

Career Guidance Confronting Emo	otional Distress   SAFE WO	RK METHOD STATEMENT (S	SWMS)
TASK OR ACTIVIT	Y: Career Guidance Confronting	Emotional Distress	
Business Name:		ABN:	SWMS#
Business Address:			
Contact Person:	Phone:	E ail:	
THIS SAFE WORK METHOD	STATEMENT IS APPRO	THE PC OF THE ROJECT	
Under the Work Health and Safety Regulation (WHS Regulation), a person conduct the proposed work starts.		required to en the that a safe work method s	tatement (SWMS) is prepared before
Full Name:			
Signature:		Title:	Date:
Details of the person(s) responsible for ensuring implementation, monitoring .	ppliance the VMS a well as review	s and modifications of the SWMS.	
Full Name:		Title:	Phone:
ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS MAN HAVE THE FOLLOWING COMMUNICATED	NALE OF ALL RELEVANT PERSONNI EVELOPMENT AND APPROVAL OF	EL WHO HAVE BEEN CONSULTED AND CO THIS SWMS	DMMUNICATED TO IN THE
Safety meetings or toolbox talks will be sched red in account with regislative requirements to first identify any site hazards, such to come hical those hazards and then to further take steps to either eliminate or contract each hazard.			
If an incident or a near miss occurs, all work must stop an alately. Depending on the severity of the incident, a meeting will be called with all workers to amend the SWMS if required. The meeting may also be an educational opportunity.			
Any changes made to the SWMS after an incident or a near miss must be approved by the Person Conducting Business or Undertaking and communicated to all relevant personnel.			
The SWMS must be kept and be available for inspection at least until the work is completed. Where a SWMS is revised, all versions should be kept. If a notifiable incident occurs in relation to which the SWMS relates, then the SWMS must be kept for at least two years from the occurrence of the notifiable incident.			



CLIENT OR PRINCIPAL	CONTRACTOR DETAILS
Client:	SCOPE OF WORKS
Project Name:	
Project Address:	
Project Manager:	
Contact Phone:	
Date SWMS supplied to Project Manager:	
ANY HIGH-RISK CONSTRUC	
☐ involves a risk of a person falling more than 2 meters	I is carried out on or near pressurised gas mains or piping
□ is carried out on a telecommunication tower	carried out on or near chemical, fuel or refrigerant lines
☐ involves demolition of an element of a structure that is load-bearing	□ is carried out on or near energised electrical installations or services
□ involves demolition of an element related to the physical integ. Y of a sucture	$\square$ is carried out in an area that may have a contaminated or flammable atmosphere
□ involves, or is likely to involve, disturbing asb	☐ involves tilt-up or precast concrete
involves structural alteration or repair that quires terrar by supart to prevent collapse	☐ is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor
□ is carried out in or near a confined space	$\Box$ is carried out in an area of a workplace where there is any movement of powered mobile plant
is carried out in/near a shaft or trench deeper that tunnel involving use of explosives	☐ is carried out in areas with artificial extremes of temperature.
☐ is carried out in or near water or other liquid that involves a risk of drowning.	☐ involves diving work.
ANY HIGH-RISK MACHINER	RY OR EQUIPMENT NEARBY



RISK MATRIX										
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE			HEIRARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE	SCORE	ACTION		Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCE		Substitution	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review befor work starts.		Replace the hazard.	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.		Isolate People from the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	nitor and k⊾ records		Engineering Isolate the hazard.	
TARE       LOW       LOW       MODERATE       HIGH       HIGH       LOW       Morecords       Isolate the hazard.         Iotes on Hierarchy of Controls:       Elimination methods are the most effective and preferre usen con flag a hazard. Substitution a the second most effective method of controlling a hazard. Engineering by isolation is the flag usen										

