

MASTER
GROCCERS
AUSTRALIA

WORKPLACE
HEALTH & SAFETY
SYSTEM



REFSS
Retailers Electronic Food & Safety Systems

WHS Systems User Guide

Version 1.2 13th June, 2014



Welcome and congratulations on selecting the MGA WHS System to assist you in maintaining your business compliance responsibilities.

This WHS System User Guide will take you through the steps you need to complete to ensure the efficient and accurate installation of your system/s. Follow the instructions for each step, completing the steps in numerical order until your system is completely installed.

Installation Overview Summary:

Risk System	Self Assessment	Implementation	Reminders Status		
WHS - Manual Handling	30%	21%	0	0	14
WHS - Health and Safety Induction	7%	19%	0	0	13
WHS - General Health and Safety	0%	0%	0	0	43
WHS - Store Security	0%	0%	0	0	28
WHS - Bullying and Harassment	0%	0%	0	0	12
WHS - Emergency Management	0%	0%	0	0	25
WHS - Hazard and Risk Assessment	0%	0%	0	0	44
WHS - Hazardous Chemicals	0%	0%	0	0	5

Step 1 - Implementation

Choose the Risk System you want to work on and click on '0%' under Implementation to start. (Follow the guidance in this User Guide)

Step 2 - Self Assessment

Choose the Self-Assessment you wish to complete and click on '0%' to start. (Guidance is provided on the Dashboard)

Step 3 – Customise your documents using Forms

Click on 'Manage System, Plans & Training', re-enter Username/Password if prompted. Then begin customising your system documents. (Guidance is provided on the Dashboard)

Step 4 - Reminders

Reminders will activate 60 days after purchase. (Guidance is provided on the Dashboard)

Help & Support (Content)

Master Grocers Australia

Phone: 03 9824 4111
 FREE Call: 1800 888 479
 Email: training@mga.asn.au

Help & Support (Technical)

Icon Global

Phone: 1300 309 053
 Email: support@iglink.com.au



Implementing your System

What are the Implementation Tasks – The Implementation Tasks are the instructions and guidance you need to follow to fully implement your WHS System, including the documents you will create in Step 3 *Customise your documents using Forms*. The Implementation Tasks instructions and guidance take you through how to implement policies, procedures, checklists, risk assessments, training and other WHS requirements into your business for each of the WHS Systems.

When should you do it – You should start implementing your WHS System by completing the Implementation Tasks immediately. Start with Step 2 *Self Assessment*. It will take some time to implement each WHS System, therefore you may need to commence implementing a number of systems at the same time depending on your business's priorities.

Why should you do it – The Implementation Tasks set up and put in place everything you need for your WHS System to operate successfully in your business. 100% implementation of your WHS System is required before your system will function effectively.

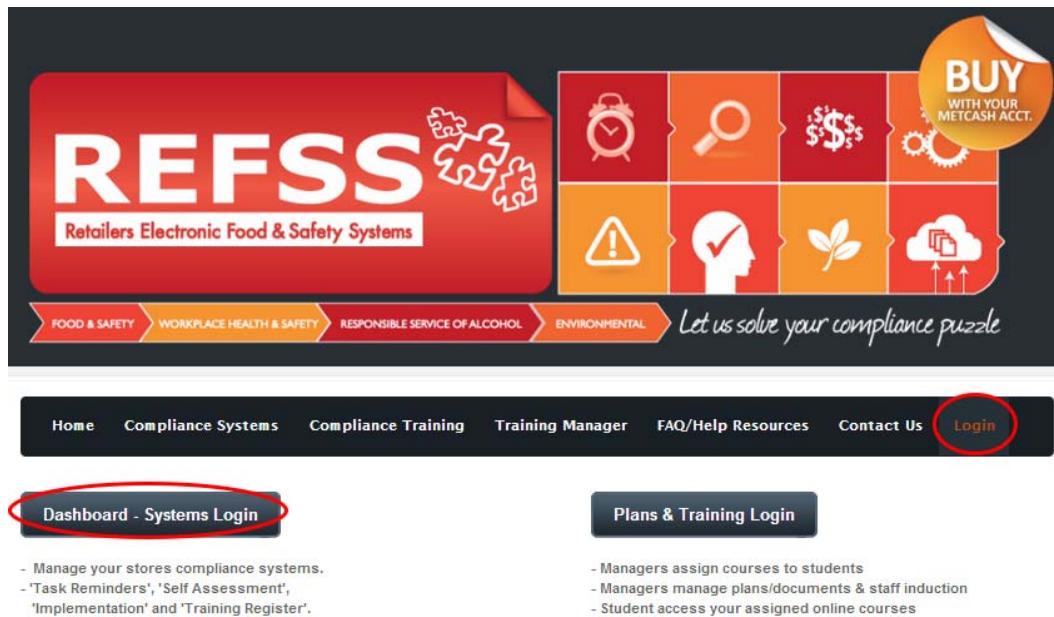
Who should do it – You should select someone responsible, with a good knowledge of your business and enough authority to affect change to complete the Implementation Tasks. It would be beneficial (but not critical) if the person has some knowledge of WHS requirements.

