

GOOD SAFETY BUT BAD PROCESS

Road Safety
Week

Dangerous Goods
Manifest

Risk
Assessment
Workshop

Monthly
Webinars



What's new in May?

Are your safety systems set up to minimise human error? This month Gary discusses human error in the workplace and Andrea explains if your site needs a Dangerous Goods Manifest.



Also this month:

- Road Safety Week: 14th to 21st May
- Risk Assessment workshop: 9th May
- Other Safety Events and training.

Stay Safe!

Gary Rowe

Safety Webinar – 12th May 10am

We invite you to join us at **10am on Friday 12th May** for our free monthly webinar to keep you up to date on workplace health and safety. Gary and the team present short informal sessions of only 20 to 30 minutes on topical issues and answer your questions.

Register [here](#)

Missed our last webinar? View them [here](#)



Andrea Rowe



Stephen Weber



Katie Weber



Sue'Ellen Bennett



Vivek Ravi



Nick Bennett



Sarah Oliver

Good Safety but Bad Process

In this article Gary Rowe updates an earlier news article with a similar title.

Do you generally achieve good outcomes in your business even though you know your



processes are far from ideal? If so, chances are you are over-relying upon your team to compensate for the gaps or deficiencies in the system.

Not unsurprisingly, we like it when our workers are flexible and help us achieve good results by working around our unclear systems, but we are also quick to blame workers when they make a mistake.

Error Judgement

We often hear “we’re only human”, and in the workplace we occasionally see incident reports conclude “human error” as the cause of some adverse event eg “he forgot to switch it off” or “she picked up the wrong box”.

Error judgement is a social process, not technical

In this article we show that **human error is a starting point** for investigations, **not a conclusion or cause**. Understanding this approach can rejuvenate incident investigations, and provide refreshing new insights into the underlying causes.

Error judgement is influenced by; cultural, religious, psychological and other factors. Have you ever seen someone over-react to a minor issue, but appear more relaxed about other “poor” behaviour?

It is likely the person had strong personal feelings about that subject and therefore reacted strongly to that particular issue.

Similarly, some people accept many risks in their life like; smoking, over-eating and driving fast, but panic if someone mentions “artificial stone benchtop” or “asbestos”.

Cultural Bias

Some overseas cultures place much stronger expectations on individuals to “look after themselves” and to “obey rules” eg spare the rod and spoil the child philosophy - per 17th century poem by S. Butler.

In Australia, our workplace safety laws hold the managers and company primarily responsible for health and safety, and allow much wider latitude for individuals, who may occasionally forget or choose not to follow some rules.

Many of these “harsh” or “soft” attitudes to individual responsibility are **not right or wrong**, but are derived from culture built up over decades or even hundreds of years, and under-pinned by personal beliefs from family, church, or schools they attended. Workplace culture is rarely as strong or as effective as that created by communities.

Hindsight Bias

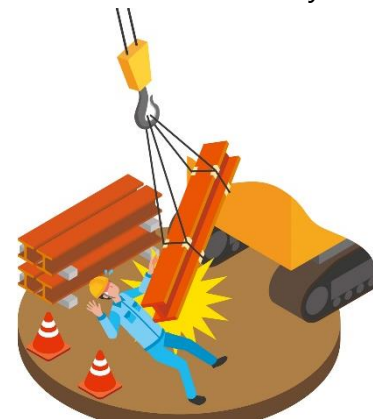
Another important factor which often leads us to a conclusion of human error is “hindsight bias”.

Studies have shown that when investigators know the outcome, as they inevitably do, all other possibilities immediately extinguish leaving a simple pathway back to an individual and their now obvious mistake.

Blame Those Closest

Have you ever been accused of taking someone’s pen or bumping something off a table when you didn’t touch it? Chances are that you were blamed because you were the closest to the table at the time.

Similarly, in the workplace when a machine jams or a person is struck by a crane, we focus our attention on those in the immediate vicinity, and quickly conclude they made a mistake eg human error. However, stopping at this point will not identify the root causes, or prevent it happening again in the future.



Good Outcome – Bad Process

We tend to tolerate poor processes as long as they give good results. Therefore many failures have been deeply imbedded in the system of work and only become evident, if at all, after an accident.

Similarly, a procedural breach might be praised if it averts a disaster eg didn’t follow procedure in an emergency to deal with a previously unforeseen circumstance, but a similar action (eg procedural breach) which results in damage or harm is often treated harshly.

Dealing with Human Error

So what should we do with knowledge of individual actions which appear to have contributed to an accident? Clearly, we cannot ignore the information, but we do need a better process if we want to get to the root causes and prevent similar events in the future.

