WORK HEALTH & SAFETY

Student Manual

HLTWH5004 MANAGE WORK HEALTH AND SAFETY
CONTENT

INTRODUCTION ............................................................................................................. 7
  Workplace Health & Safety and the Importance of our Workforce ......................... 7

1. WORK HEALTH AND SAFETY PRACTICES ............................................. 9
  1.1 LEGISLATION, REGULATIONS AND POLICIES AND PROCEDURES ......9
    Workplace Health and Safety ................................................................................. 9
    Purpose of the WHS Act ...................................................................................... 11
    Reasonably Practicable ......................................................................................... 12
    General Principles ................................................................................................. 12
    WHS Law in the Workplace ................................................................................... 12
    Workplace Health and Safety is Everyone’s Responsibility .............................. 14
    Persons Conducting a Business or Undertaking (PCBUs) .................................... 15
    Rights and Responsibilities for WHS ................................................................. 15
    Why Should a Company/Organisation Comply? ............................................... 17
    What is so Important about WHS? ....................................................................... 17
    Duty of Care ........................................................................................................... 17
    Duty of Care in Law ............................................................................................... 18
    Can you Afford not to Invest in Safety? .............................................................. 19
    An Accident at Work Really Hurts ....................................................................... 20
    Myths & Facts about WHS ................................................................................... 20
    Accessing WHS Information ................................................................................. 21
    ACTIVITY 1.1 ....................................................................................................... 23

  1.2 HAZARD IDENTIFICATION AND CONTROL OF RISKS .................... 24
    Procedures for the Control of Risks ...................................................................... 24
    Hazards in the Workplace ..................................................................................... 25
    Common Workplace Hazards ................................................................................. 27
    Your Place of Work ............................................................................................... 28
    Identifying Hazards .............................................................................................. 28
    Record Identified Hazards ..................................................................................... 30
    ACTIVITY 1.2 ....................................................................................................... 30

  1.3 RISK ASSESSMENT PROCESS AND CONTROL MEASURES .......... 31
    Risk Assessment Process ..................................................................................... 31
    Risk Assessment Tools ......................................................................................... 32
    Risk Categorisation .............................................................................................. 32
    Control Measures .................................................................................................. 33
    Specific Risk Controls ........................................................................................... 34
    Using Protective Equipment for Work .................................................................. 36
    Worker’s Duty ....................................................................................................... 38
Strategies for Controlling Risk ................................................................. 39
Knowing the Risk Factor ........................................................................ 39
ACTIVITY 1.3 ......................................................................................... 40

1.4 WHS ADVICE .................................................................................. 42
Identify WHS Information Needs ............................................................. 42
Seeking WHS Advice .............................................................................. 42
Health and Safety Committees (HSCs) ..................................................... 43
Health and Safety Representatives (HSRs) .............................................. 43
Organisation WHS personnel ................................................................. 44
ACTIVITY 1.4 ......................................................................................... 45

2. FACILITATE CONSULTATION, COOPERATION AND COMMUNICATION ........................................................................ 46
2.1 WORKPLACE CONSULTATIONS ..................................................... 46
Health and Safety Consultation Process .................................................. 46
The Correct Forum to Raise WHS Issues ................................................. 48
Checking Organisational Procedures ...................................................... 49
ACTIVITY 2.1 ......................................................................................... 49

2.2 FEEDBACK ON HEALTH AND SAFETY ISSUES ......................... 50
Worker Participation with Feedback ....................................................... 50
Workplace Inspections .......................................................................... 50
Keep a Check on Work Performance ...................................................... 50
Maintain a Balance ................................................................................ 52
Communicating with the Workforce ....................................................... 53
ACTIVITY 2.2 ......................................................................................... 53

2.3 CONSULTATION DOCUMENTATION ........................................... 54
Documenting Requirements for WHS ..................................................... 54
Documenting Consultations ................................................................... 55
Communicating to your Workforce ......................................................... 55
ACTIVITY 2.3 ......................................................................................... 56

2.4 DOCUMENTATION OF RESPONSIBILITIES ................................ 57
Housekeeping Duties .............................................................................. 57
Making Improvements to the Work Area ................................................. 58
Demonstrate Safe Housekeeping Practices ............................................. 58
Improving Workplace Practices ............................................................ 59
Using Signs and Labels in the Workplace ................................................. 59
Ergonomics ............................................................................................ 61
Manual Tasks ........................................................................................ 61
Repetitive Strain .................................................................................... 63
Infection Control ..................................................................................... 63
Infection Control Principles ................................................................. 63
Infection .......................................................................................... 64
Hand Washing and Hand Care ............................................................ 64
Hand Washing Solutions ................................................................. 65
Hand Washing Procedure .............................................................. 65
Further Hand Care Procedures ......................................................... 66
Chemical Use .................................................................................. 66
Using Machinery ............................................................................ 66
ACTIVITY 2.4 .................................................................................. 67

2.5 TRAINING PROGRAMS ................................................................... 68
The Importance of Education ............................................................ 68
Training Opportunities under WHS ............................................... 68
Your HSR’s WHS Training ............................................................... 69
ACTIVITY 2.5 .................................................................................. 71

