1. Intent
The Salvation Army Australia Eastern Territory (TSA-AUE) is committed to the provision of a safe, healthy and injury free environment within the mission / ministry for all persons and operations under its control.

TSA-AUE recognises that regular monitoring and measurement of our processes is a vital part of the risk management process and our Work Health and Safety Management System (WHSMS).

2. Purpose
To outline the process for monitoring and measuring the effectiveness of our WHSMS and TSA-AUE’s risk activities to ensure that the risks identified are reduced.

3. Definitions
- **Continual Improvement**: The process of enhancing the WHSMS to achieve improvements in overall WHS performances, in line with the organization’s WHS Policy.
- **Management plan**: A description of how the organization manages its WHS risks and legislative requirements.
- **Work health and safety management system (WHSMS)**: That part of the overall management system which includes organizational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the WHS policy, and so managing the risks associated with the business of the organization.
- **Work health and safety objectives**: Overall WHS goal in terms of WHS performance, arising from the work health and safety policy that an organization sets itself to achieve, and which are quantified where practicable.
- **Work health and safety performance**: The measurable results of the WHSMS, related to the organization’s control of health and safety risks, based on its WHS policy, objectives and targets. Performance measurement includes measurement of WHS management activities and results.
- **Work health and safety target**: A detailed performance requirement, quantified wherever practicable and pertaining to the organization, that arises from the health and safety objectives and that needs to be met in order to achieve those objectives.
- **Performance Indicator**: A selected indicator of how effectively a process is operating against objectives. These indicators can be quantitative or qualitative and the choice is dependent on the type of element they are used to measure, as appropriate to the organisation.

4. Methodology
TSA-AUE shall establish and maintain procedures to monitor and measure the performance of the WHSMS and its requirements; this will allow TSA-AUE to identify those activities requiring corrective action to ensure continual improvement.
These processes shall define responsibilities and requirements for the monitoring and measurement of the activities such as hazard identification, incident investigation, inspections and audits.

TSA-AUE shall establish and maintain processes for the following:

- Monitoring and measuring the degree to which WHS objectives and targets are being met
- Monitoring and evaluating the effectiveness of risk controls in providing a safe and healthy working environment.
- Monitoring of effectiveness of corrective and preventive actions from hazard and incident reports / investigations
- Undertaking any necessary Health Surveillance programs, monitoring of outcomes and reviewing effectiveness of corrective and preventive actions
- Internal auditing of key activities and the WHSMS
- Analysis of injury / incident / illness reports and data as part of the WHSMS review process
- Evaluation of effectiveness of WHSMS elements as part of the annual WHSMS Review
- Monitoring legislative compliance

5. Procedure

Review of Hazard management processes

TSA-AUE shall review and evaluate the hazard management processes, including the risk assessment methodology as part of the management review processes. The review will evaluate the effectiveness of the hazard management process and the outcomes of the WHSMS activities.

Control measures will be monitored as part of this process to ensure they are reviewed to evaluate their effectiveness to determine whether:

- The controls have eliminated or reduced the identified risks;
- Control measure have created new hazards;
- Workplace changes have impacted the risk (or introduced new hazards);
- Additional controls need to be considered.

TSA-AUE shall ensure hazard registers are reviewed, the review shall be conducted in consultation with appropriate personnel / WHS Committee / Consultative forum / HSR’s and consider any changes to tasks, activities, legislation, relevant Codes of Practice, Standards, supplier or manufacturer recommendations or Industry Guidelines. Hazard Registers will be updated to reflect the outcomes of the reviews and will provide an input into the WHSMS review and management review processes.

In addition to these Management reviews, additional reviews may also be conducted at any time as a result of any of the following:-

- Information being received of new hazards being identified
- Consultation with relevant workers and / or their representatives
- Where requested by a relevant Health and Safety Representative
- Incident or hazards occurring.
Monitoring & Measurement

**Monitoring and measurement equipment**

TSA-AUE shall identify where specific equipment is required to monitor and/or measure characteristics of our operations that relate to health or safety risks e.g. noise, fumes, gases, vapours, dusts, radiation, cold, heat, etc.

