

WHS INDUCTION & TRAINING PROCEDURE

Version No	4.1
Issued	18 th May 2021
Next Review	July 2024
GDS	12.6.3.1.1

Performance Indicator	<p>A selected indicator of how effectively a process is operating against objectives. These indicators can be quantitative or qualitative and the choice is dependent upon the type of element they are used to measure, as appropriate to the organisation.</p> <p>[as defined by the ReturnToWorkSA Performance Standards for Self-Insurers]</p>
PSSI	Performance Standards for Self Insurers
Training Plan	<p>A training plan must be based on the training needs analysis.</p> <p>The scope of the training plan should include:</p> <ul style="list-style-type: none"> • targeted participants, • schedule of courses, • dates and times of training planned for individuals and/or positions, • levels of training, • defined mandatory training versus optional / voluntary training, • refresher training, and • follow up arrangements e.g. in case of non-attendance. <p>Training plans can be evidenced in a variety of ways e.g. individuals with specific WHS training in their performance appraisal, departmental/divisional plans covering specific hazards or contingency arrangements and corporate plans covering legislative, mandated or compulsory training.</p> <p>[as per ReturntoWorkSA Work Health Safety Guidelines July 2015]</p>
Volunteer	<p>Volunteer means a person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses).</p> <p>[as defined in the Work Health and Safety Act 2012]</p>
Worker	<p>A person is a 'worker' if the person carries out work in any capacity for the organisation, including work as—</p> <ol style="list-style-type: none"> (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer. <p>[as per the Work Health and Safety Act 2012, Section 7]</p>

4. PROCEDURE

4.1. Identification of the organisation's WHS training needs.

- 4.1.1. The outcomes of the organisation's management review process should include a determination of WHS training objectives, targets and performance indicators for the current period, when relevant.
- 4.1.2. The Manager of Corporate & Community Service will identify the corporate WHS training needs on an annual basis. These should include but not be limited to:

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- a) General induction information to the organisation for workers, volunteers, contractors, visitors and work experience students;
 - b) Generic WHS training requirements for staff (workers) of all levels, including training to increase worker familiarity with the organisation's WHS policies and procedures, and
 - c) Training required for specific roles in the WHS management system (eg first aid officer, emergency warden, internal WHS auditor, health and safety representative (HSR), Health and Safety Committee (HSC) member, persons responsible for training functions etc.)
- 4.1.3. The department manager will check that the WHS skills and knowledge for job functions within the department have been identified once every five years [or an alternative interval in accordance with changes in the business activities] . Core competencies should be identified by reviewing:
- a) Previous TNA requirements;
 - b) Legislative requirements for:
 - i. Required licensing (for example for high risk work, driving, confined spaces etc);
 - ii. New or existing activities; and
 - iii. Work associated with the use of plant or chemicals.
 - c) Accident or incident data or trends;
 - d) Audit results and WHS performance within the department;
 - e) Hazard profile;
 - f) Risk assessments;
 - g) Person and job specifications (position descriptions)
 - h) Performance appraisal outcomes; and
 - i) Any other relevant data.
- 4.1.4. In identifying whether the core competencies are suitable and adequate, the department manager should have regard to:
- a) The nature of the work carried out by the worker;
 - b) The nature of the risks associated with the work at the time the information, training or instruction is given; and
 - c) The control measures implemented.
- 4.1.5. The nominated person will consolidate all identified needs into a draft TNA.
- 4.2. Consultation and approval of TNA
- 4.2.1. The draft TNA should be discussed at the HSC and/or with HSRs, workers and other stakeholders and amended as necessary prior to management approval.
 - 4.2.2. The management team will review the draft TNA, together with feedback from stakeholders, in line with identified priorities and resourcing requirements and approve a final document that balances these aspects appropriately. Management team minutes should record the approval process.
 - 4.2.3. The Manager of Corporate & Community Services will update the TNA to reflect agreed outcomes.
 - 4.2.4. The approved document will be readily understandable and made accessible to all managers and supervisors.
- 4.3. Development and implementation of a training plan
- 4.3.1. The Manager of Corporate & Community Services will develop the training plan that reflects the training needs identified in the TNA.