3. MONITORING COMPLIANCE WITH RISK CONTROL PROCESSES ... 72
3.1 WHS RECORD KEEPING SYSTEMS ............................................. 72
WHS Management Systems ............................................................ 72
WHS Information Systems .............................................................. 73
WHS Record-Keeping .................................................................... 74
Storing Records ............................................................................ 76
Issue Resolution ............................................................................ 77
ACTIVITY 3.1 .................................................................................. 77

3.2 MONITORING HAZARD, INCIDENT AND INJURY REPORTING PROCESSES ........................................................................... 78
Monitoring Workplace Incidents ...................................................... 78
Safety Improvement Plans ............................................................... 79
Dealing with Incidents .................................................................. 80
Types of Infection ........................................................................ 82
Other Sources of Infection ............................................................. 84
What to do in an Emergency Situation .......................................... 85
Participative Arrangements ............................................................. 87
ACTIVITY 3.1 .................................................................................. 87

3.3 EVALUATING WHS RECORD-KEEPING POLICIES AND PROCEDURES 88
Complying with Legislative Record-Keeping Requirements ............ 88
ACTIVITY 3.2 .................................................................................. 88

4. MAINTAINING WHS ........................................................................ 89
4.1 WHS RECORD KEEPING SYSTEMS ............................................. 89
WHS at Work ................................................................................ 89
Consulting with the Workforce ....................................................... 89
Identify your WHS priorities ........................................................................................................ 90
ACTIVITY 4.1 ................................................................................................................................. 91

4.2 WHS ACTION PLAN .......................................................................................................... 92
A WHS Plan for Priorities ........................................................................................................... 92
Plan for Training .......................................................................................................................... 93
ACTIVITY 4.2 ................................................................................................................................. 94

4.3 WHS BARRIERS .................................................................................................................. 95
Potential Barriers to Maintaining WHS ......................................................................................... 95
ACTIVITY 4.3 ................................................................................................................................. 95

4.4 ESTABLISH PROCESSES TO MONITOR THE PLAN .............................................. 96
Establish Sound Processes .......................................................................................................... 96
ACTIVITY 4.4 ................................................................................................................................. 96

APPENDIX .................................................................................................................................. 97
Reception .................................................................................................................................... 97
Reception Access & Security ......................................................................................................... 99
Reception Floor ............................................................................................................................. 101
Receptionists .............................................................................................................................. 103
Reception Counter & Chair .......................................................................................................... 104
Reception Electrical ..................................................................................................................... 106
Client Aggression ......................................................................................................................... 108
Reception Emergency Procedures ............................................................................................... 111
Computer and Personal Electronic Devices ............................................................................... 113
Telephones .................................................................................................................................. 116
Handling Equipment .................................................................................................................. 119
Storage Systems ........................................................................................................................... 121
Lighting .......................................................................................................................................... 123
Electrical ....................................................................................................................................... 127
INTRODUCTION

Workplace Health & Safety and the Importance of our Workforce

In practical terms, the health and safety of workers relates to the obvious aspects such as ensuring there is no equipment or material within the office that could cause injury or hazard, ensuring machinery is safe, protective gear is worn as needed, and tripping hazards are removed, as well as any electrical hazards and the like, however WHS is actually broader than this. Work Health and Safety is defined in the legislation to also include psychological and physical health.

Keep in mind that Work Health and Safety includes health not just safety. Too often WHS is seen just for its importance of safety and minimizing risk that are safety hazards. The health component is equally important and is about supporting the health of workers in a workplace. This extends from health hazards and risk, to health and wellbeing – making work a healthy and supportive environment.

It is important that WHS be seen in its full context. From the fact that it relates to psychological and physical health, we can see that it actually also relates to general working conditions. If stress levels, for instance, were very high, this could pose a risk to safety of workers, especially if working with equipment could cause harm. As we all know, stress, tiredness or lack of attention can be a very easy cause for an accident or hazard. Businesses should take great care in ensuring that the overall working conditions of their employees are such that people are looked after and respected in all that they do for their job.

This also means ensuring adequate staff numbers for particular jobs, and responding where staff may be overwhelmed, stressed or overly tired. All of this is a hazard in the waiting – and people’s health and wellbeing is what actually makes your business run well – after all, you couldn’t do what you do without your staff.

So it is important that the WHS obligations are taken seriously, but not just seen as a compliance matter to tick off and be done with. Rather, WHS is an opportunity for businesses to look carefully at the processes and overall arrangements they have in place to ensure the health and safety of their workers, and then to take that deeper, and look at
the health and wellbeing of their personnel, overall. The fact is, it is in the business’ best interests to do so.

The opportunity we are looking at here is not just a ‘solution’ to be applied, as in running a ‘wellbeing’ program that makes it look like ‘wellbeing’ is being addressed but without any depth of inquiry into how things are in the office for people. Rather, the opportunity is to really look at how staff feel about work, and the state of their health and wellbeing – knowing that they are the business’ greatest asset, which deserves to be taken great care of, to continue its value to the business well into the future.
1. WORK HEALTH AND SAFETY PRACTICES

1.1 LEGISLATION, REGULATIONS AND POLICIES AND PROCEDURES

Workplace Health and Safety

Work health and safety exists to protect all persons in the workplace, Work Health and Safety (WHS) Legislation is the primary legislation that provides guidance and essential safe practices for all businesses to use and follow.

