

organization who need it. This requires arrangements to determine information needs and ensure that these needs are met by—

- (a) communicating the results from management systems, monitoring, audit and management reviews to those within the organization who are responsible for and have a stake in the organization's performance;
- (b) identifying and receiving relevant OHS information from outside the organization; and
- (c) ensuring that relevant information is communicated to people outside the organization who require it.

#### **Practical help: Communication**

Commonly used methods of internal communication include:

- (a) Meetings.
- (b) Team briefings.
- (c) Hard copy or electronic mail.
- (d) Videos.
- (e) Bulletins
- (f) Noticeboards.
- (g) Newsletters.
- (h) Signage.

Commonly used methods of external communication include:

- (i) Annual reports.
- (ii) Publications.
- (iii) Inserts in industry publications.
- (iv) Paid advertising.
- (v) Telephone inquiry services.
- (vi) Submissions to government on changes to legislation.

#### **4.3.3.2 Reporting**

Procedures for relevant and timely reporting of information need to be established to ensure the OHSMS is monitored and performance improved (see Clause 4.4.4).

Internal reporting procedures need to be established to cover—

- (a) health and safety performance reporting;
- (b) nonconformance (with procedures) reporting;
- (c) incident/occurrence reporting (including near hits) (see AS 1885.1); and
- (d) hazard identification reporting.

External reporting procedures need to be established to cover—

- (i) statutory reporting requirements; and
- (ii) stakeholder reporting.

#### **Practical help: Reporting**

Traditionally, reporting has focused on lost-time injuries and not the management system established to implement control of hazards/risks.

Effective reporting should cover the positive steps the organization is taking for hazard identification, hazard/risk assessment and control of hazards/risks and can include—

- (a) reports of levels of conformance with procedures;
- (b) reports on performance against targets;
- (c) reports on improvements made;
- (d) reports on investigation of the underlying reasons for incident occurrences; and
- (e) reports on health monitoring.

#### **4.3.3.3 Documentation**

Documentation is a key part of any management system and should be tailored to the needs of the organization. The organization should establish, implement and maintain information in a suitable medium, such as in print or electronic form, to —

- (a) describe the core elements of the management system and their interaction; and
- (b) provide direction to related documentation.

The range and detail of procedures that form part of the OHSMS would be dependent upon the complexity of the work, the methods used, and the skills and training needed by personnel involved in carrying out the activity.

Operational processes and procedures should be defined and appropriately documented and updated as necessary. The organization should clearly define the various types of documents which establish and specify effective operational procedures and control.

The existence of OHSMS documentation supports employee awareness of what is required to achieve the organization's OHS objectives and enables the evaluation of the system and OHS performance.

The degree and quality of the documentation will vary depending on the size and complexity of the organization. Where elements of the OHSMS are integrated with an organization's overall management system, the OHS documentation should be integrated into existing