

Effective Communication With	Customers SAFE WORK	METHOD STATEMENT (SWN	IS)
TASK OR ACTI	VITY: Effective Communication \	With Customers	
Business Name:		ABN:	SWMS#
Business Address:			
Contact Person:	Phone:	E fil:	
THIS SAFE WORK METHOD	STATEMENT IS APPROVED BY		
Under the Work Health and Safety Regulation (WHS Regulation), a person conduct the proposed work starts.	sting a business or under the (Pourt) is	required to en the that a safe work method s	tatement (SWMS) is prepared before
Full Name:			
Signature:	NK	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 ad in account with egislative requirements to first identify any site hazards, such a company hica 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 attactive 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 terminary 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.	
Index LOW LOW MODERATE HIGH HIGH LOW Revecods Isolate the hazard. Index on Hierarchy of Controls: Elimination methods are the most effective and preferre even conclude a hazard. Substitution is the second most effective method of controlling a hazard. Engineering by isolation is the vir unost environment), whele administrative controls by changing the work is the fourth most effective method. PPE (Personal Protective Equation is the virtual of the least effective PPE									

						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						Ма	andatory Qual	ifications and	Training	

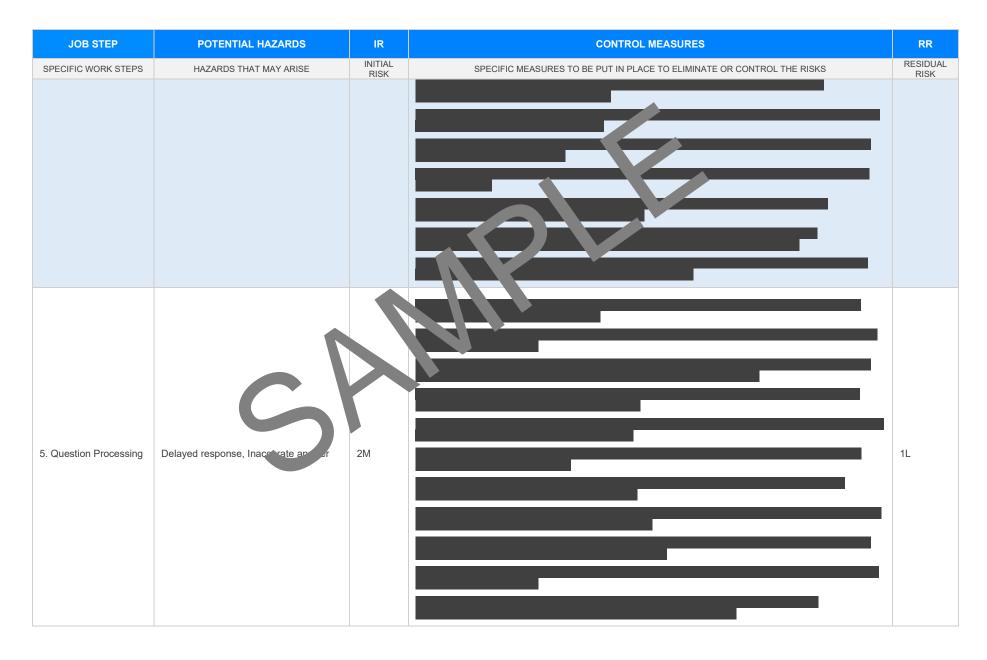


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
1. Preparation	Miscommunication, Lack of information	2М	 Conduct thorough training sessions for encoyees to enhance communication skills and ensure accurate information delivery. Develop clear and concise communication provide and guidelines to minimise misunderstandings. Use visual aids, such as discrams or charts, to explement a scal instructions and improve clarity. Arrange regular team meeting to discuss potential conductation issues and brainstorm solutions. Implement a fer totack system were customers can provide input about their communication experiences. Utiliseractive tening techniques to neuroiderstand customer needs and confirm understanding by repetion inform on text. Ensure a staff has access to updated reference materials and product/service knowledge to provide accurate information. Establing a process for employees to seek clarification from supervisors when unsure about customer vises. Encourse the use of plain language and avoid technical jargon unless necessary, making sure stomets understand the information provided. Newide bilingual support or translation services when dealing with non-English speaking customers to prevent miscommunication. 	1L
2. Initial Contact	Verbal abuse, Misunderstanding	2М	 Establish clear communication guidelines, including how to address customers respectfully and professionally. Implement active listening techniques to ensure workers accurately understand customer inquiries and concerns. Train employees in conflict resolution skills to manage and de-escalate potentially abusive situations. Provide workers with scripts or prompts for common scenarios to maintain consistent and positive communication. Encourage employees to repeat back key points of customer requirements or issues to confirm understanding. Install call recording systems (with consent) to review difficult interactions for training purposes and quality assurance. Use plain language and avoid jargon when communicating with customers to minimise misunderstandings. Supply staff with training on recognising verbal cues that might indicate confusion or dissatisfaction from the customer. 	1L



