Maintaining Clear Communication D	ouring Operations SAFE V	VORK METHOD STATEMENT	(SWMS)
TASK OR ACTIVITY:	Maintaining Clear Communicat	ion During Operations	
Business Name:		ABN:	SWMS#
Business Address:			
Contact Person:	Phone:	E jil:	
THIS SAFE WORK METHOD	STATEMENT IS APPRO	THE PC. OF THE ROJECT	
Under the Work Health and Safety Regulation (WHS Regulation), a person condu- the proposed work starts.	cting a business or under the (PC - I) is	s required to en the that a safe work method	statement (SWMS) is prepared before
Full Name:			
Signature:		Title:	Date:
Details of the person(s) responsible for ensuring implementation, monitoring	opliance the VMS a well as review	ws and modifications of the SWMS.	
Full Name:		Title:	Phone:
ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS MAS MAN HAVE THE FOLLOWING COMMUNICATED	NA 2 OF ALL RELEVANT PERSONN EVELOPMENT AND APPROVAL OF	IEL WHO HAVE BEEN CONSULTED AND C THIS SWMS	COMMUNICATED TO IN THE
Safety meetings or toolbox talks will be sched, ed in according with gislative requirements to first identify any site hazards, such a communication 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 ately. 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.	
Torket LOW LOW MODERATE HIGH HIGH LOW ktorecords Isolate the hazard. Index on Hierarchy of Controls: Elimination methods are the most effective and preferrement on the value of the hazard. Substitution Administrative Index on Hierarchy of Controls: Elimination methods are the most effective and preferrement on the value of the hazard. Substitution Administrative Index on Hierarchy of Controls: Elimination methods are the most effective and preferrement on the value of the hazard. Substitution Administrative Controls by changing the work is the fourth most effective method. PPE (Personal Protective Equation), the least effective 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					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	Miscommunication, Noise disruption	2М	 Develop a clear communication plan that countes key messages and preferred communication methods for all team members. Provide noise-cancelling headsets to team members working in areas with significant background noise. Arrange regular briefings better commencing we to ensure preryone understands their tasks and responsibilities. Use two-way radial counter of a clear communication among the team, especially in noisy environments. Implement weal signals using a solution of a clear communication strategy to convey important information non-usually. Estates a quieture or designated communication area where important discussions can take place without neutroption. Conduct training sessions focussed on effective communication skills, including active listening and edbacit echnices. Envire a team members are familiar with hand signals to be used when verbal communication is not ossible. Inhedule regular check-ins throughout the operation to address any communication issues or concerns. Designate a communication officer responsible for facilitating and maintaining clear lines of communication among team members. Perform regular audits and assessments of communication practices to identify and rectify potential issues promptly. 	1L
2. Briefing	Incorrect information, Ambiguity	2M	 Ensure all briefing materials are prepared in advance and verified for accuracy. Use clear, simple language to minimise the risk of misunderstanding complex terms or jargon. Conduct the briefing in an environment with minimal distractions to ensure full attention from all participants. Utilise visual aids, such as diagrams or slides, to clarify key points and instructions during the briefing. Encourage questions throughout the briefing to confirm understanding and clarify information. Circulate written summaries of key points discussed in the briefing to all team members after the session. Implement a feedback loop where team members can provide input on the clarity and effectiveness of briefings. Designate a primary point of contact for any clarifications that might be needed post-briefing. 	1L

