

# Improve HSR Engagement with OHS

## A Practical Guide for Site Committees and Managers.



# Key to improve engagement at a local level

## Be proactively CONSULTATIVE

- Its not meant to be difficult or time consuming
- Take a practical, pro-active approach, invite HSR's always
- Consultation improves decision making, ensuring the outcome is safe for everyone
- Empower the HSR to bring affected stakeholders together to consult
- Provide the HSR with time, allow them to lead where appropriate



# What does good consultation look like?

Timing	Early, before any process and decision is established
Manager & Site Committee Role	Demonstrate interest and value the employees' perspective
HSR Role	Actively participate
Interactions style	Planned, genuine, collaborative and a sense of ownership
Attitudes	Trust and Mutual respect

Process	Allows for employee participation and genuine contribution
Communication	At times, one on one, regular and clear feedback provided, remove perceived expectations and understanding
Safety outcomes	Improvements to systems, procedures and equipment

Got a potential problem or concern? Include the local or area HSR in the early enquiry email



## Case study 1:

### Pathology Collection WOW trolley hazards

### Incidents & injury of manual handling to Pathology Collectors reported across Clayton Site.

#### **Actions taken by the HSR:**

- Demonstration to OHS Advisor of WOW trolley hazards
- Staff survey distribution to identify team member hazards
- Trolley push/pull force gauge measurement with OHS Advisor
- A risk assessment with OHS Advisor (use survey results)
- Risk control meeting(s) with multiple stakeholders
- Trials of WOW trolley modifications for Pathology
- Final risk control recommendations
- Completion of final risk assessment submitted and approved by senior department manager
- Vendor now making all recommended WOW trolley modifications



# Practical Steps/Options:

- At the start of inspection quarter, schedule a time early to meet your HSR then inspect together
- Invite the DCO/DDON to join HSR and Manager to conduct an inspection
- Request the HSR nominate a buddy to support them to complete an inspection
- Begin a team succession plan for safety inclusion, talk about it
- Provide roster time to the HSR
- Invite the HSR every time, ask them what they think



## Case study 2:

**Acquisition of headsets in 24 hr phone based Psychiatric Triage Service (PTS).**

**Background – Large shared office space, phone noise for clinicians and callers, sensitive clinical information discussed.**

### ***Actions Taken:***

- Options for alternatives to phone head-sets were explored, supported by the HSR
- A number of head-set options were then trialled by PTS clinicians

### ***Considerations discussed:***

- Head-set weight
- Filter quality of ambient noise
- Reduction of unwanted noise, eg: breathing
- Ability to clean headsets between Clinicians