						TIVE EQUIPM					
		Select the ap	propriate PPL	abo, ruitab	i or the equi	oment used or	the job task	being perform	ned (if applica	able).	
FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION		P ECTION	R⊾ ⇒PIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
Other PPE Required:											
	Permit or Licenses Requirements					Mandatory Qualifications and Training					



JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	Emotional Distress, Lack of Motivation, Confusion	ЗН	<ul> <li>Develop and implement a clear communication channel for sharing concerns or experiences.</li> <li>Encourage active listening techniques during discussions to ensure understanding and empathy.</li> <li>Arrange regular debriefing sessions to discuss an otional responses and offer support.</li> <li>Provide access to profession counselling service for guitance counsellors and students when needed.</li> <li>Schedule regular neaks arring sustoins to prevent burnout and alleviate pressure.</li> <li>Promote sensare practice namong a idam accounsellors to maintain their mental well-being.</li> <li>Creation environment onere expressing emotions is considered normal and acceptable.</li> <li>Offer a sing on mognising signs of severe emotional distress in oneself and others.</li> <li>Use rultive anal interviewing techniques to enhance engagement and motivation levels.</li> <li>Clarify ression coals and outcomes to minimise confusion and set realistic expectations.</li> <li>Income t a feedback mechanism that allows individuals to voice concerns or suggest improvements.</li> <li>Foster a ussitive and supportive workplace culture that values mental health and well-being.</li> </ul>	2M
2. Identifying Client Needs	Miscommunication, Misinterpretation, Distress Visualization	ЗН	<ul> <li>Conduct active listening workshops to improve communication skills among staff, minimising the risk of miscommunication.</li> <li>Use clear and simple language in written materials provided to clients to avoid misinterpretation.</li> <li>Implement a standardised questionnaire to ensure consistency in gathering client information and needs.</li> <li>Schedule regular debriefing sessions for staff to discuss challenging cases and strategise on approach, reducing potential distress.</li> <li>Train staff in recognising body language and non-verbal cues to enhance understanding and prevent misinterpretation.</li> <li>Maintain an up-to-date database of resources and referral options for clients experiencing significant emotional distress.</li> <li>Develop role-playing scenarios during staff training to practice managing clients who exhibit signs of emotional distress.</li> <li>Utilise empathetic communication techniques to create a supportive environment, reducing anxiety or misunderstanding.</li> <li>Initiate regular professional supervision sessions to provide guidance and support for staff dealing with emotionally charged situations.</li> <li>Incorporate mental health first aid training as a compulsory part of employee development to better manage distress visualisation.</li> </ul>	2M



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3. Developing an Action Plan	Procrastination, Overwhelm, Indecision	3Н	<ul> <li>Provide clear guidance and training on time management techniques to minimise procrastination.</li> <li>Break down the action plan into smaller, management techniques to minimise procrastination.</li> <li>Encourage regular check-ins with a supervision mentor to maintain accountability and direction.</li> <li>Utilise decision-making frameworks to assumindividuous an evaluating options and making informed decisions.</li> <li>Incorporate stress-reduction strategies such as undfulness supervises or relaxation techniques into daily routines.</li> <li>Establish realistic discusses an environities to help making workload effectively and reduce pressure.</li> <li>Offer access accounselling or superit service out individuals experiencing emotional distress.</li> <li>Create a supervise environment where uployees feel comfortable expressing concerns and seeking help:</li> <li>Implicities are uplaced back sessions to provide positive reinforcement and adjust plans as needed.</li> <li>Encourage use uplicated actions to provide positive reinforcement and adjust plans as needed.</li> </ul>	2M
4. Documentation	Stress from Paperwork, Lacobocus	2М		1L