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- 4.3.2. The training plan will cover a defined timeframe and be accessible to all managers and workers.
- 4.3.3. Department managers will be accountable for all persons under their control attending required training sessions.
- The department manager or supervisor should notify persons scheduled for training of the requirement to attend training in advance of the scheduled date and adjust work priorities to allow them to attend.

4.4. Training delivery

- 4.4.1. Training will be delivered by authorised persons or external providers who have:
- WHS qualifications or relevant related experience; and/or
 - Relevant skills and experience in delivering the particular training; or
 - Approval as a suitable trainer or training provider by the management team.
- 4.4.2. An accredited and/or registered training organisation must deliver any legislatively mandated training (eg HSR, first aid, high risk work licenses etc).
- 4.4.3. All WHS training should include clearly stated learning outcomes and, where relevant, include a competency or assessment activity related to the learning outcomes.
- The Manager of Corporate & Community Services should determine the most appropriate method of assessment in consultation with the trainer, dependent upon the training being delivered (eg information only, instruction or competency assessment).
- 4.4.4. Training will be provided in a language and/or format that is readily understandable by the trainee group taking into account numeracy and/or literacy requirements.
- 4.4.5. Each department will provide a WHS induction to new workers on the first day of, or prior to commencing, work.
- The Manager of Corporate & Community Services will make sure that information packages are available that outline the general & specific WHS information to be delivered.
 - The department manager will make sure adequate supervision is provided to the new worker so that that any restrictions outlined in the induction process are adhered to and that the new worker is competent to undertake the task without causing a risk to the health and safety of themselves or others.
- 4.4.6. Workers (including contractors, volunteers and work experience students) attending inductions should be given the opportunity to comment on training at the end of each session by completing a training evaluation form (Appendix 2).
- 4.4.7. A record of the induction, training and assessment process must be retained (Appendix 1).

4.5. Monitoring and enforcing training

- 4.5.1. The Manager of Corporate & Community Services will monitor gaps in training attendance.
- 4.5.2. Corrective actions including performance management will be implemented so that any person who missed scheduled training is provided with the training within a suitable timeframe.
- 4.5.3. The Manager of Corporate & Community Services will provide a quarterly training report to the HSC and management team, which covers:

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- a) Training planned versus training undertaken;
- b) Attendance levels;
- c) Outcomes of training assessments and evaluations;
- d) Progress against WHS training objectives, targets and performance indicators; and
- e) Other relevant information as indicated.

4.5.4. The management team will monitor the training report and

- a) Enforce attendance or other relevant preventative or corrective action when required;
 - i. Repeated non-attendance by workers at required training may result in the performance management process being applied to the worker or the department manager, subject to the particular circumstances that have resulted in non-attendance.
 - ii. Failure by volunteers and work experience staff to attend required training may result in them being suspended from or unable to continue in that role.
- b) Respond to any issue raised by managers, supervisors, HSC or stakeholders in relation to training.

4.5.5. As a result of management team direction, corrective action plans will be developed to rectify any identified issue/s associated with WHS training.

4.6. Training review

- 4.6.1. Training will be reviewed as part of the annual management review process, or more frequently if legislation or organisational needs change.
- 4.6.2. The annual management review process will include an analysis of:
 - a) The level of achievement of any planned WHS training programs including the objectives and targets;
 - b) Incident and hazard reports and the relationships to any training provided;
 - c) The assessment process and outcomes achieved;
 - d) Feedback from department managers, workers and stakeholders, where relevant, regarding delivered training eg the adequacy of training courses, its content and delivery style;
 - e) Training costs; and
 - f) Any other relevant information.
- 4.6.3. The HSC should have input into the management review process. The management team will undertake the review in accordance with the organisation's Planning and Program Development Procedure.
- 4.6.4. An assessment of the documented results of reviews should determine the scope and content of training for the next period.
- 4.6.5. The review process may result in preventative and/or corrective action being implemented, (which may include revision and/or amendment of this procedure).