Work Health and Safety Legislation

To help establish the necessary high standards of safety and care within the workplace, the Workplace Health and Safety (WHS) laws came into force on 1 January 2012, replacing the previous Occupational Health and Safety laws.

WHS includes:

- Legislative requirements:
  - WHS Law/Act 2012
  - duty of care
  - environmental protection

- Regulations:
  - rules for the organisation to follow to meet legal requirements
  - can be sued for breach of regulations

- Model Codes of Practice:
  - These are the practical guides to achieving industry benchmarks or standards of health and safety required under the Work Health and Safety (WHS) Act.
  - Shows the organisation how to meet the standards and requirements of law
if not followed, you cannot be sued for this, but documentation from an organisation relating to codes of practice can be used as evidence in a court of law


WHS law also includes a national compliance and enforcement policy. Each state and territory is responsible for regulating and enforcing the WHS laws, though it is useful to remember that the following states/territories do practice a harmonised approach to enforcing the legislation.

Harmonised WHS legislation is practiced by:

- Australian Capital Territory
- The Commonwealth of Australia
- New South Wales
- Northern Territory
- Queensland
- South Australia


Safe Work Australia

Safe Work Australia is the national body that works to ensure compliance with WHS laws are carried out in all workplaces and are responsible for developing the model Codes of Practice. The organisation helps in the running and development of national policy and strategies for safe working environments.

They can also assist in matters of:

- Reporting workplace incidents
- Finding a regulator in different states/territories
- Applying for and renewing of licences
• Registration of plant/plant designs
• Workers’ compensation claims.

They provide a wealth of information on matters of WHS and how it applies in the work place, and also undertake research in aspects of health and safety at work.


Purpose of the WHS Act

The WHS Act provides a framework to protect the health, safety and welfare of all workers at work and of other people who might be affected by the work. The obligations under the Act are comprehensive and apply to all people within a workplace – the business itself, officers and workers, as explained in this manual.

The WHS Act sets out its purpose in section 3. The Act aims to:

• Protect the health and safety of workers and other people by eliminating or minimising risks arising from work or workplaces
• Ensure fair and effective representation, consultation and cooperation to address and resolve health and safety issues in the workplace
• Encourage unions and employer organisations to take a constructive role in improving work health and safety practices through:
  o Assisting businesses and workers to achieve a healthier and safer working environment
  o Promoting information, education and training on work health and safety
  o Providing effective compliance and enforcement measures, and
  o Delivering continuous improvement and progressively higher standards of work health and safety.

The WHS Act expects that workers and other persons should be given the highest level of protection against harm to their health, safety and welfare from hazards and risks arising from work as is reasonably practicable. This is the fundamental premise on which the WHS Act is based.

For these purposes ‘health’ includes psychological health as well as physical health.
Reasonably Practicable

The term, ‘reasonably practicable’ is used often in the WHS Act. It is a guiding principle relating to the standard of safety and protection that is required under the Act. What is required is that all people are given the highest level of health and safety protection from hazards arising from work, so far as is reasonably practicable.

The term ‘reasonably practicable’ means what could reasonably be done at a particular time to ensure health and safety measures are in place. In other words, that sets the benchmark for what is expected to be complied with. A relevant person is required to do what is ‘reasonably practicable’ in the circumstances.

In determining what is reasonably practicable, there is a requirement to weigh up all relevant matters including:

- The likelihood of a hazard or risk occurring (in essence the probability of a person being exposed to harm)
- The degree of harm that might result if the hazard or risk occurred (in essence the potential seriousness of injury or harm)
- What the person concerned knows, or ought to reasonably know, about the hazard or risk and ways of eliminating or minimising it
- The availability of suitable ways to eliminate or minimise the hazard or risk, and
- The cost of eliminating or minimising the hazard or risk.

Costs may only be considered after assessing the extent of the risk and the available ways of eliminating or minimising the risk. This means that it is the risk of harm or injury that must come first – decisions must be based on this principle first, and only after consideration of that, may cost be considered. In other words, safety is put first.

General Principles

The WHS Act sets out work health and safety duties for persons conducting a business or undertaking, officers, unincorporated associations, government departments and public authorities including municipal governments, workers and other people at a workplace.

WHS Law in the Workplace
Who has a responsibility with WHS law in the workplace?

All persons using the workplace or who come into contact with the workplace (such as customers or couriers) have an obligation under WHS law. The relationship that the individual has with the workplace will determine the extent of this obligation.

WHS obligations apply to:

- Employers or Persons conducting a business or undertaking (PCBU)s, this includes:
  - workers compensation insurance needs to be in place for the workforce
  - identifying and managing risk in the workplace
  - consulting with workers on health and safety matters
  - reporting accidents and incidents in the workplace

- Persons responsible/have ownership of the workplace premises, this will mean:
  - managing risk in/around the workplace premises – managing risk means:
    - eliminating risks
    - taking steps to minimise and control risks

- The workforce – this includes managers, supervisors, employees and contractors, obligations can be seen below

- WHS representatives, committees and duty-holders – will have been appointed specific health and safety duties within the workplace and may also be PCBU$s, employers, managers, supervisors, employees and any other appointed person

- Other persons in the workplace, e.g. visitors, clients, customers, cleaners and delivery people, this includes:
  - complying with health and safety instructions as stipulated by the workplace, e.g. signing a visitors register or keeping doorways/corridors free from obstruction
  - not exposing others to risk through their own conduct.