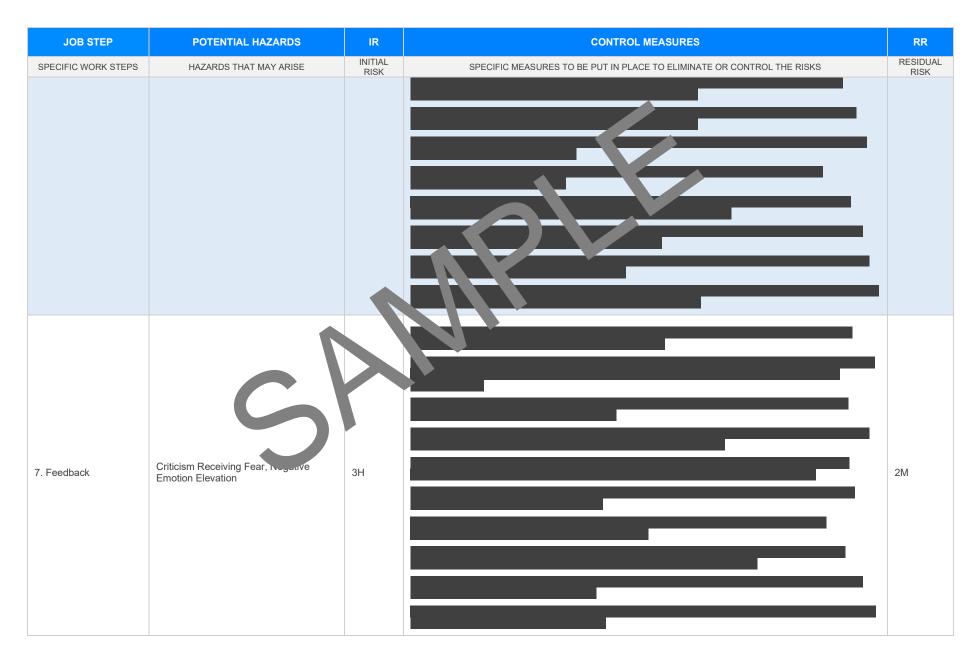


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5. Implementation Phase	Progress Blocks, Failure Anxiety, Disappointment	ЗН		2М
6. Follow up	Difficulty in Tracking Progress, Emotional Fluctuation	2M		1L

Version 2.5

Date of Issue:





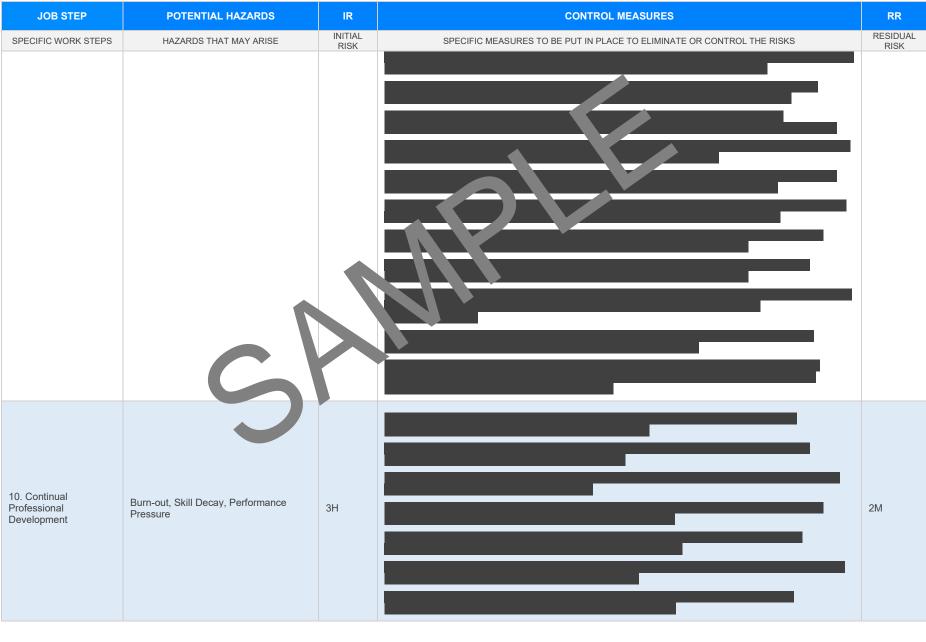


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				1
. Re-evaluation and djustment	Overwhelm by Changes Losk of Adaptability	2		2M
ujustnent				I
. Discussion of Future Goals	Fear of the Unknown, Lack of Confidence, Uncertainty Anxiety	ЗН		2M