Accessing your Implementation Tasks – Decide which system/s you would like to complete the Implementation Tasks on. If you have purchased more than one System you may wish to complete more than one set of Implementation Tasks at a time.



Managing your System Implementation with REFSS

1. Log in to the 'Dashboard Home' page if you are not there already.
 Visit <http://www.refss.com.au/> click 'Login' and then select 'Dashboard Systems - Login'.
 Enter the Username and Password provided in your account confirmation email and then click login.



2. You will be able to observe the progress of implementation for your chosen WHS System/s by checking your Dashboard Home page at any time. You can see in the example below before you begin each system your score is 0%.



REFSS
Retailers Electronic Food & Safety Systems

Dashboard Home Site: Sydney Store 11 Risk System: Food Safety

Risk System	Self Assessment	Implementation	Reminders Status		
	0%	0%	0	0	0
WHS - Bullying and Harassment	0%	0%	0	0	0
WHS - Manual Handling	0%	0%	0	0	0
WHS - Health and Safety Induction	0%	0%	0	0	0
WHS - Hazardous Chemicals	0%	0%	0	0	0
WHS - General Health and Safety	0%	0%	1	0	0
WHS - Emergency Management	0%	0%	1	0	0
WHS - Store Security	0%	0%	1	0	0
Food Safety	0%	0%	7	0	0
WHS - Hazard and Risk Assessment	0%	0%	1	0	0

- Click on the link (%) for the Risk System that you are working on under the 'Implementation Task' column to get to the task list.

Risk System	Self Assessment	Implementation
WHS - Bullying and Harassment	0%	0%
WHS - Manual Handling	0%	0%
WHS - Health and Safety Induction	0%	0%

*Note you can also select 'Implementation Tasks' from the left side navigation and select the 'Risk System' you are working on from the top navigation to get to the task list.

- Each individual task is numbered and contains guidance which instructs you in what you need to do. A link or Document ID is provided so that you can source the required document for each task. These documents will be customised by you in Step 2 *Customise your documents using Forms*. If a document requires further customisation, you have the opportunity to read the guidance, see what you need to do, and then go back to complete the Forms as per Step 2 *Customise documents using Forms*.



Document Version : 1.0 - Issue Date : 14/01/2014 12:00:00 AM

Task	Guides / Reference	Click to Access	Implementation Status
1 - Complete the Workplace Bullying and Harassment Self-Assessment	Self Assessment User Guide	Complete Self Assessment	COMPLETE
2 - Complete Form Field data	Customise Documents Using Forms Guide	Complete Form Field Data	NOT STARTED
3 - Read introduction to Workplace Bullying and Harassment	Intro to Bullying & Harassment		NOT STARTED
4 - Complete your 1 allocated online training module. Workplace Bullying and Harassment for Managers and Supervisors.	Training Manager Guide	Assign course codes with Training Manager	NOT STARTED

- You will be able to click 'COMPLETE' for the first task Completing the Self-Assessment when you have completed the Self-Assessment for your chosen WHS System.
- When you have selected 'COMPLETE' for the Self-Assessment click on 'Dashboard Home' in the top left of the screen. You will see that the score in the Implementation Task column related to the WHS System you chose has changed. Every Implementation Task you select as COMPLETE brings you closer to achieving 100% implementation of the WHS System at which point your WHS System will be fully functional.

	Risk System	Self Assessment	Implementation
WHS - Bullying and Harassment		100%	0%
WHS - Manual Handling		0%	0%
WHS - Health and Safety Induction		0%	0%

Click on the link, (%) for the 'Risk System' that you are working on under the 'Implementation Task' column to get back into the task list.