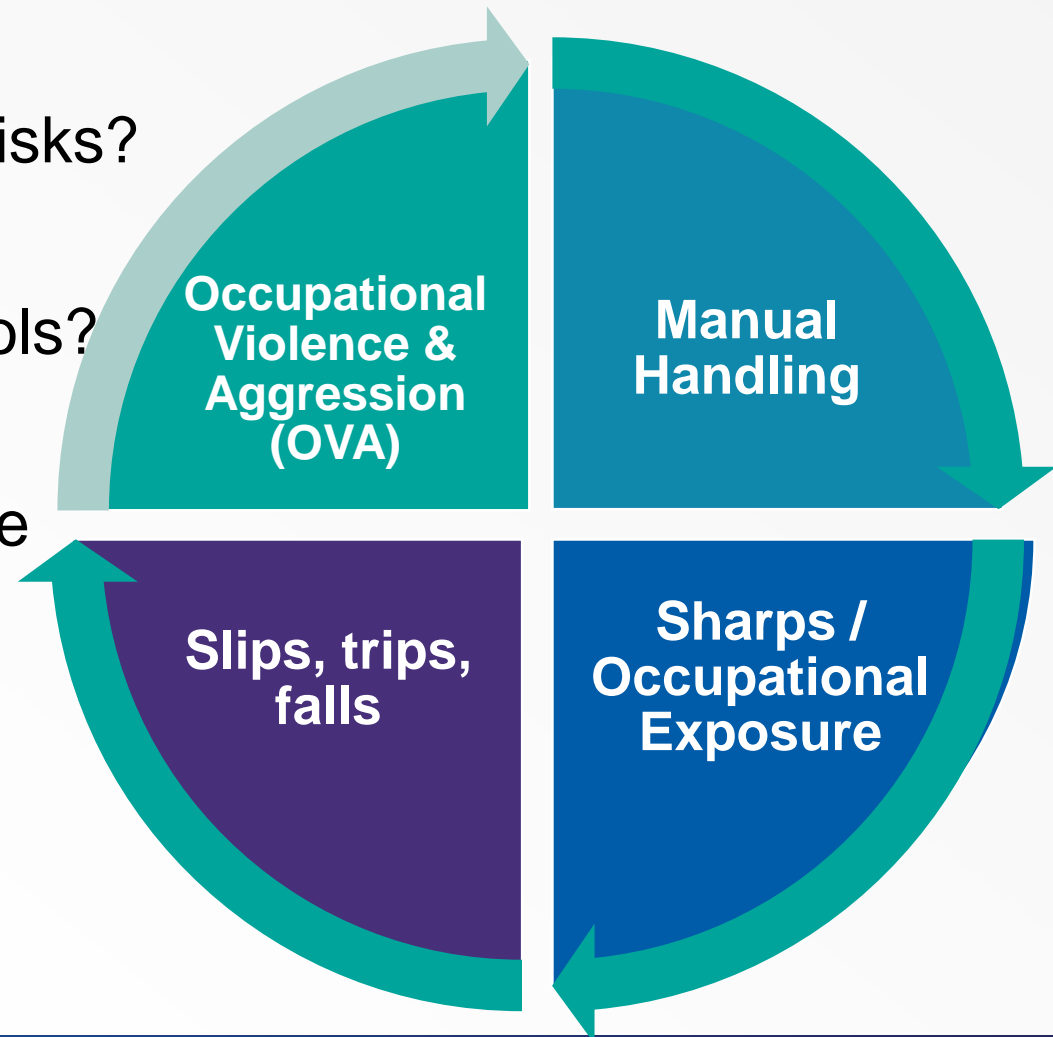
### ***Outcome:***

Protection of hearing, wearer comfort & better consumer experience through well considered consultation.



# Discuss work areas Hazard Profile - ask

- What are your areas hazards and risks?
- How do we control them?
- How effective are the current controls?
- Can we do better?
- Do you know and ask why someone is performing unsafely?
- Do you have safety conversations with your Teams?



# Keep it simple, safety becomes the norm:

- Add safety as a topic to every meetings agenda
- Rotate through the team to discuss a safety topic, story, positive outcome or incident, every team member has a turn
- Invite HSR's to present at OHS Committees on positive safety stories
- Ask Committee Members to bring a topic to the meeting, workshop and risk assess any problem together
- Actively discuss reduction in LTI's
- Regularly look at your incident & injury data with teams, discuss, collaborate





## Further steps to simple engagement:

- Provide and promote resources eg: Monash Health Safety Café, Worksafe Victoria Health and Safety Month, Site OHS Advisor
- Design/promote a 12 month theme of safety topics within your Ward or workspace based around your Ward/Area's risk profile
- Invite your HSR to collaborate and engage with HSR's across multi disciplinary teams
- Encourage your HSR to call/email discuss matters with like minded work area and departments across Monash Health Sites
- Integrate safety into every day and acknowledge colleagues on observing safe behaviours



# Case study – Working collaboratively together ...

## *Development of Specific Area/Department OHS Committees or DWG's*

To actively improve and or remove issues, to promote a good safety culture, to be leaders in safety and specific to their work areas, a number of Teams have formed their own Health & Safety Working Groups/Committees: (these are often HSR lead)

- Dandenong Theatre
- Kingston Allied
- Clayton ED



# Finally:

“It is easier to promote a safety culture than to bring about changes to productivity, quality and profitability. Yet, establishing and developing a positive safety culture is cost effective, increases productivity and efficiency and improves the organisations financial bottom line.”

“There is always more than one way to achieve a positive outcome”.

Jane Arden – Education and Information Services – Worksafe Victoria