Date of Issue:

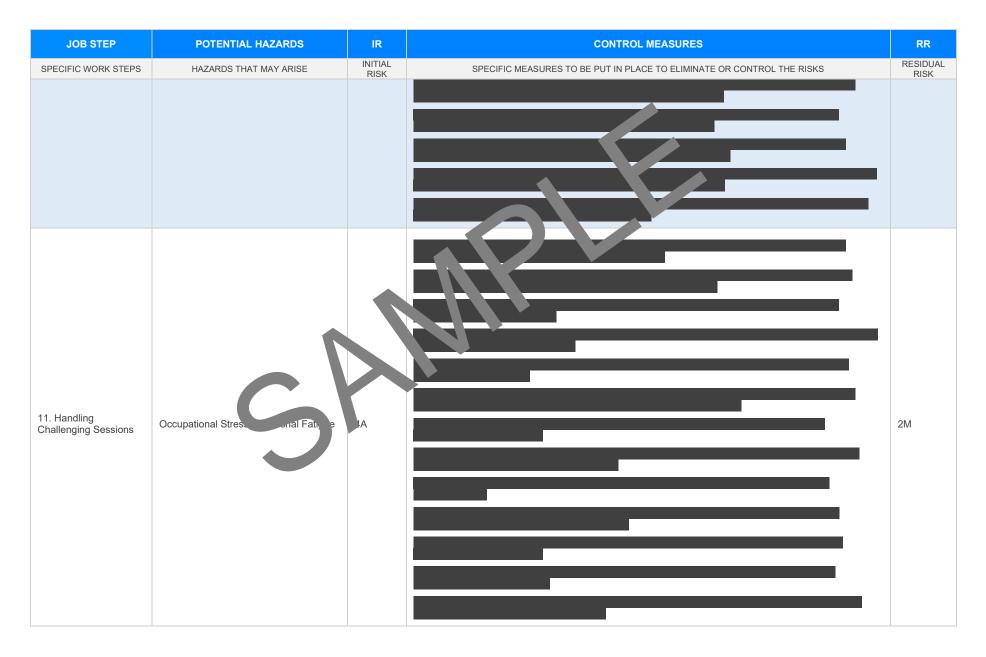
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Date of Issue:







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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
12. Dealing with Difficult Clients	Client Aggressiveness, Verbal Abuse	4A		ЗН
13. Managing Urgent Situations	Crisis Decision-Making, Intense Emotional Responses	4A		ЗН