- Begin to work through the remaining tasks on the list, updating the 'Implementation Status' as you go by selecting the options from the drop down box, NOT STARTED / WORK IN PROGRESS or COMPLETE.

Document Version : 1.0 - Issue Date : 14/01/2014 12:00:00 AM

Task	Guides / Reference	Click to Access	Implementation Status
1 - Complete the Workplace Bullying and Harassment Self-Assessment	Self Assessment User Guide	Complete Self Assessment	COMPLETE
2 - Complete Form Field data	Customise Documents Using Forms Guide	Complete Form Field Data	COMPLETE
3 - Read Introduction to Workplace Bullying and Harassment	Intro to Bullying & Harassment		NOT STARTED NOT STARTED WORK IN PROGRESS COMPLETE NOT STARTED
4 - Complete your 1 allocated online training module. Workplace Bullying and Harassment for Managers and Supervisors.	Training Manager Guide	Assign course codes with Training Manager	

- As you work through each item you will notice that one or more documents are referenced in the 'Doc ID or Link' column. Where you are required to access a document you will need to click on that document ID.

4 - Complete your 1 allocated online training module. Workplace Bullying and Harassment for Managers and Supervisors.	Training Manager Guide	Assign course codes with Training Manager	NOT STARTED
5 - Print Documents BH02.01 Workplace Bullying Policy, BH02.02 Sexual Harassment Policy and BH02.03 Social Networking Policy		BH 02.01, BH 02.02, BH 02.03	NOT STARTED

- Clicking on the link will take you to where you need to be. If the link is to a Document or a Form you will be taken to your document/form library.

Click on the WHS System you are currently implementing

My Plans My Profile Enrol

Nicole Bickle | Logout

Integrated Standards Enforcement System (ISES®)

My Plans

Click on the plan type below to access forms and published versions.

Folder	Document Title	Reference
NicoleWHS	Bullying and Harassment (BH) System	
NicoleWHS	Emergency Management (EM) System	
NicoleWHS	General Health and Safety (GHS) System	
NicoleWHS	Hazard and Risk Assessment (HRA) System	
NicoleWHS	Hazardous Chemicals (HC) System	
NicoleWHS	Health and Safety Induction (HSI) System	
NicoleWHS	Health and Safety Induction Booklet (HSB) Employee	
NicoleWHS	Health and Safety Induction Booklet (HSB) Visitor or Contractor	
NicoleWHS	Manual Handling (MH) System	
NicoleWHS	Safe Work Instructions (SWI)	
NicoleWHS	Store Security (SS) System	

- Click on the 'Current Plan' tab and then the document you require.



#	Section Title	Reference	Last Update
1.	Bullying and Harassment Section Cover Page - Foodworks	BH 00.00	13 Nov 2013
2.	Table of Contents	BH 00.01	12 Nov 2013
3.	BH System Sign Off Details	BH 00.02	12 Nov 2013
4.	Introduction to Bullying and Harassment	BH 01.00	12 Nov 2013
5.	Workplace Bullying Policy	BH 02.01	12 Nov 2013
6.	Sexual Harassment Policy	BH 02.02	12 Nov 2013
7.	Social Networking Policy	BH 02.03	12 Nov 2013
8.	Complaint Resolution Guidance	BH 03.01	12 Nov 2013
9.	Formal Complaint Form - Complainant	BH 03.02	12 Nov 2013
10.	Formal Complaint Form - Office Record	BH 03.03	12 Nov 2013
11.	Bullying and Harassment Business Checklist - MONTHLY	BH 04.01	12 Nov 2013
12.	Bullying and Harassment Business Checklist - ANNUAL	BH 04.02	12 Nov 2013
13.	History of Amendments	BH 99.00	12 Nov 2013

11. The document will be available for printing and saving in PDF format. *Hint - remember if the document in the list is pink, you will not be able to access it until you 'publish updates'.

12. Close the document and select 'Dashboard Home' to access your 'Implementation Task List' and continue to work down the list.

	Risk System	Self Assessment	Implementation
	WHS - Bullying and Harassment	100%	21%
	WHS - Manual Handling	0%	0%
	WHS - Health and Safety Induction	0%	0%

Safe Work Instructions

Most WHS Systems have Safe Work Instructions (SWI) that need to be reviewed and implemented and these tasks are at the end of the Implementation Tasks list. SWI's provide the knowledge, skills and instructions employees need to be able to perform their jobs effectively.