5. TRAINING

- 5.1. The organisation's induction process will include an overview of its WHS management system and department specific requirements & obligations.
- 5.2. Managers, Supervisors and the HSC should be trained in the requirements of the PSSI.
- 5.3. Any person who is required to undertake tasks and activities requiring legislatively mandated training shall be trained by an accredited and/or registered training organisation.

6. RECORDS

The following records should be maintained:

- 6.1. Induction records.
- 6.2. Training Needs Analysis.
- 6.3. Training plans.
- 6.4. Training records.
- 6.5. Consultation, approval and review records
- 6.6. Training assessment and feedback records

Records must be managed in line with the current version of General Disposal Schedule 20 for Local Government.

7. RESPONSIBILITIES

7.1. The organisation's *Management Team* is accountable for:

- 7.1.1. Approval of expenditure necessary for the development, implementation, review and continuous improvement of WHS training, information and instruction;
- 7.1.2. Providing direction for WHS training system development, implementation, review and continuous improvement activities;
- 7.1.3. Maintaining legislative compliance;
- 7.1.4. Reviewing and approving the WHS TNA;
- 7.1.5. Identifying, monitoring and evaluating WHS training objectives, targets and performance indicators; and
- 7.1.6. Enforcing remedial action(s) when training outcomes have not been met.

7.2. *Managers and supervisors* are accountable for:

- 7.2.1. Determining & defining WHS skills and knowledge requirements for the activities being conducted in the areas under their control;
- 7.2.2. Participating in the consultation process when WHS training objectives, targets and performance indicators and the training plan are being developed and reviewed;
- 7.2.3. Communicating the contents of the approved training plan to persons under their management/supervision;
- 7.2.4. Making sure, so far as is reasonably practicable that persons under their control do not perform tasks for which they have not been trained;
- 7.2.5. Providing suitable and adequate supervision;
- 7.2.6. Enabling persons under their management/supervision to attend required WHS training;
- 7.2.7. Maintaining and updating training records;

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- 7.2.8. Providing data related to WHS training performance as required;
 - 7.2.9. Monitoring adequacy and suitability of training, information and instruction provided to workers.
- 7.3. The *Manager of Corporate & Community Services* is accountable for:
- 7.3.1. Collating identified training needs on an annual basis;
 - 7.3.2. Participating in the consultation process when WHS training objectives, targets and performance indicators and the WHS TNA are being developed and reviewed;
 - 7.3.3. Determining corporate WHS skills and knowledge requirements in consultation with the department managers, the HSC and the management team;
 - 7.3.4. Developing an annual training plan based on the outcomes of identified training needs inputs;
 - 7.3.5. Maintaining and updating training records; and
 - 7.3.6. Providing a quarterly overview of training plan status to the management team, HSC and other key stakeholders that identifies any significant issues requiring attention and/or remedial action.
- 7.4. *Workers* will be accountable for:
- 7.4.1. Attend and participating in training as directed;
 - 7.4.2. Applying the training they have been given when undertaking any activities;
 - 7.4.3. Avoid activities that they have not been trained to undertake;
 - 7.4.4. Keeping any licences held up to date and telling their supervisor as soon as their licence expires or has any conditions placed upon it
 - 7.4.5. Providing feedback and participating in training evaluation processes as required, including as to the adequacy and suitability of information, instruction and training provided; and
 - 7.4.6. Notifying their supervisor of identified training needs and opportunities.
- 7.5. The *HSC* is accountable for:
- 7.5.1. Reviewing the draft TNA and assisting with the development of a training plan;
 - 7.5.2. Providing feedback during the development, monitoring and review of WHS training objectives, targets and performance indicators;
 - 7.5.3. Monitoring the training plan to check that training is being conducted in line with planned requirements;
 - 7.5.4. Reviewing and evaluating feedback from training sessions; and
 - 7.5.5. Monitoring outcomes of the review and evaluation process for training and providing feedback to the management team on opportunities for improvement.
- 8. REVIEW**
- 8.1. The WHS Induction and Training Procedure will be reviewed by the WHS Committee, in consultation with affected workers or their representatives, every five (5) years or more frequently if legislation or organisational needs change. This may include a review of:
- 8.1.1. Feedback from managers, workers, HSRs, HSC or other relevant stakeholders;
 - 8.1.2. Legislative compliance;
 - 8.1.3. Performance Standards for Self Insurers;
 - 8.1.4. LGAWCS guidance;