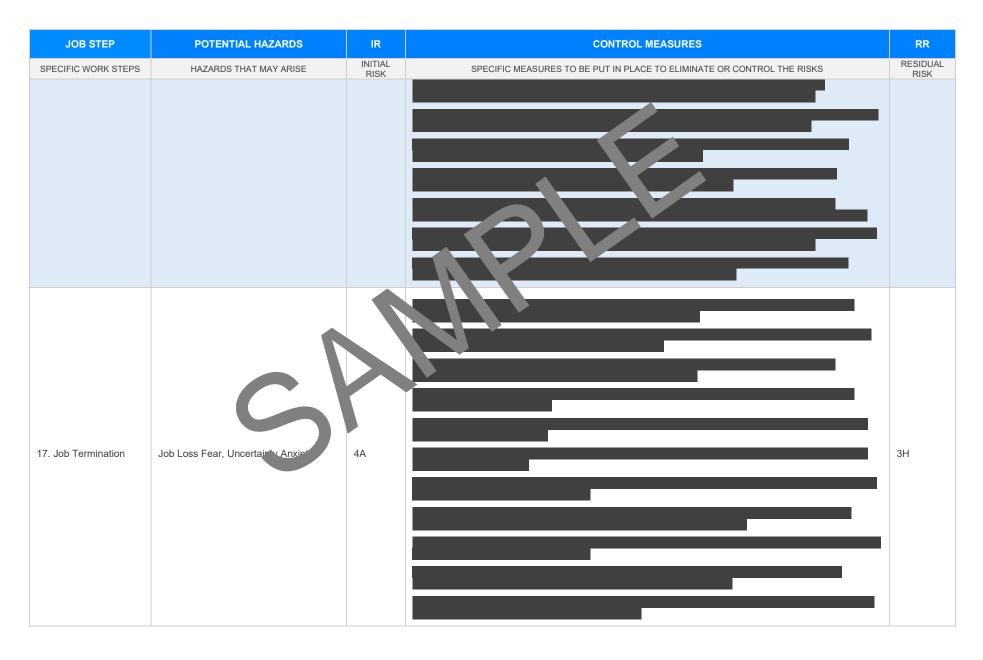






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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
15. Addressing Ethical Issues	Engagement in Uncomfortable Conversations, Ethical Dilemma Stress	44		2M
16. Coping with Organisational Changes	Change Resistance, Anxiety from the Unknown	ЗН		2M

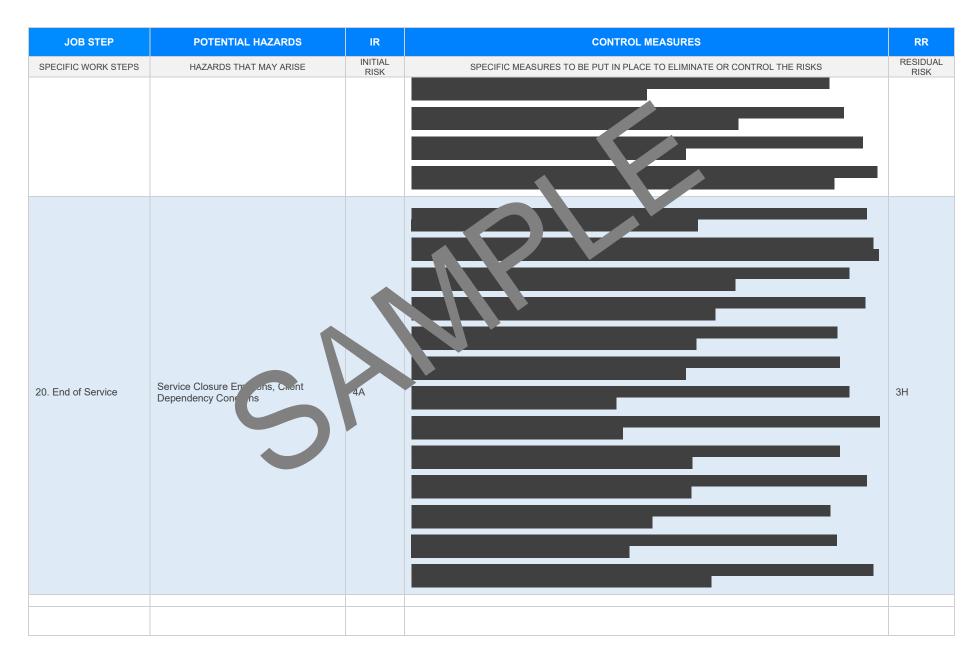






JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
18. Workplace Cybersecurity	Identity Theft, Phishing Attacks Anxiety	ЗН		1L
19. Mental Health Advocacy	Misunderstandings, Confront Social Prejudice	ЗН		1L





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#### **EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES**

