**Case Study Instructions**

* Read the scenarios and answer the questions below for each of the scenarios.

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| **No.** | **The student’s assessment shows evidence of the following:** |
| 1 | Section 1 - Scenario 1 |
|  | *Arnold is a physiotherapist and a health and safety representative at a community health centre that provides nursing and allied health services. Arnold’s manager Natasha has asked Arnold to conduct a review of the WHS infection control policies, procedures and practices in the workplace.*  *Arnold agrees to conduct the review but soon discovers that he requires some expert advice, as the knowledge required to review some of the nursing and podiatry infection control procedures are beyond his scope of practice.*  *The community health centre does not permanently employ anyone suitably qualified to assist Arnold in this infection control review process, so Arnold consults the WHS polices to find out what rights he has to access help.* |
|  | **Required Evidence** |
| **Q1** | What information regarding workplace support services should Arnold find in the community health centre’s WHS policies? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |

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| **2** | **Section 2 - Scenario 2** |
|  | *Fatima is a care worker at an aged care facility. Last week, Fatima noticed that the hoist she was using to transfer a resident out of bed was very awkward to use.*  *Fatima mentioned the hoist to her colleague Jessica, who agreed that everyone finds that particular hoist hard to use.*  *Fatima mentions the issue to her manager, Scott, and asks why something has not been done about the hoist. Scott advises Fatima that this is the first he has heard of the issue as staff clearly aren’t reporting their near misses on the incident reporting system.*  *When Scott discusses the lack of reporting at the next staff meeting, he is surprised to discover that very few of the workers are aware of the WHS polices relating to risk management and hazard, incident and injury record keeping.* |
|  | **Required Evidence** |
| **Q1** | Why is it important for Fatima’s workplace to develop WHS record-keeping policies and procedures? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |
| **Q2** | What important legislative record-keeping requirements should Fatima and the other workers be aware of? |
| Answer |  |
| Result | **Satisfactory  Not Satisfactory** |
| Q3 | What information should Fatima find in her WHS policies regarding hazard, injury and incident reporting? |
| Answer |  |
| Result | **Satisfactory  Not Satisfactory** |
| Q4 | What information should Fatima find in the WHS policies regarding the workplace requirements for incident investigation and record keeping? |
| Answer |  |
| Result | **Satisfactory  Not Satisfactory** |
| 3 | Section 3 - Scenario 3 |
|  | *Isla is the manager of a team of community services workers that deliver domestic home help such as cleaning, shopping and showering assistance.*  *Isla’s team recently had an external WHS auditor assess the safety management systems in the workplace.*  *The auditor recommended that Isla and the team update the WHS policies, hazard management and training programs in their workplace.*  *The auditor also made recommendations that the workers should be included in the process of establishing WHS priorities and developing a WHS action plan.* |
|  | **Required Evidence** |
| **Q1** | Why is it important for Isla to include the workers in the process of establishing WHS priorities? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |
| **Q2** | What factors should Isla consider when developing a WHS action plan in consultation with the workers? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |
| **Q3** | What are the potential barriers to WHS improvement in this workplace and how might Isla identify those barriers? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |
| **Q4** | What are some common hazards that may be present in this community services environment and what risk minimisation strategies might Isla put in place to reduce risk to the workers? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |

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| **Q5** | What are some essential factors required for Isla to monitor the progress of the WHS action plan, and how can she monitor actual achievement against planned progress? |
| **Answer** |  |
| **Result** | **Satisfactory  Not Satisfactory** |

S=Satisfactory NS=Not Satisfactory