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- 8.1.5. Internal or external audit findings;
 - 8.1.6. Incident & hazard reports, investigations, findings & recommendations; and
 - 8.1.7. Any other relevant information.
- 8.2. Results of reviews may result in preventative and/or corrective actions being implemented (which may include a revision of this document, TNA and/or training plans).

9. REFERENCES

[Work Health and Safety Act 2012](#)

[Work Health and Safety Regulations 2012](#)

[General Disposal Schedule 20 for Local Government](#)

[ReturnToWorkSA's Performance Standards for Self-Insurers](#)

[Code of Practice: How to Manage Work Health and Safety Risks](#)

[Code of Practice: Work Health and Safety Consultation, Co-operation and Co-ordination](#)

10. RELATED DOCUMENTS

Planning and Program Development Procedure



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11. DOCUMENT HISTORY

	Version No:	Issue Date:	Description of Change:
LGAWCS	1.0	Nov 2009	New Document
	2.0	05/04/13	Terminology changes to reflect 2012 WHS act, Regulations and Codes of Practice. E.g.OHS to WHS and employee to worker where appropriate Inclusion of a new Core component relating to the need for training to be readily understandable to person receiving it. Expansion of section 4.1.3 and 4.1.4
	3.0	26/11/15	References to WHS Committee (WHSC) amended to Health and Safety Committee (HSC) for consistency with WHS Act and Codes of Practice; addition of hazard profile and performance appraisal outcomes as means by which core competencies may be identified.
	4.0	2018	Minor grammatical changes. Definition added – Training Plan. 4.1.2c): changed ‘fire’ wardens to ‘emergency’ wardens; 4.1.3: changed ‘core competencies’ to WHS skills and knowledge. 4.6.3 Deleted ‘The HSC should have input into the management review process’
District Council Orroroo Carrieton	1.0	8 Dec 2010	New Document
	2.0	5 Aug 2014	Terminology changes to reflect 2012 WHS Act, Regulations and Codes of Practice. Examples of changes include: OHS to WHS and employee to worker where appropriate Inclusion of a new Core component relating to the need for training to be readily understandable to person receiving it. Expansion of sections 4.1.3 and 4.1.4
	3.0	23 August 2016	References to WHS Committee (WHSC) amended to Health and Safety Committee (HSC) for consistency with WHS Act and Codes of Practice; addition of hazard profile and performance appraisal outcomes as means by which core competencies may be identified.
	4.0	23 July 2019	Minor grammatical changes. Definition added – Training Plan. 4.1.2c): changed ‘fire’ wardens to ‘emergency’ wardens; 4.1.3: changed ‘core competencies’ to ‘WHS skills and knowledge’ and changed review of job training requirements from 1 year to 5 years. Procedure review changed from 3 years to 5 years.
	4.1	18/5/2021	Office Use section and Competency assessment added to Appendix A – Induction Checklist



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APPENDIX 1: Induction Checklist



INDUCTION CHECKLIST

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Employees Name: _____
 Position: _____
 Supervisor: _____

