

## APPENDIX B. EXAMPLE OF A RISK REGISTER

Site: Customer service team in Ballina office				Management representative(s): Mark and Ahmet				Worker representatives: Ian, Jen and Tracey				
Date issue raised	Hazard/situation	Information sources	Harm Consequences	Harm Likelihood	Level of risk	What controls are in place?	How adequate are existing controls?	What further controls are required?	Actioned by and comments	Date completed and comments	Who and how will monitored and review	Review date
30.9.20	Alleged harmful workplace behaviour - bullying when allocating work and managing performance	HR grievances, a psychological injury claim from team, HSC, and verbal reports by a sub-contractor	Severe	Moderate - two workers compensation claims for psychological injury in last 12 months in same team	High	Workplace behaviour/ code of conduct training completed annually.	Not effective - Consult affected workers about possible additional controls	Clarify and prioritise workload and confusion around service level agreements	Ahmet WHS manager did root cause analysis, and work design resulted in improved scheduling, reduced time pressure and improved role clarity. Referred to HR manager (Mark) for code of conduct investigation and allegation not substantiated.	30.10.20	Ahmet to check in with affected workers/ customer service team and manager to ensure controls have addressed underlying issues	27.11.20
11.12.20	Customer verbal abuse (probably due partly to long wait times)	Supervisor -feedback from planning day and Joe noticed during his' walk and listen' visit	Severe	High	High	Signs around the reception area on acceptable behaviour and that verbal abuse won't be tolerated	Not very effective - customers ignoring the signs. Doing a focus group on 17.12.20 with the team and talking to a sample of customers from that office.	Give customers alternatives if wait times will be lengthy, the concierge can let them know about some other ways to get their issue managed. Rotate front office team members to back of house duties every two hours for a break	Tony (supervisor), and Mark and Ahmet arranged for the concierge to start in January, rotating staff this month when training 'back of house' tasks completed	Still underway	Ahmet and Mark to review, still working out the best way to review	29.01.21