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

LEGISLATIVE REFERENCES							
RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES ANY STATE AT ARE NOT APPLICABLE							
Queensland & Australian Capital Territory Work Health and Safety Act 2011 Work Health and Safety Regulations 2011 Legislation QLD: https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws Codes of Practice QLD: https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice Legislation ACT: https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations Codes of Practice ACT: https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice	Victoria Occupational Health all Safety Act and Occupational Health and onfetro egulations 2017 Legis non VIC: <u>https://www.ecuxsafe.vic.gov.au/occupational-health-and-safety-act-and- rulations</u> ordes of mactice VIC <u>cuttps://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice</u>						
New South Wales         Work Health and Safety Act 2011         Work Health and Safety Regulations 2017         Legislation NSW: <a href="https://www.safework.nsw.gov.au/legal-obligations/legislatic">https://www.safework.nsw.gov.au/legal-obligations/legislatic</a> Codes of Practice NSW: <a href="https://www.safework.nsw.gov.au/resource-library/lis">https://www.safework.nsw.gov.au/legal-obligations/legislatic</a>	Western Australia Work Health and Safety Act 2020 Work Health and Safety Regulations 2022 Legislation Western Australia: <u>https://www.commerce.wa.gov.au/worksafe/legislation</u> Codes of Practice WA: <u>https://www.commerce.wa.gov.au/worksafe/codes-practice</u>						
Northern Territory Work Health and Safety (National Uniform Legislation) Act 2011 Work Health and Safety (National Uniform Legislation) Regulation 2015 Legislation NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/workplace-servelaws</u> Codes of Practice NT: <u>https://worksafe.nt.gov.au/formediatestations</u>	Safe Work Australia Links Law and Regulation (All States): <u>https://www.safeworkaustralia.gov.au/law-and-regulation</u> Model Codes of Practice: <u>https://www.safeworkaustralia.gov.au/resources-publications/model- codes-of-practice</u>						
South Australia         Work Health and Safety Act 2012 (SA)         Work Health and Safety Regulations 2012 (SA)         Legislation for SA: <a href="https://www.safework.sa.gov.au/resources/legislation">https://www.safework.sa.gov.au/resources/legislation</a> Codes of Practice for SA: <a href="https://www.safework.sa.gov.au/word">https://www.safework.sa.gov.au/resources/legislation</a> Codes of Practice for SA: <a href="https://www.safework.sa.gov.au/word">https://www.safework.sa.gov.au/word</a> Tasmania         Work Health and Safety Act 2012         Work Health and Safety (Transitional and Consequential Provisions) Act 2012         Work Health and Safety Consequential Provisions         Work Health and Safety (Transitional and Consequential Provisions)         Work Health and Safety (Transitional Act 2012)	Model Codes of Practice  - Managing noise and preventing hearing loss at work - Confined spaces - Labelling of workplace hazardous chemicals - Managing risks of hazardous chemicals in the workplace - Welding processes - First aid in the workplace - Managing the risk of falls at workplaces - Hazardous manual tasks - Managing the risk of falls in housing construction						
Work Health and Safety Regulations 2012 Work Health and Safety (Transitional) Regulations 2012 Legislation for TAS: <u>https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations</u> Codes of Practice for TAS: <u>https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice</u> Details of permits, licenses or access required by regulatory bodies (add or delete as required):	<ul> <li>Managing electrical risks in the workplace</li> <li>Demolition work</li> <li>Excavation work</li> <li>Work health and safety consultation, cooperation and coordination</li> <li>Managing the work environment and facilities</li> <li>How to manage work health and safety risks</li> </ul>						
<ul> <li>Permits from local council</li> <li>Authorisation to commence work</li> <li>Any required documents.</li> </ul>	- Managing risks of plant in the workplace - Construction work						



#### SIGNATORIES OF THE SAFE WORK METHOD STATEMENT

The signed and dated personnel listed below have cooperated in the consultation and development of this Safe Work Method Statement which has been approved by the Person/s Conducting a Business or Undertaking (PCBU). In signing this Safe Work Method Statement each individual acknowledges and confirms that they have read this SWMS in full, having raised any questions for items on this Safe Work Method Statement that require clarification, and confirms that they are competent, skilled and knowledgeable for the task assigned to them. Every person acknowledges that they have received the relevant training and gualifications where required, before carrying out any work contained in this Safe Work Method Statement. By signing this Safe Work Method Statement each individual agrees to work safely, to follow any safe work instructions which are provided, and agrees to use all Personal Protective Equipment where appropriate.