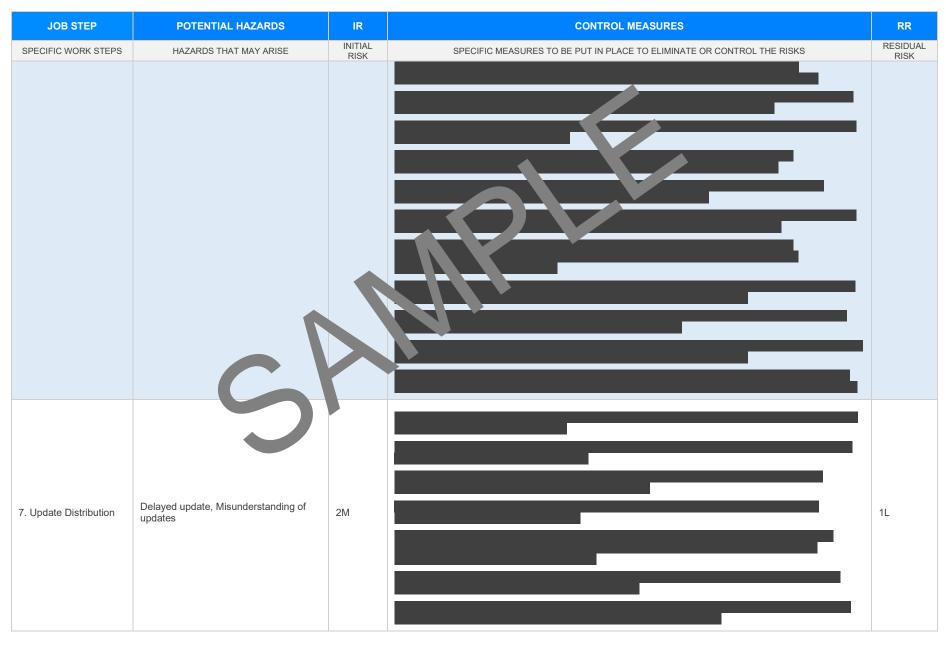


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
			- Include scenario-based examples to illustrate how instructions should be executed in practice, reducing ambiguity.	
			- Regularly review and update briefing protocols to gin with evolving standards and operational changes.	
			- Establish a clear communication protocol to t all employ is must follow to ensure messages are accurately conveyed and understood.	
			- Use standardised documentation for operation ensuring that my changes or updates are communicated through officienchannels.	
			- Conduct regular training sessions on effective communication techniques, highlighting the importance of clarity and accurate	
			- Implement vo-way con unication system mere feedback is encouraged, ensuring messages are correctly inten, ited and a misunde, includes are quickly addressed.	
3. Operational Plan Execution	Misinterpretation, Unauthorised changes	ЗН	 Assession community on officer for each team or shift who is responsible for relaying information and verifying a naccura Utilise risult has been as diagrams, flowcharts, and written instructions to supplement verbal 	2M
			communeration and receive the risk of misinterpretation.	
			Require confirmation of receipt and understanding of instructions from all recipients to ensure the n sage has been correctly comprehended.	
			Install and maintain reliable communication tools and technology to facilitate effective exchange of information.	
			- Develop an escalation process for addressing unauthorised changes, ensuring only approved personnel have the authority to amend operational plans.	
4. Communication Checkpoints	Inadequate updates, Signal loss	2M		1L
Oneorpoints				