Some of the key points to consider in future investigations include:

1. ***Complexity is the enemy of safety*** - simplify all your procedures, instructions and signage, particularly if unduly long or confusing.
2. We all know what is ***extremely unsafe*** or ***very safe*** - minimise "grey" areas eg ensure clear guidance (Go/ No Go criteria) for marginal circumstances.
3. Demands for ***quick incident investigations*** (as opposed to prompt incident reporting which is OK) may ***prevent gaining a deeper understanding*** – resist pressure to conclude investigations prematurely, but OK to provide interim reports.
4. ***Look for weaknesses in the system*** – strengthen the system (not punishment) to minimise future errors.
5. ***Reserve "punishment"*** for those who deliberately and repeatedly break our rules, or are ***grossly negligent***.

Note: Article adapted by Gary Rowe from the principles contained in the book Behind Human Error by Sidney Dekker et al (2010).

For a copy of our 10 page checklist on how to get behind human error [email Sarah](#) at Safety Action, or call on 03 8544 4300 if interested in including this information in your accident investigation training.




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FCW Lawyers

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Online Friday Workplace Briefing straight to you with critical news and developments that affect your workplace.

Friday's 10.30am.

[Register here.](#)

AIHS Position on Engineered Stone Prohibition Media Release

The Australian Institute of Health and Safety (AIHS) has clarified their position on the use of engineered stone in Australia after receiving feedback that it was not clear from their previous message on the issue.

The AIHS does not support a blanket ban on the use of all engineered stone, but instead supports a consultation on the prohibition of engineered stone with greater than 10% crystalline silica content.

AIHS Chairperson Naomi Kemp clarified "Our position is to adopt a precautionary approach based on the available evidence and that exposures should be eliminated and where that is not possible reduced as low as is reasonable practicable."

[Full media release available here.](#)

Dangerous Goods Manifest When Do You Need One?

A Dangerous Goods (DG) Manifest is a document detailing the DGs stored at a site. The Manifest document is kept with other emergency information in an Emergency Information Container or box. This information is available for emergency services that may attend an emergency at the site.

Does your site need a DG Manifest?

If your site has any class of DGs in quantities that exceed 'Manifest' quantity per the state DG or WHS Regulations (see the summary table on the following page), your site needs to have a DG Manifest.

If your site has DGs exceeding manifest quantity, your business will also need to:

- Notify the state WHS regulator of your DGs (DG licence).
- Prepare an emergency plan.
- Display HAZCHEM placarding.
- Request the fire authority for advice on your emergency plan.



Manifest Cabinet

For more information or assistance to prepare your DG documentation, please contact [Safety Action](#).

Dangerous Goods Manifest Quantities for Australia by State

Item	Hazards chemical (WHS classification)	Dangerous Goods Class (Vic/ WA) classification	Pck Grp	WHS		VIC			WA	
				Placarding quantity	Manifest quantity	VIC placarding	VIC manifest	VIC fire report	WA placard	WA manifest
1	Flammable Gas Category 1A, category 1B or any combination of categories 1A and 1B	Class 2.1 Flammable Gas	-	200L	5,000L	500L	5,000L	5,000L	500L	5,000L
4	Gas under pressure no listed elsewhere	Class 2.2 Subsidiary Risk 5.1 Non-toxic non-flammable gas	-	1,000L	10,000L	2,000L	10,000L	20,000L	1,000L	10,000L
2	Gas under pressure With acute toxicity, categories 1, 2, 3 or 4	Class 2.3 Toxic gas	-	50L	500L	50L	500L	2,000L	50L	500L
3	Gas under pressure With skin corrosion categories 1A, 1B or 1C	-	-	50L	500L	-				
		Other Class 2.2	-	5000L	10,000L	5,000L	10,000L	20,000L	1,000L	10,000L
	Aerosols Category 1, category 2, category 3 or any combination of categories 1, 2 and 3	Aerosols	-	5000L	10,000L	5,000L	10,000L	20,000L	5,000L	10,000L
		Cryogenic Fluids	-	1,000L	10,000L	1,000L	10,000L	20,000L	-	-
5	Flammable Liquids Category 1	Class 3, 4.1, 4.2, 4.3, 5.1, 5.2, 6.1 or 8	I	50L	500L	50kg or L	500kg or L	2,000 kg or L	50kg or L	500kg or L
6	Flammable Liquids Category 2		II	250L	2500L	250kg or L	2,500kg or L	10,000 kg or L	1,000kg or L (II and III aggregate)	10,000kg or L (II and III aggregate)
7	Flammable Liquids Category 3		III	1000L	10,000L	1,000kg or L	10,000kg or L	20,000kg or L		
8	Flammable Liquids Any combination of chemicals from Items 5 to 7		Mixed Packaging Groups		1000L	10,000L	1,000kg or L	10,000kg or L	20,000kg or L	1,000kg or L