Officers/Management shall ensure that systems are in place to ensure that the equipment is appropriately identified, calibrated, used, stored and maintained in accordance with relevant standards and/or supplier/manufacturer guidelines.

**Hazard and Incident reporting**

TSA-AUE shall ensure that the appropriate level of hazard and incident reporting is occurring and that investigations undertaken are effective in identifying root cause and instigating controls to eliminate or manage hazards. The review process will be conducted in consultation with workers or their representatives. The review shall evaluate the effectiveness of existing controls and determine whether changes to controls are required.

**Workplace Inspections**

TSA-AUE shall ensure that the processes for conducting workplace inspections are implemented as per the schedule and to the criteria provided. Workplace inspections shall monitor the effectiveness of existing hazard controls and relevant corrective and preventive actions.

**Health Surveillance**

TSA-AUE shall ensure that where appropriate there is systematic health surveillance and monitoring processes for all TSA-AUE personnel where the need is identified through risk assessment or legislative requirements.

The primary aim of health surveillance is to:

- Contribute to the detection of hazards and assessment of risk
- Prevent and detect at an early stage any adverse health effects to workers
- Assist in the evaluation of risk control measures

Health Surveillance programs will be implemented to monitor and measure the impact of relevant hazards on the health of workers. Monitoring results will be reviewed by officers/managers in consultation with appropriately qualified persons implementing corrective and preventive actions where required. Effectiveness of risk control measures arising from health surveillance will be evaluated and follow-up action taken accordingly.

**WHS and system Audit**

TSA-AUE shall audit the level of implementation and conformance with the WHSMS. The audit process will identify where there are gaps in the WHSMS, and help determine the actions required to improve performance.

The effectiveness of the WHSMS and TSA-AUE hazard management processes will be reviewed through the regular undertaking of internal audits. Internal audit processes shall also be developed and implemented for activities, processes or services that present an ongoing risk. Findings will be tracked for close-out via TSA-AUE corrective and preventive action processes.

**Monitoring and Measurement of WHS Objectives & Targets**

TSA-AUE shall monitor the achievement and performance against TSA-AUE overall goals, objectives and targets developed from the management plans as part of the continual improvement process.
The management review process will monitor progress towards the achievement of WHS goals and performance against targets and performance indicators that are developed as part of our planning process.

**Review of statistical data**

TSA-AUE shall develop a process for the monitoring and analysis of our statistical data arising from incident and injury statistics (lag) as well as proactive achievements (lead). The monitoring and analysis shall be conducted within the management review process and form part of the annual WHSMS review. Functional specialists shall be provided with monitoring and analysis data for their review and input.

TSA-AUE shall ensure consultation occurs with their WHS Committee / consultative forums and / or relevant workers in relation to the identification, implementation, monitoring and review of all WHSMS activities related to monitoring and measurement.

TSA-AUE will ensure as part of this consultation, relevant records shall remain confidential at all times.

**6. Auditable Records**

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<tr>
<th>Auditable Record</th>
<th>Responsibility</th>
<th>Location</th>
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<tbody>
<tr>
<td>Management Reports</td>
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<td>WHS Committee / consultative forum meeting minutes</td>
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<tr>
<td>Management Review Meeting minutes</td>
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**Internal References**

- TSA-AUE WHS Planning policy WHS 003
- TSA-AUE WHS Planning procedure WHSP3-01
- TSA-AUE WHS Objectives and Targets procedure WHSP3-02
- TSA-AUE WHS Legislative Compliance procedure WHSP3-03
- TSA-AUE WHS Consultation and Communication policy WHS 006
- TSA-AUE WHS Consultation and Communication procedure WHSP6-01
- TSA-AUE WHS Hazard and Incident Reporting policy WHS 007
- TSA-AUE WHS Hazard and Incident Reporting procedure WHSP7-01
- TSA-AUE WHS Monitoring and Measurement policy WHS 009
- TSA-AUE WHS Corrective and Preventive Actions procedure WHSP9-02
- TSA-AUE WHS Corrective and Preventive Action Register F9-02
- TSA-AUE WHS Internal Audit policy WHS 010
- TSA-AUE WHS Internal Audit procedure WHSP10-01
- TSA-AUE WHS Management Review policy WHS 011
- TSA-AUE WHS Management Review procedure WHSP11-01