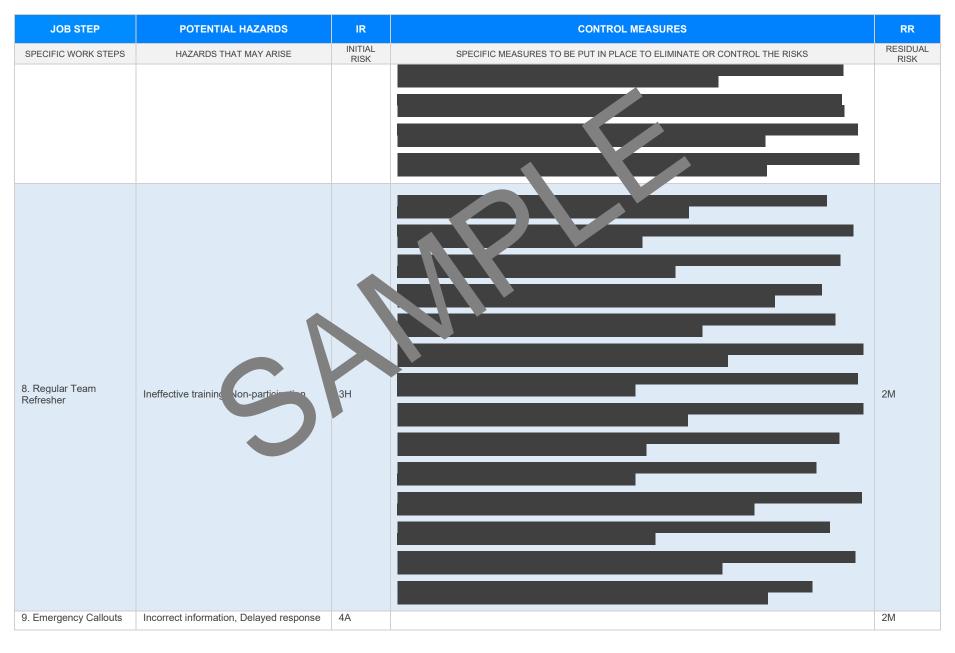


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
5. Problem Reporting	Missed report, Inaccurate diagnosis	ЗН		2M
6. Issue Resolution	Miscommunication, Overlooking problems	2M		1L









Version 2.5

Date of Issue:

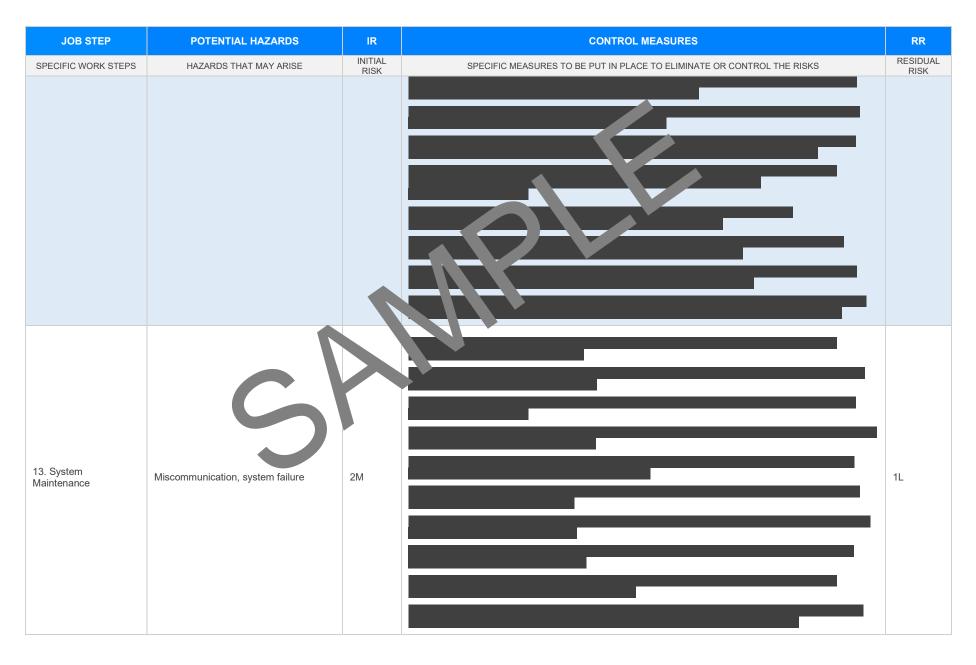






JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
				I
11. Operational Debriefing	Incomplete feedback Rushed debriefing	2M		1L
12. Record Keeping	Record misunderstanding, Record loss	ЗН		1L