Note: duty-holders are those persons who have been appointed responsibility to undertake certain WHS obligations by the owner/employer or PCBU$s. They may be the PCBU$s, officers, employees or other persons (such as an outside WHS specialist).

Obligations of employer and workers
As mentioned above, all persons in the workplace will have a duty to maintain health and safety in the workplace.

As a worker, under Section 28 of the WHS Act, you must:

• Take reasonable care of your health and safety
• Take reasonable care of the health and safety of the people around you; and
• Must comply with your employer’s instructions.

Your employer, under Section 19 of the WHS Act is required to provide:

• Processes to ensure that the health and safety of persons is not put at risk by maintaining:
  o a safe work environment
  o maintenance of all equipment, PPE and chemicals as required by law
  o up-to-date information, training and instruction to ensure that all persons are protected from risk.

Workplace Health and Safety is Everyone’s Responsibility

Whether your business is big or small, whether it is based at one location or many, whether you are an owner operator or an employer, you are legally required to make sure that the working environment is safe and without risks to health. Whilst the primary legal obligation rests with the employer or person in control of a workplace, making and keeping a workplace safe is a team effort. Each workplace will have a WHS policy - this policy will stipulate each staff member’s responsibilities. These responsibilities may be direct duties of care - a direct guideline on how to perform a task in a safe manner. Or they may be indirect responsibilities – the ongoing review and maintenance of a workplace to ensure constant safety.

If an incident was to occur in a workplace the situation would be assessed to see what staff member was liable. In a sole practice this responsibility will always fall back to the sole operator. In a workplace with multiple staff the liability would fall to where the negligence occurred. This could include whether there was an appropriate WHS procedure to prevent the incident (management) or whether the WHS procedure was performed correctly to ensure no risk of incident (staff members). Each and every member of staff need to work
together equally to ensure safety of a workplace. Workplace safety is everyone’s responsibility.

**Persons Conducting a Business or Undertaking (PCBU)**

PCBUs have a legal duty to ensure that health and safety are maintained at their workplace and should ensure that duties to carry out the safety of the workforce are performed. A PCBU is the legal individual(s) or organisation that operates the business.

A PCBU can be someone that:

- Employs workers to carry out work for them
- Directs work that is performed by workers
- May put others at risk from their business or undertaking
- Manages, or is in charge of, the workplace and facilities.

When a PCBU has a health and safety duty, an appointed person of the PCBU is required to ensure due-diligence is carried out with health and safety (see WHS Act S.27). The appointed person, responsible for health and safety duties at work will need to have a full understanding of work health and safety matters and to maintain/update their knowledge regularly.

The WHS Act also stipulates the requirements of workers (see WHS Act S.28), this requires that all workers take reasonable care over their own and others health and safety at work. It also requires that workers take instruction on health and safety from the PCBU to comply with health and safety policies and procedures (and the WHS Act) at work.

**Rights and Responsibilities for WHS**

Employers and employees are subject to rights and responsibilities in the workplace. This is to ensure the safety of all people affected and to establish mutually beneficial working arrangements. If employers provide a safe and supportive environment, then employees can work in greater comfort. Levels of efficiency will increase and there won’t be as many instances of workplace injuries/illnesses. The employer will benefit, as people will spend less time away from work. There will less disruption to schedules and fewer compensation claims.

**Employers must:**
• Provide a safe workplace
• Provide safe equipment
• Provide:
  o training
  o information
  o supervision
• Provide adequate and suitable facilities, where required
• Check and maintain WHS systems and procedures
• Provide PPE, where required.

Employees must:
• Work safely
• Wear PPE, where required
• Follow safety procedures and requirements
• Not destroy or compromise equipment and resources
• Not interfere with safety equipment
• Not act in a way that compromises their own safety, or that of colleagues, clients, and the public
• Report any WHS:
  o issues
  o hazards
  o injuries
  o accidents
  o near misses
  o concerns

You should be provided with information on the rights and responsibilities of employees and employers. There should be clarification on what is expected of you. You should also be aware of your rights and safeguards in the workplace. This arrangement is based on lawful requirements, ethical obligations, and mutual respect. The specified measures are designed to benefit both parties.
Why Should a Company/Organisation Comply?

Many people view WHS as a burden, and they are sometimes a bit frightened by the extent of penalties for non-compliance, as they are indeed very high (as is detailed below). As a result of this, it can be tempting to initiate processes for WHS compliance, but in a way that ‘ticks the boxes’ for compliance purposes but does not actually change the culture of an organisation so that safety is attended to by all. Taking this approach by an organisation, whilst it may be compliant in terms of having processes in place, does not actually address what is of most importance here, and that is the **health and safety of people**.

What is so Important about WHS?

Promoting awareness of the importance of health and safety in the workplace will not only help satisfy the WHS Act requirements, but it will also make your workplace a better place to be in. Instilling awareness in all employees or workers of the importance of respecting and protecting their health and safety, makes them feel cared for. All people can feel when something is instigated merely to tick a box.

What people conducting a business have an opportunity to do is to implement all required procedures and the like (as described in this manual) but to do so through **genuinely wanting to ensure the health and safety of all people in their workplace**. This is an opportunity to strengthen an organisation as a whole through showing respect and care to the workers. There is a big difference between taking this approach, and taking a minimal approach designed merely to satisfy the WHS Act and deliberately designed only to avoid the penalties for non-compliance.

