



Queensland Safe Work and Return to Work Awards 2017

Shane Webcke *Safety Ambassador*

Safe Work and Return to Work Awards 2017 example entry Category two – Best individual contribution to work health and safety

1. Describe the nominee's work health and safety contributions.

Lucy Tramacchi is the Director of First Impressions at Wynnum RSL. The role is quite broad and encompasses aspects such as team leader for reception (including a full time role as a receptionist); administration assistant (assisting the Finance Manager and Marketing Manager with tasks as required, and charge of the key register and uniform register); and go-to person for work health and safety (WHS) related issues. She has recently undertaken a more involved role in WHS and now also acts as WHS Administrator in addition to her other duties.

Prior to Lucy's employment, no specific staff member administered and actioned WHS items. An external contractor attended the club every month and made suggestions to management as to work that could be undertaken and procedures that could be created or implemented – however without someone to administer these suggestions they were largely unattended to.

Since Lucy's involvement in WHS and the subsequent creation of the WHS Administrator role, the WHS standard in the club have improved dramatically. Some of Lucy's key achievements in the past four months are:

- organising and attending first aid training for duty managers and supervisory staff
- renewing CPR certifications for staff who had previously undergone training
- creating and initiating appropriate signage detailing first aid officers
- ensuring first aid kits are regularly checked and refilled
- implementing a register for the use of first aid products to track usage
- organising an advanced resuscitation course for first aid trained staff
- organising fire training including fire drill, complete evacuation, fire extinguisher and general occupancy training with 94 per cent staff attendance
- organising and attending chief fire warden training for all staff in management, supervisor and team leader roles
- initiating the formation of an emergency planning committee, including members from every area of the club
- initiating the formation of a WHS Committee, which now meets on a monthly basis, and includes representatives from the kitchen, bar and gaming, functions and management
- assisting with risk assessments and creating an itemised risk register for hazardous manual handling tasks, the functions kitchen and the main kitchen/coffee shop, including controls for each task/item and a training register for staff
- initiating training for all affected staff on the tasks and items listed in risk registers
- initiating and maintained a training register for chemical handling
- creating a club maintenance register and equipment maintenance register to record all maintenance and repairs on the club and equipment

- informing management of the necessity of correct procedures with regards to incident reporting and initiated enforcement measures (all managers, supervisors and duty managers are now responsible for ensuring that incident reports are completed for every minor or major incident or near miss, as well as encouraging staff to report any perceived hazards within the club).

These contributions affect every staff member in the business by encouraging awareness of WHS policies and practices, ensuring that staff are appropriately trained, and encouraging positive communication between the WHS Committee and all tiers of management.

Lucy has been instrumental in ensuring that the actions and tasks suggested by the external WHS contractor are implemented. Initially, she found it difficult to gain management support, due to the lack of importance being placed on WHS within the organisation.

This impacted the implementation of the new WHS management systems that she was trying to initiate, as well as staff members' perceived importance of WHS. Appropriate WHS practices and management systems should flow through all levels of a business, with management leading the way and setting the tone for how important WHS will be to the business.

Fortunately, an annual WHS audit by the external contractors revealed the extent of the work that was required on the WHS management systems of the club, and WHS practices in general. This audit was reviewed by management, after which the importance of the actions that Lucy was attempting was realised. Lucy then gained the full support of management, to the extent that her title was adjusted to include WHS Administrator, and WHS time was allocated every fortnight to allow her to complete her duties.

A major barrier to the success Lucy's WHS changes was communicating information from the WHS committee to the general staff, who would be required to implement it. Several solutions were trialled, including:

- notices on the staff board next to rosters
- a staff communication folder, where important notices are placed for staff to read and sign off on

2. How did the nominee's contributions improve work health and safety?

Lucy's contributions to WHS at Wynnum RSL have improved procedures, compliance and staff initiative enormously. She has improved the following areas of the WHS audit carried out by the external contractors:

- There has been a seven per cent overall improvement in WHS management (improved reporting practices and management awareness/inclusion).
- There has been a seven per cent overall improvement in consultation, representation and participation in WHS (more regular WHS committee meetings with higher levels of management participation and commitment).
- There has been a six per cent improvement in workplace incident management (first aid training completed for several members of staff, training records maintained, sharps kits including appropriate equipment contained in washroom facilities).
- There has been a two per cent improvement in hazardous chemical handling (bottles labelled appropriately, staff training recorded)
- There has been a 20 per cent improvement in the processes and procedures for completing Hazardous Manual Tasks (risk assessments completed, staff training implemented and recorded).

- There has been a 13 per cent improvement overall in the emergency preparedness and response of staff members (evacuation and general occupancy training completed, fire drill/evacuation completed, chief fire warden training completed for all managers/supervisors).

The general tidiness/cleanliness of the club has improved due to higher levels of scrutiny, especially regarding chemical storage and keeping exits clear. For example, drip trays have been installed underneath storage racks for chemicals, stopping chemical build-up on the floor of the cellar, and enabling the cellarman to clean them on a regular basis, minimising the hazard.

The effectiveness of the WHS management system is now assessed on a regular basis, with adjustments to procedures made in consultation with staff and management. Incidents are reviewed on a monthly basis, and controls are formulated and implemented where possible to mitigate risk. There are now reporting processes and registers in place to monitor incidents, hazardous manual task training, chemical handling, plant and equipment training and maintenance, and club maintenance in general.

Management commitment to WHS has improved dramatically, with duty managers, the general manager and the secretary of the sub-branch Board now WHS committee members and attending the monthly WHS committee meeting. Prior to Lucy's involvement, there was very minimal attendance, with no managers or Board members attending meetings.

WHS training has been provided for all staff on emergency procedures, hazardous manual tasks, and the risk-assessed items in the kitchens and coffee shop, ensuring that all staff are aware of the risks associated with the tasks that they undertake and the controls in place.

First aid training has been completed by all staff in managerial/supervisory roles, with additional training scheduled to ensure there are first aid-trained staff members on duty at all times. This is very important, as many patrons are high-risk for requiring medical treatment.

PPE has been purchased and its use is enforced for all tasks requiring PPE controls.

The WHS committee has received positive feedback from staff in several different areas of the club on the ease and efficiency of new procedures. Management has noted a significant improvement in the safety culture of the business, and increased levels of awareness of WHS across all departments.

The hierarchy of control was applied to all hazardous tasks in the process of completing itemised risk assessments. Where possible risks were eliminated or substituted. However, due to the high risk nature of many of the tasks, several required administrative or PPE measures in order to control risk.

Due to the depth of impact that Lucy's dedication and commitment to WHS practices has produced, management is in the process of organising her enrolment in a Certificate 4 WHS course, after which Lucy's role as WHS Administrator will be expanded. The success of this role is an example of how effective and important an in-house WHS Administrator can be to a small business.

3. Describe how the nominee's contribution to health and safety management and performance was above and beyond their immediate area of responsibility.

Lucy's contributions to the WHS management system at Wynnum RSL are far beyond her scope of responsibility. Due to her initiative, sense of responsibility and commitment to the safety of staff and patrons, she has worked independently outside of her official role to ensure the club is compliant and that procedures are continually updated and improved. She has frequently undertaken this work without recognition or support, during her own time outside of working hours or in addition to her other duties during her shifts at reception.