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			 Allow employees to take short breaks after a challenging interaction to reduce stress and maintain composure. Introduce a policy where employees can transferences to a supervisor if an interaction becomes too difficult to manage. 	
3. Information Gathering	Insufficient data, Privacy breach	ЗН	 Conduct thorough training for employees on effective data collection techniques to ensure accuracy and comprehensiveness. Implement robust data vertication processes to eafirm the empleteness and correctness of collected information. Use secure, energiese evental placerns for storing and sharing customer information to prevent unauthorised areas. Develop clearent eventation what concrete sensitive information and how it should be handled to minimum privacy regard. Regular equiption in the mation systems and data handling processes to identify vulnerabilities and rectify them plarm. Educate employees or privacy laws and regulations to ensure compliance and protect customer data fractive. Limit to traccess to authorised personnel only through the use of passwords and user authentication echanics. Utilise customer feedback mechanisms to continuously improve the quality and relevance of information gathering practices. Implement a clear consent process where customers are informed and agree to how their data will be collected and used. Periodically review data collection tools and methods to incorporate the latest security technologies and practices. 	2М
4. Product Explanation	Incomplete information, Misinformation	2M		1L







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6. Closing Interaction	Customer dissatisfaction, Misunderstanding	214		
7. Follow-UpSteps	Failure to follow through, Missing communication	2M		1L
	Contraction			

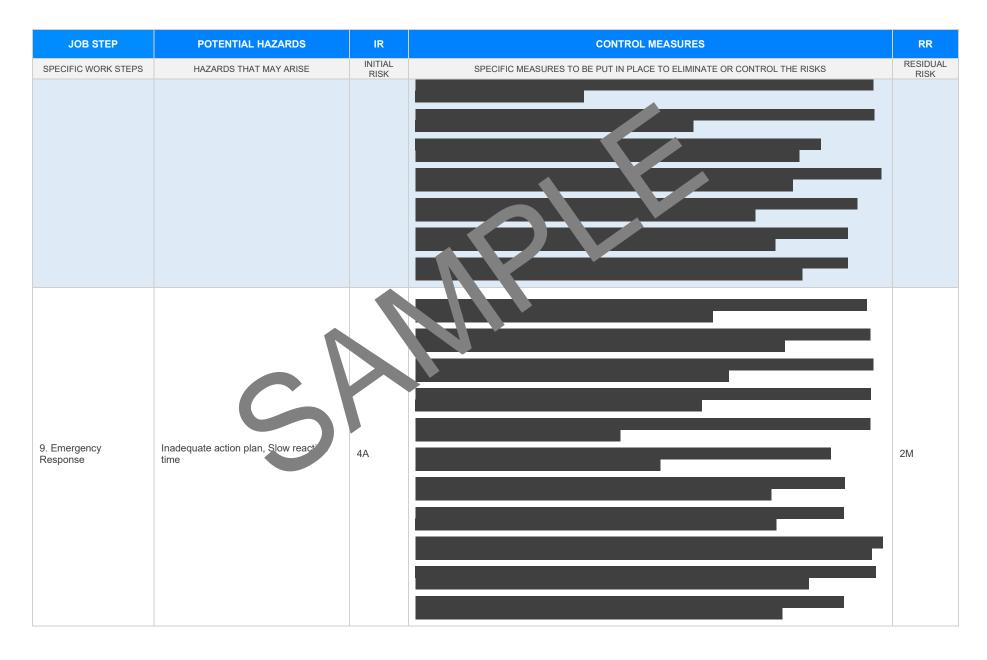
Version 2.5

Date of Issue:







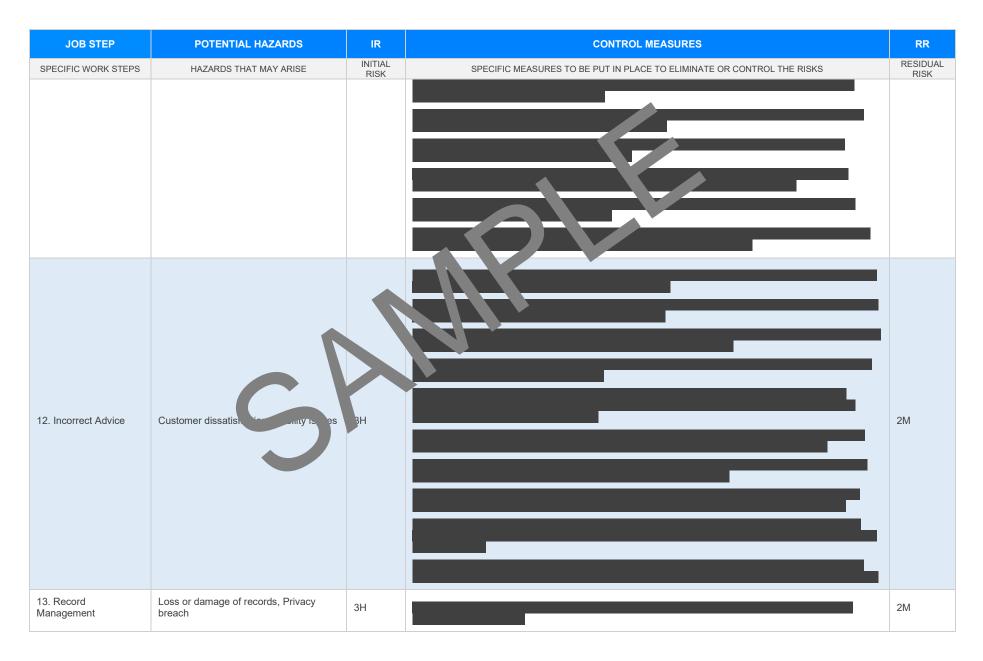




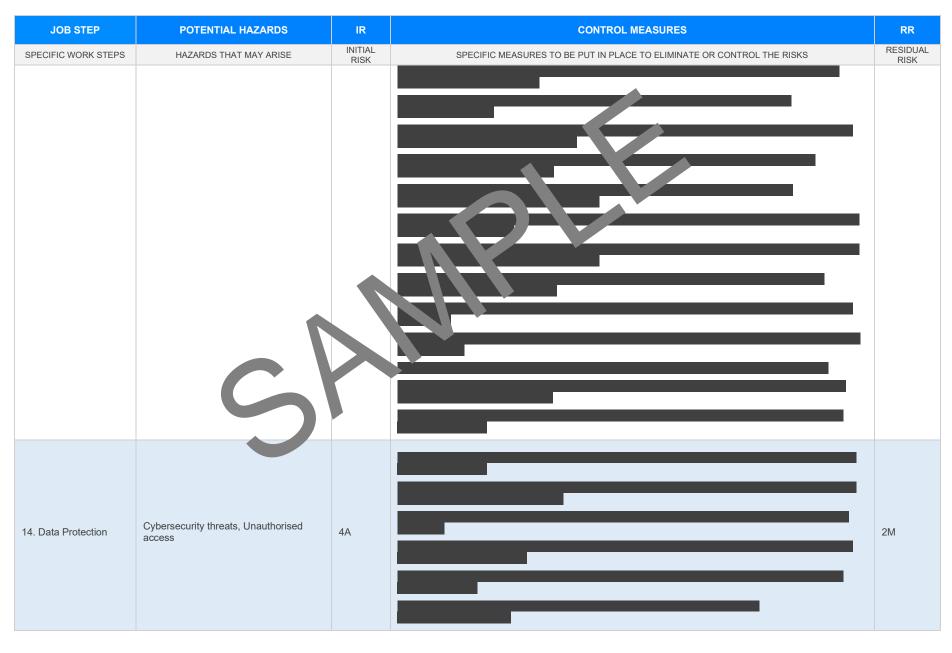
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10. Ongoing Communication	Misinformed advice, Unclear communication	2М		1L
11. Confidentiality Breach	Data leak, Identity theft	4A		2М

Date of Issue:





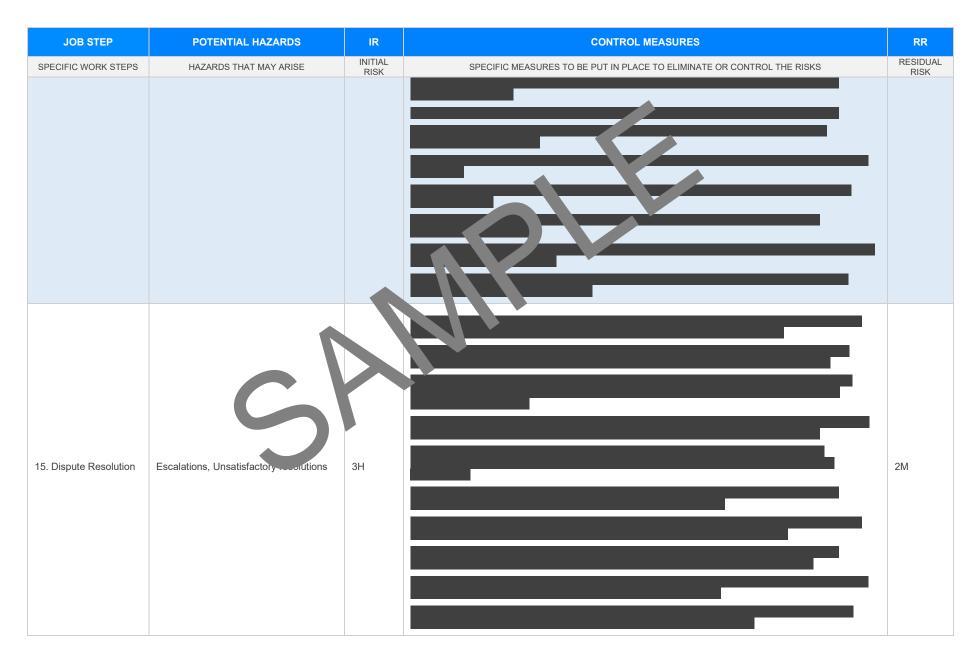




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16. Customer Satisfaction Monitoring	Unreliable feedback, Lack of cooperation	2М		1L
17. Performance Evaluation	Biased review, Random sampling error	ЗН		2M







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19. System Upgrades	Service disruption, Pawenonality issu	зн		2M



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20. Business Continuity Planning	Lack of emergency plan, Scenarios not covered	ЗН		2M



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 REF	ERENCES
RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISL	ATIVE 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: <u>https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws</u> Codes of Practice QLD: <u>https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice</u> Legislation ACT: <u>https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice</u> Codes of Practice ACT: <u>https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice</u>	Victoria Occupational Health au Safety Act and 4 Occupational Health and a fety or gulations 2017 Legistron VIC: <u>https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and- gulations</u> of thes on mactice VIC <u>extps://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: https://www.safework.nsw.gov.au/legal-obligations/legislati-codes codes of Practice NSW: https://www.safework.nsw.gov.au/legal-obligations/legislati-codes codes of Practice NSW: https://www.safework.nsw.gov.au/legal-obligations/legislati-codes codes of Practice NSW: https://www.safework.nsw.gov.au/resource-library/lis <a acts-and-regulations"="" href="https://www.safework.nsw.gov.gov.gov.gov.gov.gov.gov.gov.gov.gov</td><td>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></td></tr><tr><td>Northern Territory
Work Health and Safety (National Uniform Legislation) Act 2011
Work Health and Safety (National Uniform Legislation) Regulation 2011
Legislation NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/weiplace-serv-laws</u>
Codes of Practice NT: <u>https://worksafe.nt.gov.au/ferresourcest/compliance/weiplace-serv-laws</u></td><td>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-</u>
<u>codes-of-practice</u>
Model Codes of Practice</td></tr><tr><td>South Australia
Work Health and Safety Act 2012 (SA)
Work Health and Safety Regulations 2012 (SA)
Legislation for SA: <u>https://www.safework.sa.gov.au/resources/legislation</u>
Codes of Practice for SA: <u>https://www.safework.sa.gov.au/work_aces/codes-of-practice#COPs</u></td><td> 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 </td></tr><tr><td>Tasmania Work Health and Safety Act 2012 Work Health and Safety (Transitional and Consequential Provisions) Act 2012 Work Health and Safety Regulations 2012 Work Health and Safety (Transitional) Regulations 2012 Legislation for TAS: https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations Codes of Practice for TAS: https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice	 First aid in the workplace Managing the risk of falls at workplaces Hazardous manual tasks Managing the risk of falls in housing construction Managing electrical risks in the workplace Demolition work Excavation work Work health and safety consultation, cooperation and coordination
Details of permits, licenses or access required by regulatory bodies (add or delete as required): - Permits from local council - Authorisation to commence work - Any required documents.	 Work nearth and safety consultation, cooperation and coordination Managing the work environment and facilities How to manage work health and safety risks 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	