BUSINESS MANAGEMENT OF WHS RISK

GBAT9112

SUPERVISED OPEN BOOK EXAMINATION

Time Allowed: 2 Hours
Plus Reading Time: 10 Minutes

INSTRUCTIONS

1. This is a supervised open book examination. Course study guide, self-made notes, pens, pencils and erasers may be brought into the examination room.

2. You are allowed to use electronic devices for the purpose of referring to digital course materials and notes only. These devices must not be connected to the internet, Wi-Fi must be disabled and tablets must be in flight mode. They must not be used to type your exam responses.

3. Your reading time before the examination is 10 minutes. Reading time is restricted to the examination paper only – no other resources may be consulted. No writing may be undertaken during reading time.

4. The examination consists of two sections. All questions in both sections should be answered.

    Section A    Ten (10) short answer questions. (5 marks each).

    You should allow one hour for Section A.

    Section B    Two (2) questions based on case studies. (25 marks each).

    You should allow 30 minutes for each question in Section B).

5. Answers must be in blue or black ink. Pencil may be used for graphical work.

6. Please begin the answer to each question on a new page in the exam booklets provided and identify the question number you are answering when you do so.

7. Please ensure that you have written your name and other details on every exam booklet used and any other necessary documentation.

8. This exam paper must be returned with your answer books at the conclusion of the examination. No documentation is to be retained by candidates.

9. The exam contributes 35% towards your final grading in this course.
PART A  Ten short answer questions
You must answer all questions.
Each question is worth 5 marks.

1. Your manager has asked you to resolve the problem of a worker who has been complaining about a sore back and has left work early 5 times over the past 3 weeks, saying he has a physiotherapist appointment. Briefly outline the steps you would take to manage this.

2. What is a “systematic approach to WHS” and what are the benefits to:
   (a) employers
   (b) workers?

3. Your workplace is culturally diverse and employs both males and females from 16 years old to retirement age (there is even one employee aged 72 years old). Are there any groups in your workplace that might be less likely to use an EAP? Identify the groups and provide reasons for your decision.

4. How does an audit differ from a normal workplace inspection?

5. You have been asked to help compile the company’s Annual Report by writing a section outlining the company’s commitment to WHS and providing 3 examples of this commitment. Write 1-2 paragraphs for the Annual Report to fulfil the request.

6. Define “WHS regulatory standards” and “national standards” and explain how they differ from Australian Standards? Provide an example of each of the three types of standards in your answer.

7. Your company owns a bus to transport workers to field work. The brakes fail on a journey and the bus runs into a shop front injuring two of your employees travelling on the bus as well as a customer in the shop.
   (a) What are your company’s potential losses (including WHS related losses) from the incident?
   (b) Which of the potential losses are insurable and which are not?

8. Ergonomics is sometimes summarised as “fitting the task to the person”. Explain what is meant by this phrase giving an example from your own workplace.

9. Compare and contrast the advantages and disadvantages of precarious employment to:
   (a) the employing organisation
   (b) the worker.

10. You wish to ensure all employees have appropriate WHS training. What are the steps involved in:
    (a) determining what training is required and for whom
    (b) developing the training program.
PART B  Two case study questions
You must answer both questions.
Each question is worth 25 marks.

QUESTION 1

The Citadel Hotel, Fremantle, WA

The situation

*The Citadel Hotel* is located on the Melbourne waterfront overlooking Port Philip Bay. A Three Hat Chef has recently been contracted to take over the dining room, and so the hotel is being renovated in the expectation of attracting more guests. In the past, waiters have had to carry large, heavy trays and work with thick (break-resistant) crockery transporting it from a sideboard at the southern end of the dining room to the kitchen on the northern end. The sideboard is an old-fashioned style with a flat top at chest height and shelves with doors below. In peak periods employees are required to carry more plates on their trays and move frequently and quickly between the sideboard, kitchen and tables.

The task

Prior to promotion as Assistant Manager you were the Dining Room Supervisor and spent considerable time thinking about the WHS problems in the old dining room. You would like to see changes made to improve safety and efficiency and wish to develop a proposal for management arguing for change that also outlines the current problems and recommends specific changes.

Your task is to write the proposal for management. In your answer you should identify the hazards, evaluate the risks and recommend appropriate control measures to mitigate the risk.
Cabbidubba Hospital, Vic.

The situation

Cabbidubba Hospital is a 220-bed establishment located in an inner-suburb multicultural catchment area in Victoria. Cabbidubba has mostly general medicine beds but does provide some specialist functions.

Recently it has been designated as a 'regional centre for trauma management'. Government plans indicate that a centre such as this will deal with any accident and emergency cases within its designated area, and that there are to be three such centres in the city. It is expected that Cabbidubba will now receive more road trauma and general community accidents including assaults, drug-related injuries and general medical emergencies.

Prior to the designation of 'trauma management', there had been incidents of violence and aggression in Cabbidubba’s Emergency Department. Reports of stress-related problems were common amongst staff. Absenteeism and staff turnover were higher than in other parts of the hospital.

Over the past six months, the WHS Coordinator has reported that Accident/Incident Report forms indicate that four 'serious assaults' of staff occurred. These were perpetuated by patients and members of the public, mainly family and friends of patients. The WHS Coordinator noted that there were verbal reports from Emergency which indicated many other incidents of verbal abuse and harassment of staff, although these were not supported by written reports. Most of the incidents were alleged to have been alcohol and/or drug-related or to have been associated with distraught relatives of road trauma victims.

A Security Officer has been stationed in Emergency on Friday and Saturday nights, as these have been found to be the busiest nights of the week and also the times during which most (though not all) incidents seem to occur. In addition, a new steel gate has been placed on the public entrance to the department.

The task

You are the new Human Resources Manager, and a member of Cabbidubba Hospital executive committee. You are also an employer representative on the hospital's main work health and safety committee.

Your manager, the Chief Executive Officer (CEO) says to you:

"...see what you can do about these assaults or whatever they are in Emergency. Make sure we don't have a rash of workers’ compensation claims; it is the sort of thing that makes us look bad. Get it sorted out as quickly as you can – but remember our budgetary situation. We don't have money to spend there and I don't want any grief from the Health Minister over media reports of assaults!"

Outline your response.