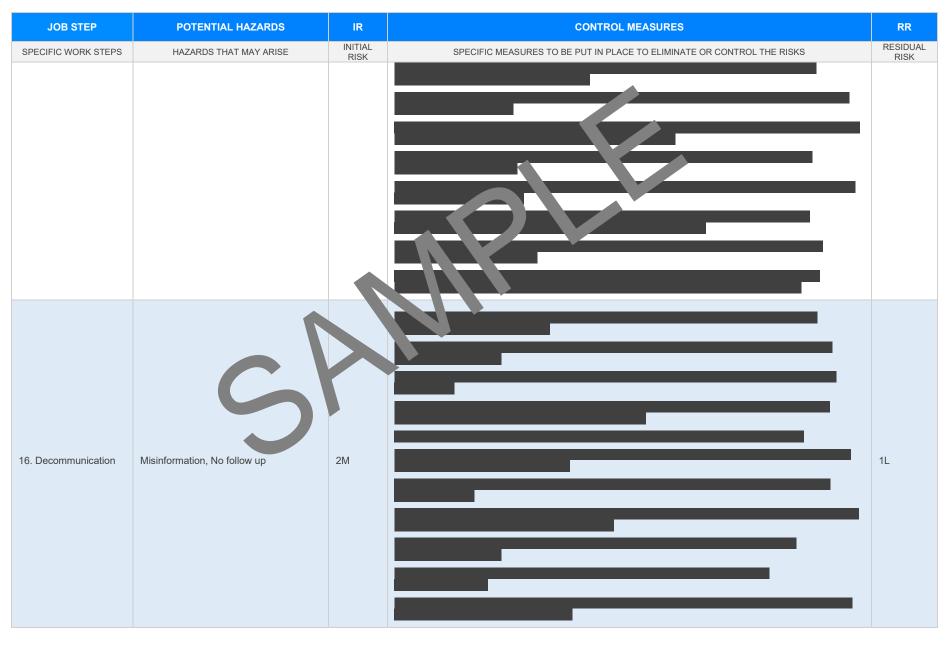






JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
14. Process Evaluation	Imprecise assessment, Overlooked dangers	3Н		2M
15. Continuous Improvement	Resistance to change, Incomplete improvement	2M		1L





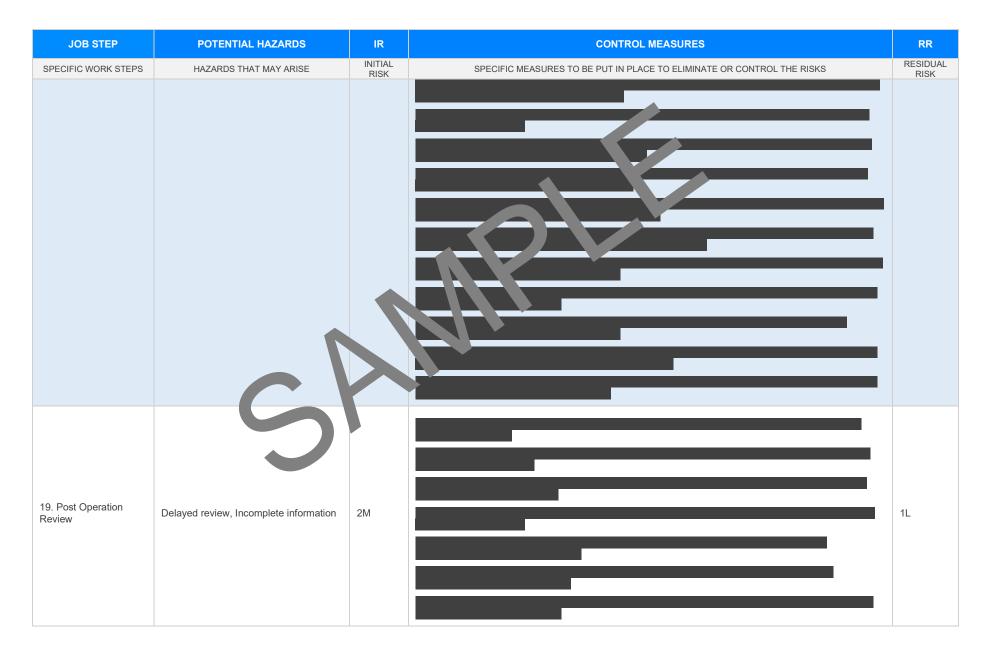




JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
17. Re-communication	Misunderstood instructions, Wrong use of channels	ЗН		1L
18. Task Finalisation	Incomplete finalisation procedures, Nonadherence to safety protocols	4A		2M

Date of Issue:













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
	S			



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: 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 at Safety Act and 4 Occupational Health and onfety or gulations 2017 Legistron VIC: <u>https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and- rulations</u> or des of chactice VIC <u>autps://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/legislative Codes of Practice NSW: https://www.safework.nsw.gov.au/legal-obligations/legislative	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 2011 Legislation NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/weicplace-serve-laws</u> Codes of Practice NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/weicplace-serve-laws</u> Codes of Practice NT: <u>https://worksafe.nt.gov.au/laws-and-compliance/weicplace-serve-laws</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: <u>https://www.safework.sa.gov.au/resources/legislation</u> Codes of Practice for SA: <u>https://www.safework.sa.gov.au/work_laces/codes-of-practice#COPs</u> Tasmania	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
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: <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>	 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 health 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	