13. Make a note of the Safe Work Instructions contained in the WHS System you are working on.

These will be listed in the Implementation Tasks or where there are a large number there will be a document you can print listing them all.

14. Click on the SWI link in the Doc ID or Link column.

15. Clicking on the link will take you to your document/form library.

16. Click on the Safe Work Instructions (SWI) WHS System.



My Plans

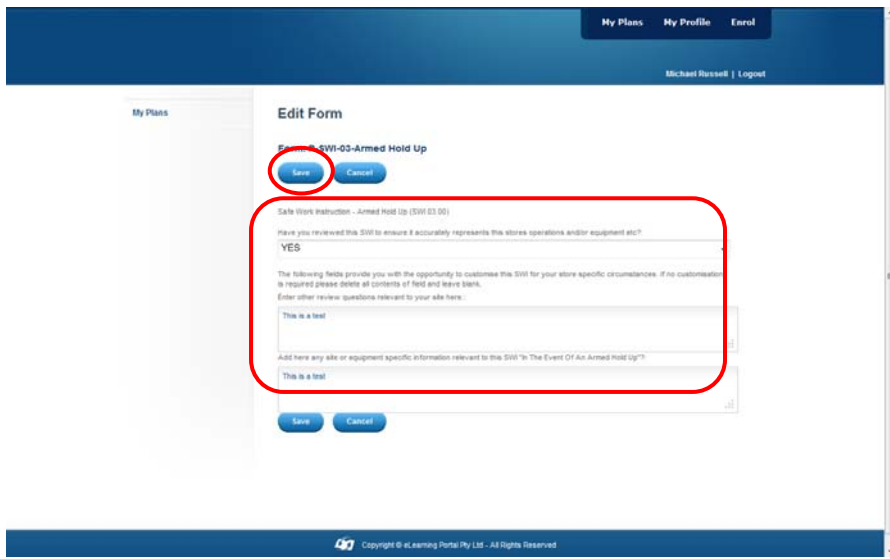
Click on the plan type below to access forms and published versions.

Folder	Document Title
NicoleWHS	Bullying and Harassment (BH) System
NicoleWHS	Emergency Management (EM) System
NicoleWHS	General Health and Safety (GHS) System
NicoleWHS	Hazard and Risk Assessment (HRA) System
NicoleWHS	Hazardous Chemicals (HC) System
NicoleWHS	Health and Safety Induction (HSI) System
NicoleWHS	Health and Safety Induction Booklet (HSIB) Employee
NicoleWHS	Health and Safety Induction Booklet (HSIB) Visitor or Contractor
NicoleWHS	Manual Handling (MH) System
NicoleWHS	Safe Work Instructions (SWI)
NicoleWHS	Store Security (SS) System

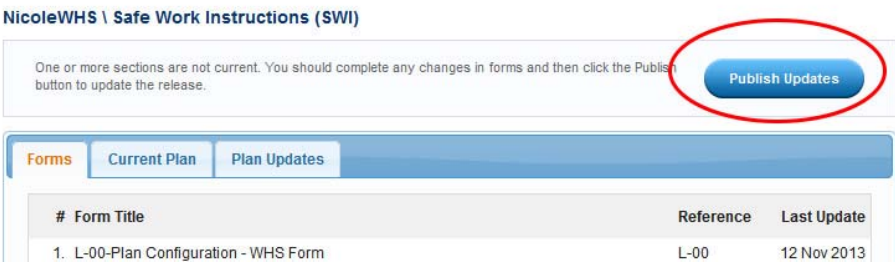
17. Select the 'Forms' tab on the left hand side of the three tabs and then select the first SWI that you need to complete details for.

