured to roof/structure and is equipped with non-slip feet	95%	5%
	Participant maintains three points of contact at all times when using ladder	97%	3%
	All portable ladders inspected for damage before each use	100%	0%
	Are there appropriate controls in place to manage the risk of fall?	100%	0%

# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Hazardous Chemicals	A hazardous chemicals register is available and up to date	53%	47%
	Safety Data Sheets (SDSs) are locally available for each hazardous chemical and are in date (dated within the last 5 years)	58%	42%
	Hazardous chemicals are stored and labelled appropriately	90%	10%
	Participant has received training in handling hazardous substances and this is documented	92%	8%
	Participant uses PPE such as gloves and/or respiratory masks (if required) while using hazardous chemicals	94%	6%
	Work area is adequately ventilated when using hazardous chemicals	100%	0%
	Emergency spill kit, eyewash and quick drench shower available	95%	5%



# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Contact with heat (e.g. welding) / heat exhaustion/working outdoors	Appropriate PPE for working with heat is issued and worn by Participant e.g. suitable barricading, long sleeved clothing, heat resistant gloves, full face masks, mid face respirators and proper filters (i.e. Dust, fumes and organic gases filters)	98%	2%
	PPE meets the relevant standards	100%	0%
	Participant is wearing sunscreen, sun glasses and a hat when performing outdoor works	97%	3%
	Designated shaded rest areas available where the Participant performs outdoor works during warmer months	100%	0%
	Reasonable rest breaks taken, every hour when working in hot weather, e.g.: rest breaks taken every 60 minutes in 30 degrees, every 45 minutes in 32 degrees, every 30 minutes in 34 degrees, every 15 minutes in 36 degrees, cease all works $\geq 40$ degrees	100%	0%
	Is drinking water available for the Participant? Drinking water should be available on-site (if tea room or kitchen is not available)	100%	0%

## Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Incident reporting and management	Participant is aware of the incident reporting process at the workplace	98%	2%
	Were incidents reported to the Department within 24 hours	86%	14%
	Was an incident investigation performed and corrective actions developed by the Host Organisation and/ or provider?	93%	7%
Workplace culture	Did you observe a positive workplace culture (for example no evidence of sexist, racist behaviour or bullying, no segregation of Participants from other workers i.e. separate toilet/lunch facilities for Participants?)	100%	0%

# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Risk Assessment (Place)	Does the Risk Assessment (Place) documentation refer to the correct Host Organisation?	99%	1%
	Does the Risk Assessment (Place) documentation refer to the correct Activity?	94%	6%
	Are all sections of the Risk Assessment (Place) documentation complete?	89%	11%
	Was the 'Risk Assessment (Place)' completed prior to the commencement of the Activity? (check date completed against start date of Activity)	99%	1%
	Does the Risk Assessment (Place) include a copy of the Department's 'Assessment Checklist (Place)' checklist?	87%	13%
	Have all sections of the Department's 'Assessment Checklist (Place)' been filled-out?	84%	16%
	Is there evidence that that the Risk Assessment (Place) has been conducted by visiting the site concerned?	100%	0%
	Do the hazards identified in the Risk Assessment (Place) match the hazards found on-site that you identified above?	65%	35%
	If changes to the Host Organisation's circumstances have occurred since the last Risk Assessment (Place) was performed. Have any new risks been included in an updated Risk Assessment (Place)?	78%	22%
	Does the Risk Assessment (Place) list the WHS controls that will be put in place on-site for each of the hazards/risks identified?	93%	7%
	Do the controls in the Risk Assessment (Place) match the controls found on-site?	85%	15%
	Did the Risk Assessment (Place) identify adequate WHS training needs required to be undertaken by the Participant and matches the training undertaken by the Participant?	92%	8%

# Appendix G: Activity Performance (Continued)

Section	Question	Meets requirement	Does not meet requirement
Risk Assessment (Place)	Did the Risk Assessment (Place) or the Assessment Checklist (Place) identify the Supervision level required for Participants?	87%	13%
	Did the Risk Assessment (Place) or the Assessment Checklist (Place) identify the experience, skills and knowledge required to provide adequate supervision?	72%	28%
	Does the Risk Assessment (Place) identify PPE as a control measure?	88%	12%
	Is the PPE that was identified in the Risk Assessment (Place), the same PPE that is being worn/used by the Participant?	88%	12%
	Is the PPE that was originally identified in the Risk Assessment (Place) adequate to control the risks?	96%	4%
	Was PPE provided to the Participant?	97%	3%
	Ask the Host Organisation and/or the Competent Person whether they are satisfied that there are adequate work health and safety processes in place to deliver the activity safely? If they answer Yes then mark as 'Yes'. If they are not sure how to confirm (Obtain verbal confirmation from either the Host Organisation and/or the Competent Person)	99%	1%
	Is the Host Organisation and/or Competent Person satisfied that the Host Organisation is compliant with legislative and regulatory obligations imposed on it in relation to work health and safety (Obtain verbal confirmation from either the Host Organisation and/or the Competent Person)	99%	1%

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