



Australian Government

Department of Jobs and Small Business
Office of the Federal Safety Commissioner

Glossary

The model client: Promoting safe construction

Glossary

Client

Is a person or organisational entity who commissions the design and construction of a construction project. It includes any agent appointed to manage the works on behalf of the client, in which case the client is not relieved of any of their obligations in respect of safer construction practices.

Completion stage

This is achieved after the finalisation of construction when the facility is handed over to the client. It is the stage reached when, depending on the type of facility, plant and equipment is commissioned, occupancy is arranged and the facility is put into service for its intended use. It is usually the stage when the contractor has completed all contractual obligations and the client has issued certification acknowledging completion of the works.

Construction

For the purposes of this document construction covers all work carried out on a work site (from section 6 of the *Building and Construction Industry (Improving Productivity) Act 2016*). It includes:

- the construction, alteration, extension, restoration, repair, demolition or dismantling of buildings, structures or works that form, or are to form, part of land, whether or not the buildings, structures or works are permanent
- the construction, alteration, extension, restoration, repair, demolition or dismantling of railways (not including rolling stock) or docks
- the installation in any building, structure or works of fittings forming, or to form, part of land, including heating, lighting, air-conditioning, ventilation, power supply, drainage, sanitation, water supply, fire protection, security and communications systems
- any operation that is part of, is preparatory to, or is for rendering complete, work covered by the activities above, for example:
 - site clearance, earth-moving, excavation, tunnelling and boring
 - the laying of foundations
 - the erection, maintenance or dismantling of scaffolding
 - the prefabrication of made-to-order components to form part of any building, structure or works, whether carried out onsite or offsite
 - site restoration, landscaping and the provision of roadways and other access works.

Construction stage

This commences after the planning and design of the facility has been finalised and after a building contractor has been appointed. The contractor is responsible for all construction planning and implementation, and encompasses all works on the site including any specialist tasks which may be carried out by subcontractors or equipment suppliers. The contractor controls the worksite until construction work is complete and the facility is handed over to the client.

Design and procurement stage

During the design and procurement stage of a construction project, the client selects a designer (or design team). The design of the permanent facility to be constructed is developed from the selection of design solutions. Design develops from an outline to a full conceptual design. Design documentation is prepared and the costs of constructing the designed facility are reviewed. Tender documents and contracts are developed for the construction stage.

Hazard

Any potential exposure to danger or harm, or adverse effect on an employee's health. Anything which may cause injury or ill health to anyone at or near a workplace is a hazard.

Key management actions (KMAs)

Are those activities that a client can implement in order to improve the OHS performance of construction projects. The terminology used in defining each KMA is as follows:

- **Action** describes what has to be done.
- **Phases** indicate the development phases during which the action has to be taken.
- **Description** provides a short narrative of the rationale of the action covering aspects such as who is responsible, its importance and some suggested strategies for consideration.
- **Key benefits** provide the reasons why the action is effective.
- **Desirable outcomes** describe the behavioural and procedural changes resulting from the implementation of the action.
- **Performance measure** describes the outputs that can be measured and recorded as evidence that the action has been successfully implemented.
- **Documents outline** the suggested approach to assist in the effective implementation of the KMA.

Model client

A model client is one which is openly and transparently committed to the principles of best practice in its organisational safety culture. A model client establishes a foundation for the development of shared understandings among all project stakeholders on the importance of safety and works to develop a safety culture in construction project teams.

Model Client Framework

The Model Client Framework has been designed to assist agencies to develop and integrate OHS into their construction projects through a clearly defined process of risk management, planning, organising and resourcing, monitoring and reviewing. It provides a step by step process which enables agencies to develop their project OHS processes and management skills to become a model client.

Need

The need for a construction project is defined as the extent to which the facility to be constructed is necessary in order to meet the client's business objectives. Assessment of this need should be made in reference to the client's strategic and operational objectives, the adequacy of existing facilities and alternative ways to provide facilities, other than through the procurement of construction work.

Planning stage

This stage of a construction project identifies and defines the client's need for a particular construction project. These requirements are defined in order to examine the variety of options that could address the identified need. During the planning stage, alternative options for the project are narrowed until a best solution is agreed. The project brief, with associated provisional approvals, is usually produced in this stage.

Project OHS process

This is a process to embed OHS into the management of building and construction projects. The key elements are:

- **Stages:** these cover the project development stages of planning (stage A), design and procurement (stage B), construction (stage C) and completion (stage D). The design stage is separated into two sub-stages covering conceptual design and production design and procurement.
- **Stage reviews:** between each stage (and sub-stage) are stage reviews. The purpose of these stage reviews is to ensure that all safety practices have been completed prior to moving to the next project stage. In this way, stage reviews act as 'gateways' in the project process. Before progressing to the next stage of the project, each stakeholder can check to see that all safety practices from the preceding stage have been completed. Stage reviews also provide an opportunity for project participants to reflect on the safety processes and outcomes of the preceding stage and to feed safety information forward for use in future stages of the project.
- **Phases:** the phases are project development steps that occur in a set sequence in each stage of the project occur during project development and delivery.
- **Key management actions:** under each project stage and development phase, there are a number of key management actions (KMAs). These have been allocated a unique identifier and a descriptor. They are strategically placed both horizontally and vertically in the project OHS process to show their relationship with the phases and, on the descending scale, the order in which they are undertaken.

Qualitative risk analysis

Is an approach using word descriptors to describe the magnitude of potential consequences of a harmful event and the likelihood that these consequences will occur. It can be used as an initial screening process to identify where more in-depth analysis is required, where reliable risk data precludes the use of quantitative methods of analysis or where qualitative analysis is appropriate to the nature of risk and type of decision to be made.

Quantitative risk analysis

Is an approach using numerical values to represent the potential consequences of a harmful event and likelihood (or probability) that these consequences will occur. It should be based on reliable data or robust modelling methods.

Risk

Is an exposure to an event which may cause death, injury, illness or other harm. Safety risk is measured in terms of the combination of the likelihood of a harmful event and the consequence of the harm should it occur. The level of risk increases with the severity of the hazard and the duration and frequency of exposure.

Safe designer

Is a designer who has the ability, commitment and appropriate knowledge to identify and manage OHS risks in design.

Semi-quantitative risk analysis

Is an approach using word descriptors to describe the potential consequences of a harmful event and the likelihood that this event will occur. These descriptors are assigned numerical values to enable risks to be ranked. Unlike quantitative risk analysis, these values may not be an accurate reflection of the actual risk.

Stage review

A 'gateway' separating project stages that assesses OHS processes and performances to ensure all safety practices have been completed prior to moving on to the next project stage. It also provides the opportunity to improve processes in future construction projects.

Further information

This glossary is part of a series about clients promoting safe construction. Further information about the Model Client Framework is available from the Office of the Federal Safety Commissioner.

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