



ICAM Lead Investigator Course Role Play – Injured Worker

Your Name:

David Roberts

Information you know:

Your name is David Roberts

Today's Date: Monday, 8th June 2020

Date of Birth: 12 June 2001

Age: 19

Address: 230 Hallam Road, Beenleigh QLD

Email: David_Roberts@T&T.com.au

Mobile: 0400987654

Next of kin / Prime contact: Rebecca Johnstone – Fiancé - 0432123456.

Incident

Incident Date: Monday, 8th June 2020

Incident Time: 6.55 am @ shift changeover

Incident Location Address:

Inbound Work Area

Richlands Distribution Centre

234-256 Bidder Rd

Richlands Qld

Phone: +61 (0)732345678

Supervisor

Fred Jones

Work History

- Unemployed from 16-18yo.
- Worked casually at previous employer TollFox for 5 months operating a forklift in Distribution Centre at Crestmead QLD from July 2019 – Nov 2019. Lost job due to absenteeism and a couple of near misses whilst operating the fork truck.
- Casual worker for T&T as fork truck operator for the past 3 months.
- Holds Forklift Truck (LF) Licence / Statement of Attainment (TLILIC2001 Licence to operate a forklift truck) dated July 7, 2019, and a Verification of Competency VOC issued by TollFox July 7th, 2019.
- Do not hold an order picking fork truck (LO) Verification of Competency, Statement of Attainment or a Certificate of Competency for the Unit of Competency (TLILIC2002 – Licence to operate an **order picking forklift** truck).
- Provided copy of Fork Truck License & VOC to T&T at the induction on 12th March 2021.
- Had a few near-misses due to congested loading docks and hectic pace. Often had issues with truck drivers getting annoyed that they had to wait to get unloaded due to shift handover.
- Been given a few warnings by the supervisor to slow down and wait for people to clear the exclusion zones before attempting to unload the trucks.
- Often come to work fatigued. Had a few arguments with other operators as they think I fancy myself as an operator.
- Don't always conduct pre-starts or wear my seatbelt, and have been given a previous verbal warning by the supervisor.
- Had two incidents where I have dropped loads whilst unloading the trucks. Your excuse was that the pallets failed. However, it was due to working too quickly and not properly inserting the fork tynes fully into the pallet.
- Can't remember the speed limits but think they are 10km.
- Occasionally use the Order Picker – didn't know that you needed another ticket for it.
- Trucks were often unloaded outside of the loading bay due to a backlog of trucks, although it doesn't conform to the traffic management plan.
- Told drivers previously to get out of the way when unloading trucks.
- The pallet weight on the driver's docket was 1.5T
- Didn't know the capacity of the order picking truck – relied on the side panel decal number of '18' which he thinks means 1.8T. Didn't read the data plate to confirm the capacity of the machine when at full reach.
- Wasn't sure of the gradient, although there was a bit of a slope, but had picked loads previously on the downward slope and had noticed the lifting of rear wheels on occasion.
- Picked up the pallet and reversed up the slope backwards, load raised about 1.2m, when at the top of the slope, applied brake as you felt oil spraying over you. The machine fell forwards, raising the rear of the fork truck off the ground, and the pallet crashed onto the ground, hitting the driver causing him rib, legs and spine injuries.
- Think the reason for the incident was due to a hydraulic hose blowing due to poor plant servicing.