**In a business, people should come first – and this makes the workplace a great place where people want to work.** All businesses have the opportunity to see WHS in this way, which changes the whole flavour of the most common approach across workplaces, to this legislation. Hence, we invite you to read about the obligations and duties in this manual, with and from this perspective, as an opportunity to further make your workplace about people – both workers/employees and customers/clients alike, for that is the real asset or jewel in your business, and what really makes it tick.

Duty of Care
The PCBU/employer should equip all staff with the correct knowledge and awareness of WHS policies and procedures for taking care in the workplace. There should be clear guidelines within these policies and procedures, and these should be disseminated and communicated to all staff.

Most organisations provide an induction pack/literature when a new employee joins an organisation and this will contain information on some aspects of health and safety within the workplace. Depending on the type of work carried out, it may also be necessary to provide more detailed information to employees on their area of work. Make sure you communicate health and safety procedures and any changes that may come into force.

You can:

- Hold health and safety meetings/discussions
- Inform employees on health and safety matters:
  - at staff meetings
  - by email communications
  - direct to department/work area needs
- Place health and safety notices and information on notice-boards and in staff rooms/areas
- Place health and safety information on your website/intranet
- Provide a staff health and safety manual in each area/department.

Note: to assist small businesses, state/territory work health and safety regulators provide access to advisory services, information sessions and fact sheets. Information on this can be found at the Safe Work Australia website: http://www.safeworkaustralia.gov.au/sites/swa/whs-information/smaller-business/pages/default (access date: 11.12.2015).

Duty of Care in Law

Duty of care comes under the ruling of tort law, i.e. a civil wrong as opposed to a breach of contract. It requires an individual to provide a standard of reasonable care while carrying out any activity that could potentially harm others. Breaching duty of care means that you, as an individual, are liable to legal action from the claimant.
Duty of care has been developed through common law, i.e. it exists based on past related court rulings – therefore, there is no exact legal definition of things like duty of care and negligence.

Negligence is when damage/harm occurs to another person as a result of someone else not exercising reasonable care. Duty of care requires that an acceptable standard of care is exercised, where it is reasonably practicable, to ensure the health and safety of yourself and others.

Duty of care cannot be delegated – all adults in the workplace are responsible for health and safety.

Courts will determine breaches of duty of care based on the following criteria:

- What is typically expected of another person in the same situation
- The person's roles and responsibilities within their organisation
- The experience/level of training for the individual
- The practicalities of the situation
- What is deemed acceptable practice within the community
- Generally acceptable standards in the situation
- Relevant laws e.g. the Workplace Health and Safety Act 1995.

Can you Afford not to Invest in Safety?

Keeping a small business afloat can be a challenge. The cost of doing business includes rent, wages, superannuation, regulation expenses, licenses and insurance. Insurance costs are driven by risks associated with your business as well as by claims that are made. A broken window can result in increased building insurance; an injury to a worker may lead to increased workers compensation insurance premiums. But an injury to a worker can also result in significant other costs not covered by insurance. The example below illustrates the importance of addressing safety in your workplace.

In a pasta shop recently, a 16-year-old boy went to clean a pasta-making machine. He couldn’t tell if it was switched off or not because the markings were in Italian, which he didn’t understand. So he stood on a little stool to peer into the machine. As it happened, the machine was operating and the youth lost his balance on the stool, which was a bit rickety anyway. As he fell, he grabbed at the machine and his hand became caught in the
turning blades. The guard that was fitted didn’t work properly and it was locked open. The boy’s hand was badly injured. It will never be the same again. And neither will the pasta business.

An Accident at Work Really Hurts

Incidents like this may not happen very often in a small business, but when they do, they have a devastating effect, not only on the person or persons who get injured or sick, but also on the business itself. In a small business you can’t afford to lose a trained worker – someone who knows your business, how it works, your standards, your customers, your products. Plus of course, no one wants to see any of the business’ employees hurt in any way. If something like the above happened to you, what would be the effect on the business?

This incident did not happen solely because the boy didn’t think or didn’t take enough care. Whilst that may have contributed to the accident and whilst workers have a responsibility to take reasonable care for their own health and safety, the real cause of the incident was a chain of hazards: poor markings on the machine, unstable stool, no suitable platform to stand on to inspect the machine and a faulty guard.

The owner probably knew about the hazards. Every one of them could have been detected and controlled. Maybe there were other hazards in that shop as well and it was just good luck that someone hadn’t been hurt earlier. There may be hazards in your workplace. If you don’t look for them beforehand, you may not see them until it is too late.

Work Health Safety is a system designed to support the safety of all. It should be implemented at every business not just as another business structure but also something of basic care and respect to those around. Preventative health and safety is the best approach to sustaining positive outcomes. Like any health risks the sooner the cause of harm is identified and removed the less damaging it can be in the long term.

Myths & Facts about WHS

<table>
<thead>
<tr>
<th>Myth</th>
<th>Facts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Many people in business believe that:</td>
<td>But in reality:</td>
</tr>
</tbody>
</table>
Because they have never had an injury, their workplace is safe.

Understanding the risks and taking action to prevent accidents before they happen is better than taking a chance by assuming your workplace is safe.