#	Form Title	Reference	Last Update
1.	L-00-Plan Configuration - WHS Form	L-00	12 Nov 2013
2.	L-01-Site Details Form	L-01	11 Nov 2013
3.	L-02-Site Activities Form	L-02	13 Nov 2013
4.	L-03-Sign Off Details Form	L-03	11 Nov 2013
5.	P-SWI-02-Aggressive, Violent or Abusive People	P-SWI 02.00	7 Nov 2013
6.	P-SWI-03-Armed Hold Up	P-SWI 03.00	7 Nov 2013
7.	P-SWI-06-Broken and or Faulty Equipment Form	P-SWI 06.00	7 Nov 2013
8.	P-SWI-09-Corridor Gate Press Safety (SM 09 00) and WALL POSTER (SM 09 01)	P-SWI 09.00	7 Nov 2013

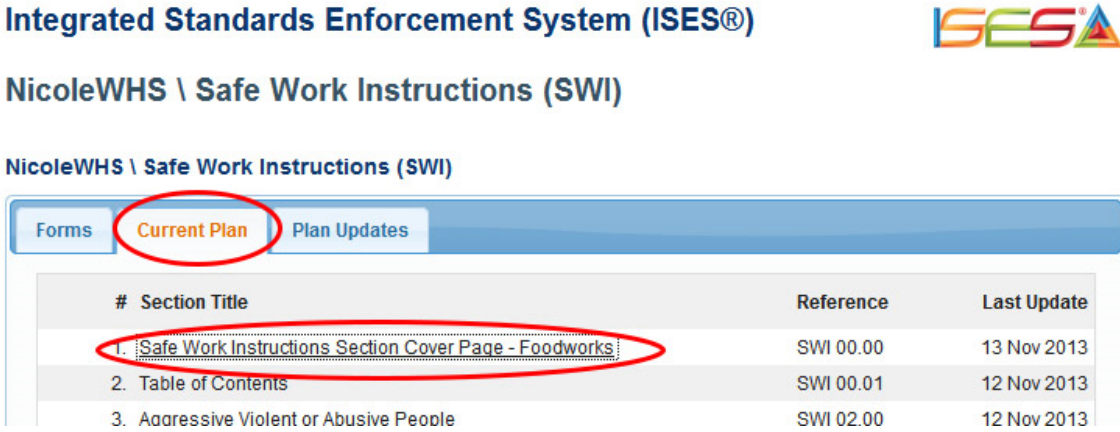
18. Complete the information required in the Form and select 'Save' to save the information. Continue to update the forms for each SWI on your list until all have been completed.



19. Select the 'Publish Updates' button to transfer the Form data into the SWI document.



20. Select the 'Current Plan' tab in the middle of the three tabs and then select the first SWI that you completed details for. Print the SWI and continue to select and print SWI's until you have printed all the SWI's on your list.





- Review each printed SWI to make sure that it is suitable for your business and that any information you have added is accurate and appropriate.

NicoleWHS \ Safe Work Instructions (SWI)

NicoleWHS \ Safe Work Instructions (SWI)

#	Section Title	Reference	Last Update
1.	Safe Work Instructions Section Cover Page - Foodworks	SWI 00.00	13 Nov 2013
2.	Table of Contents		
3.	Aggressive Violent or Abusive People		
4.	Armed Hold Up		
5.	Broken or Faulty Equipment		
6.	Cardboard Bale Press		
7.	Cardboard Bale Press WALL POSTER		
8.	Carton Cutter Safety		
9.	Cleaning Chemicals Safety		
10.	Cleaning Toilets		
11.	Cleaning Up Spills		
12.	Cleaning Up Spills WALL POSTER		
13.	Computer Use		
14.	Credit Card Fraud MANAGERS		
15.	Dealing with Bomb Threats		
16.	Dealing with Bomb Threats WALL POSTER	SWI 24.01	12 Nov 2013

Opening Safe_Work_Instructions_Section_Cover_Page_Foodworks-20131126-0410.pdf

You have chosen to open:
 ...structions_Section_Cover_Page_Foodworks-20131126-0410.pdf
 which is: Adobe Acrobat Document (218 KB)
 from: http://learn.elearningportal.com.au

What should Firefox do with this file?

Open with Adobe Reader (default)

Save File

Do this automatically for files like this from now on.

OK Cancel

- If you still need to update or change one of the SWI's repeat steps 18 – 20
- Once all SWI's are complete, select 'Dashboard Home' and click on the link to 'Implementation Task List' that you are working on. Now you can continue to work down the task list.
- Once the Implementation Tasks button on the Dashboard reaches 100% and turns green you have completed the implementation of that WHS System.

Dashboard Home Site: Sydney Store 11 Risk System: Bullying and Harassment

	Risk System	Self Assessment	Implementation
WHS - Bullying and Harassment		100%	100%
WHS - Manual Handling		0%	0%
WHS - Health and Safety Induction		0%	0%