Date Commenced: ___ / ___ / ___
 Department: _____

Condition of Employment		Industrial Relations	
<i>(General)</i>		1. Unions and Membership	<input type="checkbox"/>
1. Council Organisation	<input type="checkbox"/>	2. Grievance Procedure	<input type="checkbox"/>
2. Clarification of Duties	<input type="checkbox"/>	3. Disciplinary Procedure	<input type="checkbox"/>
3. Probationary Period	<input type="checkbox"/>	4. Enterprise Bargaining Agreement	<input type="checkbox"/>
4. Performance Expectation	<input type="checkbox"/>		
		Personal Hygiene	
<i>(Time Keeping)</i>		1. Personal Cleanliness	<input type="checkbox"/>
1. Starting and Finishing Times	<input type="checkbox"/>	2. Standard of Dress and Uniform	<input type="checkbox"/>
2. Lunch, Morning & Afternoon Breaks	<input type="checkbox"/>	3. Smoking Regulations	<input type="checkbox"/>
3. Late Arrival Procedure	<input type="checkbox"/>	4. Housekeeping	<input type="checkbox"/>
4. Time Sheets	<input type="checkbox"/>	5. General Behaviour	<input type="checkbox"/>
5. Rostered Days Off	<input type="checkbox"/>	6. Amenities (toilets, drinking water)	<input type="checkbox"/>
		General Welfare	
<i>(Salary)</i>		1. Introduction to Supervisor / work team	<input type="checkbox"/>
1. Rate of Pay	<input type="checkbox"/>	2. Locker, Lunch Room	<input type="checkbox"/>
2. Pay Arrangements	<input type="checkbox"/>	3. Social Activities	<input type="checkbox"/>
3. Allowances	<input type="checkbox"/>	4. Notice Boards	<input type="checkbox"/>
4. Deductions	<input type="checkbox"/>	5. Personal Messages	<input type="checkbox"/>
5. Overtime	<input type="checkbox"/>		
6. Superannuation	<input type="checkbox"/>		
		Introduction to the Job	
<i>(Leave Entitlements)</i>		1. Tour of the Department	<input type="checkbox"/>
1. Annual Leave	<input type="checkbox"/>	2. Employees Workplace	<input type="checkbox"/>
2. Sick Leave	<input type="checkbox"/>	3. Equipment and Machinery	<input type="checkbox"/>
3. Public Holidays	<input type="checkbox"/>	4. Council Security and Confidentiality	<input type="checkbox"/>
4. Other Types of Leave	<input type="checkbox"/>	5. The Job Itself	<input type="checkbox"/>
		6. Telephone Usage / CB Radio	<input type="checkbox"/>
		7. Records System	<input type="checkbox"/>
		8. Computer System	<input type="checkbox"/>
		9. Work Processing	<input type="checkbox"/>
		10. Vehicle Usage	<input type="checkbox"/>



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WHS Information

1. WHS and IM Policy (copy provided)	<input type="checkbox"/>	12. Location and use of SDS	<input type="checkbox"/>
2. Workplace Return to Work Procedure	<input type="checkbox"/>	13. Specific Worksite Procedures	<input type="checkbox"/>
3. Incident Reporting Procedure	<input type="checkbox"/>	14. Risk Assessments	<input type="checkbox"/>
4. First Aid Procedure	<input type="checkbox"/>	15. Safe Work Instructions (SWIs)	<input type="checkbox"/>
5. WHS UVR & Inclement Weather	<input type="checkbox"/>	16. 'Back on the Job' Booklet issued	<input type="checkbox"/>
6. Emergency Evacuation procedures	<input type="checkbox"/>	17. Workplace Inspection Procedure	<input type="checkbox"/>
7. Personal Protective Equipment, issue of	<input type="checkbox"/>	18. WHS Corrective & Preventative Actions Procedure	<input type="checkbox"/>
8. UVR & Inclement Weather Procedure	<input type="checkbox"/>		
9. Remote or Isolated Work Procedure	<input type="checkbox"/>	19. Manual Handling Policy	<input type="checkbox"/>
10. Reporting of ill health, conditions & disabilities	<input type="checkbox"/>	20. Consultative & Communication Procedure	<input type="checkbox"/>
11. Toolbox / Admin Meetings	<input type="checkbox"/>	21. Hazard Management Procedure	<input type="checkbox"/>