Improving workplace safety is expensive, time consuming and complicated.

Improving workplace safety in a small business is not necessarily expensive, time consuming or difficult; often it only involves making simple changes to the workplace or doing things a different way. In fact, the cost to the business and people of an injury or something going very wrong, would be far, far greater.

Safety legislation does not apply to sole operators.

All businesses, whatever their size, even owner operators, have a duty of care under occupational or work health and safety legislation.

To create an injury-free workplace, it pays to think about the little things that could end up becoming big problems. The benefits of occupational or work health and safety go beyond avoiding compensation claims and potential fines. You will also benefit in creating a happier, healthier and more productive workforce. The need to create a healthy and safe work environment should extend beyond potential negative business outcomes. It should be a system based on people and supporting people. In the same way if you care about money you will create good systems to support money, if you care about people you will create good systems to support people. WHS is a system designed to support people.

**Accessing WHS Information**

WHS legislation can be accessed to help your organisation formulate sound policies and procedures for all health and safety concerns in the workplace. Policy will form the foundation of how work is carried out and will be made up of legislative requirements, industry standards, codes of conduct/practice and work requirements.


State/territory WHS authorities
The following table also provides information on the WHS authorities in the states and territories.

State/territory WHS authorities responsible for regulating and enforcing WHS laws:

<table>
<thead>
<tr>
<th>State/territory</th>
<th>Contact details for state/territory for work health and safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western Australia</td>
<td>WorkSafe Western Australia: <a href="http://www.commerce.wa.gov.au/worksafe/">http://www.commerce.wa.gov.au/worksafe/</a></td>
</tr>
</tbody>
</table>

(All websites accessed 11.12.2015)

Codes of practice

Codes of practice will provide guidance on meeting legal requirements; they offer instruction on best practice.

More information on codes of practice for WHS can be found at the Australian Government Business website:

You can also find codes of practice for WHS at the Australian Government Comcare website:
(access date: 11.12.2015).
Safe Work Australia has model codes of practice to harmonise with the work health and safety laws.

**These include:**

- Safe removal of asbestos
- Construction work
- Demolition work
- Labelling workplace hazardous chemicals.

You can access their guidance materials at:


(access date: 11.12.2015).

**ACTIVITY 1.1**
1.2 HAZARD IDENTIFICATION AND CONTROL OF RISKS

ELEMENT: 1. Establish work health and safety practices
PERFORMANCE CRITERIA: 1.2 Develop procedures for ongoing hazard identification, and assessment and control of associated risks

Procedures for the Control of Risks

Hazards can be defined as being a source, or situation, that has the potential for harm in terms of injury or ill-health, damage to property, the environment, or a combination of these.

As such, it is important to be able to recognise the hazards within your own workplace so you can understand the risks. Knowing what the risks are will help you to control or minimise these as required.

Your place of work will need to develop procedures for identifying, assessing and controlling all risks. There may be procedures already in place – these should be looked at to check if these are still appropriate or if they need to be revised and changed.

Risk is the probability and the consequences of injury, illness or damage resulting from exposure to a hazard.

There is a ranking of the ways in which you can control risks, which is called the Hierarchy of Risk Control (from Safe Work Australia’s Work Health and Safety – Risks Code of Practice). This ranks control measures from the highest level of protection and reliability to the lowest, including:

- **Level 1 controls**:
  - Eliminate hazards

- **Level 2 controls**:
  - Substitute the hazard with something safer
  - Isolate the hazard from people
  - Use engineering controls

- **Level 3 controls**:
  - Use administrative controls
  - Use personal protective equipment (PPE)
Further information is available on the Safe Work Australia website at
http://www.safeworkaustralia.gov.au

Procedures for controlling hazards and consequential risks should include:

• Confirming WHS risk assessment responsibilities with appointed persons
• Making regular reviews in the workplace to identify risk areas
• Performing risk assessment(s)
• Reporting requirements for hazard/risk identification
• Assessing the level of risk, i.e. the likelihood of this happening and the consequences of this
• Determining how to control the risk
• Reviewing controls.

When appointed to undertake health and safety duties at work, under the Workplace Health and Safety Act these duties cannot be delegated to another. If duties have been appointed to more than one person, they can be shared, but will need to be responsibly administered (see WHS Act S. 13-18).

Tasks are:

• To eliminate hazards and risks to health and safety
• If not possible, to minimise these as reasonably practicable.

A duty-holder may work with health and safety representatives (HSRs) and employees on matters of workplace health and safety.

Hazards in the Workplace

Hazards can be found in all working environments and cover a wide remit. It could be a simple case of storage boxes left in a corridor/passageway blocking a safe right of way, or it could be a badly positioned workstation that causes repetitive strain to the employee using the workstation.

Hazards can be classified as:

<table>
<thead>
<tr>
<th>Hazard Classification</th>
</tr>
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</table>
Chemical hazards, such as:
- Liquids
- Fumes/gases
- Corrosive chemicals

Workplace/physical hazards, such as:
- Fire
- Electrical
- Slip, trip and fall hazards

Biological hazards, such as:
- Working with animals
- Working with plants/vegetation
- Illness/infection
- Contamination of substances

Ergonomic hazards, such as:
- Workstations
- Equipment/machinery
- Poor lighting
- Frequent lifting/manual handling

Long-term hazards

These can be cumulative and are not always obvious hazards to those that do not experience them. Examples of this kind of hazard include high levels of noise, chemical or fume exposure and vibrational (such as use of machinery). These are of importance and should be addressed, as these types of hazards may cause damage to individuals over time.