Item	Hazards chemical (WHS classification)	Dangerous Goods Class (Vic/ WA) classification	Pck Grp	WHS		VIC			WA	
				Placarding quantity	Manifest quantity	VIC placarding	VIC manifest	VIC fire report	WA placard	WA manifest
13	Flammable Solids Category 1	Class 4.1	-	250kg	2500kg			-		
14	Flammable Solids Category 2	Class 4.2	-	1000kg	10,000kg			-		
15	Flammable Solids Category Any combination of chemicals from items 11 to 14 where none of the items exceeds the quantities in columns 4 or 5 on their own	-	-	1000kg or 1000L	10,000kg or 10,000L			-		
20	Substances which in contact with water emit flammable gas Category 1	Class 4.3	-	50kg or 50L	500kg or 500L			-		
21	Substances which in contact with water emit flammable gas Category 2	Class 4.3	-	250kg or 250L	2500kg or 2500L			-		
22	Substances which in contact with water emit flammable gas Category 3	Class 4.3	-	1000kg or 1000L	10,000kg or 10,000L			-		
23	Any combination of chemicals from items 20 to 22 where none of the items exceeds the quantities in columns 4 or 5 on their own.	Class 4.3	-	1000kg or 1000L	10 000kg or 10,000L			-		
		Class 9 Miscellaneous	II	-	-	1,000kg or L	10,000kg or L	20,000kg or L	1,000kg or L (II and III aggregate)	10,000kg or L (II and III aggregate)
	III		-	-	5,000kg or L	10,000kg or L	20,000kg or L	10,000kg or L		
	Mixed Packaging Groups		-	-	5,000kg or L	10,000kg or L	20,000kg or L	1,000kg or L	10,000kg or L	

Road Safety Week

14 – 21 May 2023

Every year approximately 1200 people are killed and another 44,000 are seriously injured on Australian roads.

So far this year (until 26th April) **107** people have lost their lives on Victorian roads alone, up 32.1% from 81 this time last year*.

National Road Safety Week is an annual initiative from the Safer Australian Roads and Highways (SARAH) group, partnering road safety organisations and Government.

The week highlights the impact of road trauma and ways to reduce it.

More information and "pledge to drive so other survive" [here](#).

* sourced from [TAC website](#) as of 26th April 2023.



Custom, Online Emergency Training

Statcom provides high quality training that can be tailored to your individual site, ensuring your compliance obligations are met.

- Fire and Emergency training for staff
- Training for Wardens
- How to use Fire Extinguishers.

For more information see [here](#).

Effective Risk Assessment Workshop

Tuesday 9th May from 8am-12pm

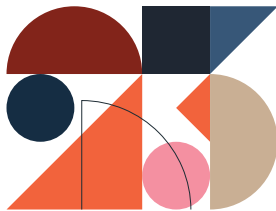
Where: In Person at Safety Action, Clayton

This half day session will provide sample forms and checklists and train participants on how to use them for selected types of risk assessments, which could include: plant & machinery, manual handling, dangerous goods, hazardous substances & traffic management.



[Contact us](#) for more information.

World Congress for Safety and Health, Sydney 2023



“Digital transformation and the Human Factor in Machine and System Safety: Opportunities and Risks”

Safety Action’s Andrea Rowe joins speakers from all over the world at this year’s World Congress for Safety and Health. Andrea will be discussing Robotics and Cobots.

The conference is on from the 27th – 30th November 2023 in Sydney, Australia.

Spend the week networking and participating in workshops, forums and technical sessions while learning about emerging trends, develop new skills to mitigate new risks and gain knowledge of work health and safety best practices.

For more information and to register click [here](#).



Events and Training



National
Health & Safety
Conference

AIHS National Health & Safety Conference 2023 Influence For Impact

30 May – 1 June 2023, Brisbane

The **AIHS National Health and Safety Conference** will be held from 30th May to 1st June 2023. This year's conference theme is **Influence for Impact**.

Each speaker will examine different aspects of the theme, presenting a wide variety of new ideas, innovations, and research.

EVENT DETAILS:

Date: Tuesday 30th May - Thursday 1st June 2023

Time: 9:00am - 5:00pm

Venue: Brisbane Convention Centre, Glenelg Street, South Brisbane QLD 4101

[Click here](#) for more information and to register.



SOUTHERN SAFETY GROUP

DON'T LEARN ABOUT SAFETY BY ACCIDENT



Southern Safety Group (not for profit) exists to provide members with quality, relevant and practical advice on workplace OH&S issues.

Monthly Meetings at Springers Leisure Centre, Cheltenham Rd Keysborough, Vic.

Held on the last Monday of the month from 3pm to 5pm.

Providing monthly meetings to offer assistance and advice to members and to provide a forum for discussion of health and safety ideas, issues, problems and solutions.

More information and contact SSG [here](#).