Worker Name	Signature	Date

#### SAFE WORK N THE ST ATEM ANT MONITORING AND REVIEW

d must reviewed (and

hav be sted by the operation

should be carried out in

The SWMS must be reviewed regularly to make sure it remains fective revised if necessary) if relevant control measures are revised. The viewn consultation with workers (including contractors htractors Vb of the SWMS and their health and safety representatives who represented that work group at the workplace.

When the SWMS has been revised the PCBU must ensure that persons involved with the work are advised that a revision has been made and how they can acces he revised SWMS, including all persons who will need to change a work procedure or system as a region of the review are advised of the changes in a way that will enable them to implement their duties antly with the revised SWMS. All workers that will be involved in the work must be provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

The SWMS must be monitored regularly for the effectiveness of ensuring hazard controls are effective in reducing the risk of incidents, keeping the workplace safe for all personnel. The person responsible for monitoring the effectiveness of the Safe Work Method Statement should employ a multi-faceted approach which includes but is not limited to:

- 1. Spot Checks.
- 2. Consultation with workers, contractors and sub-contractors.
- 3. Internal audits on a continual basis.

An approach of continuous improvement, promptly recording inconsistencies or deficiencies. followed up by immediate corrective action and consultation with all relevant personnel ensures that the PCBU is consistently developing ever-improving systems of safe work principles.

REVIEW NUMBER	1	2	3	4	5	6	7
NAME							
INITIALS							
DATE							



#### SAFE WORK METHOD STATEMENT REVIEW CHECKLIST

This Safe Work Method Statement Review Checklist is to be followed and used upon initial development of the SWMS to help ensure that all steps have been adequately taken before work commences. Think of this document as an internal audit review checklist before commencing work, and may form part of a Toolbox Talk (safety meeting) and may be used as an opportunity for education and training.

ITEMS WHICH MUST BE INCLUDED IN THE SWMS	COMPLETED	COMMENTS
The company details have been entered, including the project name and address.		
All relevant personnel consulted during the development of the SWMS.		
Name, signature, position and date signed of the person approving the SWMS.		
Specific personnel and qualifications, experience is noted in the SWMS.		
Provides a step-by-step process of tasks required to carry out the activity or task.		
Adequate risk assessment of any identified hazards has been completed.	$\boxtimes$	
Foreseeable hazards are identified and documented for each step.	$\boxtimes$	
Any hazards listed in any site risk assessments have been added to the SWMs	$\boxtimes$	
SWMS initial risk (IR) column as well as residual risk (RR) column mpleted.	$\boxtimes$	
Check control measures added to the SWMS are the most effective selection	$\boxtimes$	
Responsible person is assigned and listed on the property of the importation control measures.	$\boxtimes$	
Permit or licenses requirements specified, su as Hot Work, Electric Work, Work at Heights etc.	$\boxtimes$	
SWMS identifies plant and equipment to be use	$\boxtimes$	
Details of inspection checks required for any equipment listed protection on the SWMS.	$\boxtimes$	
Describes any mandatory qualifications, experience, and g or skills required to perform the work.	$\boxtimes$	
Applicable personal protective equipment is selected on the SWMS.	$\boxtimes$	
Reflects and documents any legislative references and/or Australian Standards.	$\boxtimes$	
Identifies any hazardous substances used with specific control measures in line with any SDS.	$\boxtimes$	
REVIEWED BY	DATE REVIEWED	
SIGNATURE	DATE COMPLETED	