Psychological hazards

These include events or situations at work that cause stress to employees, such as occurrences of workplace bullying and workplace-fatigue. It is important to recognise this kind of hazard and to monitor the working environment to ensure situations that may cause psychological illness are eliminated.

Hazardous work environments

If your place of work puts you in situations of continual/high risk, such as construction or chemical sites, ensure that all employees follow a strict code of practice to ensure safety is maintained. Eliminating the risks may not be possible but safe working practices are. Assessment of the environment should be made regularly and clear working procedures should be communicated to all employees. Training on safety and following correct procedures is also of importance to maintaining a safe working environment.

High risk work includes:
- Diving
• High-rise work, such as scaffolding
• Working with chemicals.

Common Workplace Hazards

It is important to identify what hazards exist or could exist in your workplace. Common workplace hazards include:

<table>
<thead>
<tr>
<th>Source/type</th>
<th>Description of hazard</th>
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</thead>
<tbody>
<tr>
<td>Manual tasks</td>
<td>Over-exertion or repetitive movement, can cause muscular strain</td>
</tr>
<tr>
<td>Gravity</td>
<td>Falling objects, falls, slips and trips of people which can cause fractures, bruises, lacerations, dislocations, concussion, permanent injuries or death</td>
</tr>
<tr>
<td>Electricity</td>
<td>Electricity is a potential ignition source. Exposure to live electrical wires can cause shock, burns or death from electrocution</td>
</tr>
<tr>
<td>Machinery and equipment</td>
<td>Being hit by moving vehicles or being caught by moving parts of machinery can cause fractures, bruises, lacerations, dislocations, permanent injuries or death</td>
</tr>
<tr>
<td>Hazardous chemicals</td>
<td>Chemicals (such as acids, hydrocarbons, heavy metals) and dusts (such as asbestos and silica) can cause respiratory illnesses, cancers or dermatitis</td>
</tr>
<tr>
<td>Extreme temperatures</td>
<td>Heat can cause burns, heat stroke or fatigue. Cold can cause hypothermia or frost bite</td>
</tr>
<tr>
<td>Noise</td>
<td>Exposure to loud noise can cause permanent hearing damage</td>
</tr>
<tr>
<td>Radiation</td>
<td>Ultra violet, welding arc flashes, micro waves and lasers can cause burns, cancer or blindness</td>
</tr>
</tbody>
</table>
### Biological Hazards

Micro-organisms can cause hepatitis, legionnaires’ disease, Q fever, HIV/AIDS or allergies.

### Psychological Hazards

Work-related stress, bullying, violence and work-related fatigue all represent hazards. Workers should be encouraged to monitor their own levels of stress and fatigue to help ensure their ability to work safely and sustainably.

The need to check and understand the hazards and risks will apply for each industry sector.

**Your Place of Work**

As well as recognising the hazards and risks that may occur to all employees within any business sector, it is also necessary for you to identify the specific hazards and risks that may be associated with your particular industry or place of work.

This will depend upon the environment, the type of work that you do and any equipment or machinery that you may need to use.

For example, you may also be responsible for the direct welfare of others in your work, such as working in a care or learning environment (e.g. in a hospital or child care centre). If others are not able to look after their own needs, you should also be aware of the hazards and risks that may exist for those in your care and who occupy and live at your work premises.

**Identifying Hazards**

A hazard can cause harm or adverse effects (to individuals as health effects or to organizations as property or equipment losses). Sometimes a hazard is referred to as being the actual harm or the health affect it caused rather than the hazard.

**Hazard identification** is an assessment process to workplace processes and or environments used to identify possible situations where people may be exposed to injury,
illness or disease, the type of injury or illness that may result from these and the way in which work is organised and managed.

Health and safety hazards may be apparent in numerous areas of the work environment. There will be different levels of risk associated with each of these hazards. For example, workers may face a danger of slipping over and injuring themselves if damp areas aren’t clearly signposted. Infection may occur as a consequence of failing to store harmful chemicals in the appropriate manner. It is essential to identify such hazards and take preventative steps for the safety of the workforce.

You are advised to carry out regular inspections and identify signs of danger. You should consider what would happen if employees were exposed to specific hazards in the workplace. Information regarding risks may be found in the manufacturer’s instructions specific to certain chemicals and machinery. You are also encouraged to review the accident records and find out what types of hazards have already been encountered in your working environment. Some hazards and long-term risks may not be immediately obvious. However, research can be undertaken and employees asked for details of any concerns.

To identify hazards as part of your procedures, information needs to be gathered from a variety of sources to ensure that an accurate account can be made.

You should:

- Inspect the workplace to check for hazards
  This should be done periodically and when changes are made to the working environment
- Assess incident and accident report records
  This can help identify and confirm sources of risk and any patterns of similar occurrences that may indicate a risk
- Consult with employees
  This will provide first-hand information from all who work within the workplace and provides valuable feedback to your questions, for example this can be undertaken in staff/team meetings, informal discussions and tool box talks
- Observe the workplace
  Check how work procedures are carried out and for low morale or conflict between
employees. If there is a high absentee rate or poor work quality these can all be signs of difficult or over-reaching work demands.