Other Council Policies & Procedures

1. Code of Conduct – Employees (refer letter of offer)	<input type="checkbox"/>	4. Drugs & Alcohol Policy	<input type="checkbox"/>
2. Safe Environment Policy	<input type="checkbox"/>	5. VDU & Keyboard Policy / Procedure	<input type="checkbox"/>
3. Workplace Bullying Policy	<input type="checkbox"/>	6. Smoking in the Workplace Procedure	<input type="checkbox"/>

Notes on Further Follow Up Action Required:

Supervisor's Comments:

I have received and understood the instructions given, in reference to the items listed.

Signature of Employee: _____ Date: _____

The new employee has been instructed on the contents contained herein.

Signature of Supervisor: _____ Date: _____

Note: When completed, this form is to be returned to the Main Office for inclusion in the employee's personnel file.

Office Use ONLY		
Induction checklist (completed) – added to employee personnel file.		
Name	Signature	Date
Induction information – added to WHS training register.		
Name	Signature	Date



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Competency assessments

Worker is new or inexperienced

Existing Worker is experienced

Competency assessment – plant/ equipment		Competency assessment – high risk tasks	
1. Truck - town	<input type="checkbox"/>	9. Tractor	<input type="checkbox"/>
2. Truck – tandem tipper	<input type="checkbox"/>	10. Tree trimming	<input type="checkbox"/>
3. Truck - water	<input type="checkbox"/>	11. Chain saw (including pole saw)	<input type="checkbox"/>
4. Grader	<input type="checkbox"/>	12. Weed spraying	<input type="checkbox"/>
5. Loader	<input type="checkbox"/>	13. Refuelling Plant	<input type="checkbox"/>
6.a Skid Steer <i>attachments: refer below</i>	<input type="checkbox"/>	14. Trailer connection & use	<input type="checkbox"/>
6.b 3 in 1 bucket <input type="checkbox"/>	Claw grab <input type="checkbox"/>	15. Securing loads <i>Chain of Responsibility</i>	<input type="checkbox"/>
Post hole borer/ auger <input type="checkbox"/>	Sweeper <input type="checkbox"/>	16. Loading & unloading plant	
Roller <i>vibrating</i> <input type="checkbox"/>	Slasher <input type="checkbox"/>	17. Road pavement maintenance <i>e.g.pot hole</i>	<input type="checkbox"/>
	Forks <input type="checkbox"/>	19. Patrol grading	<input type="checkbox"/>
7. Combination roller	<input type="checkbox"/>	20. Footpath maintenance	<input type="checkbox"/>
8.a Ride on mower – John Deere	<input type="checkbox"/>	21. Swimming Pool operation	<input type="checkbox"/>
8.b Ride on mower – Turf Mower	<input type="checkbox"/>		

NOTE 1: only new or inexperienced workers are likely to require **full competency** assessment.

NOTE 2: Existing workers will only need **verification**

Notes on Further Follow Up Action Required:

Supervisor's Comments:

I have received and understood the instructions given, in reference to the items listed.

Signature of Employee: _____ Date: _____

The new employee has been instructed on the contents contained herein.

Signature of Supervisor: _____ Date: _____

Note: When completed, this form is to be returned to the Main Office for inclusion in the employee's personnel file.

Office Use ONLY

Induction checklist (completed) – added to employee personnel file.

Name	Signature	Date
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Induction information – added to WHS training register.

Name	Signature	Date
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APPENDIX 2: Training Evaluation Form