The results may be outlined in a checklist, as follows:

<table>
<thead>
<tr>
<th>Date of review</th>
<th>Type of hazard</th>
<th>Location of hazard</th>
<th>Risk associated with hazard</th>
<th>Action to be taken</th>
<th>Date for follow up inspection</th>
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</table>

**Record Identified Hazards**

When you have identified the hazards (and potential hazards) you should document the details to comply with organisational requirements. This will also ensure that you comply with WHS legislation and codes of practice. Your findings should be recorded and all supporting evidence included so that the relevant information is accessible to those that may need this.

If you use a hazard assessment checklist, make sure that your form allows you to correctly identify the hazard – rather than listing items that need to be checked-off. It might be more beneficial to list the hazards and see if any items will cause this to occur.

For example, rather than listing ‘floor surfaces even and in serviceable condition’ and ticking yes or no, you could list ‘could you slip, trip or fall?’ and leave space for a more detailed answer. This will help focus your attention on the potential hazards rather than the individual elements within the worksite.

**ACTIVITY 1.2**
1.3 RISK ASSESSMENT PROCESS AND CONTROL MEASURES

Risk management is a two-stage process; identify the risk and control the risk. Develop a strategy that will encompass your needs and to help you plan and manage situations of risk.

Risk Assessment Process

Once you have identified the hazards, you should conduct a workplace risk assessment. A risk assessment is vital to identifying the possible effects that hazards and potential hazards may have in the workplace. It enables you to document and report such matters clearly, to workplace procedures, and to formulate your risk control.

You should:

• Assess the impact of the hazards on employees, and within the workplace
• Evaluate the risks, the likelihood of this happening, the frequency and exposure
• Determine the measures needed to eliminate/minimise the risk
• Record your assessment
• Review hazards on a regular basis and adjust risk assessment as needed.

Check any manufacturer’s instructions, manual, safety data sheets (for chemical and equipment use) that may be in possession at your organisation. These will also help in your assessment and can verify if employees are using these items correctly and if all health and safety procedures are being followed.

Check past accident/sickness records to see if there is a correlation to any identified risks and remember to include the effects of any long-term hazards on employees.

Include any additional work tasks in your assessment such as, maintenance, out of office hours working and cleaning operations. Make sure that all aspects are included in your assessment.
Let others know the hazards

If there is a physical hazard in the workplace, make sure the area is made safe by alerting others to the hazards. You can alert others by direct communication or by placing signs/notices to let others know.

This will help prevent a risk of an incident happening, while the hazard is being reported.

Risk Assessment Tools

Risk assessment tools are usually:

- Charts
- Checklists
- Scales of danger
- Questionnaires

These tools can be used to pose predetermined questions regarding the danger of the activity. Specific forms can be universal, or apply to particular types of task.

These forms are available from government websites and/or from your organisation. The relevant workplace forms will provide more specific and relevant details of activities.

Rating scales give the task a value that determines the level of risk or danger to staff. You should know what level of danger to expect and attempt to reduce the associated risks, where possible.

Risk Categorisation

All risk should be categorised on the likelihood of the risk happening and on the consequence of the risk occurring. This will help you to manage each risk on a risk-by-risk basis. A risk matrix categorisation is a useful way to assess any probabilities of risk; the template risk matrix, as shown below, is a method to scale the risks by placing the identified risk in the appropriate box. By putting this down in a physical form, it enables the risk to be assessed and prioritised.
Example risk matrix template:

<table>
<thead>
<tr>
<th>Impact of risk</th>
<th>Likelihood of risk happening</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Rare</td>
</tr>
<tr>
<td>Extreme</td>
<td>LM</td>
</tr>
<tr>
<td>High</td>
<td>L</td>
</tr>
<tr>
<td>Moderate</td>
<td>L</td>
</tr>
<tr>
<td>Low</td>
<td>L</td>
</tr>
<tr>
<td>Very low</td>
<td>L</td>
</tr>
</tbody>
</table>

Key:

L – low risk
LM – low/medium risk
M – medium risk
MH – medium/high risk
H – high risk

When the risks have been categorised in order of importance, you will be able to define which risks will need to be addressed first and determine the correct controls to eliminate or lessen the risk. Some risks may be resolved easily and immediately, while others may take time to plan and implement. Always look to address the priority risks to maintain a safe work environment.

Control Measures

Control measures should be applied for the minimisation of dangers and risks associated with the workplace; this may include working with machinery and equipment, manual lifting/handling, chemicals and harmful substances, customer-facing roles and work areas that require hygiene controls.

These measures should be implemented for improved workplace safety and to comply with necessary workplace legislation and regulations. Being able to control the variables of a situation can allow you to create a more desirable and suitable environment for carrying out work requirements.
To help establish a system for measuring and implementing controls in the workplace, Safe Work Australia have developed a hierarchy of risk control for work health and safety practices.

**Hierarchy of risk control** (from Safe Work Australia Work Health and Safety - Risks Code of Practice) includes:

- **Level 1 controls**
  - eliminate hazards

- **Level 2 controls**
  - substitute the hazard with something safer
  - isolate the hazard from people
  - use engineering controls

- **Level 3 controls**
  - use administrative controls
  - use personal protective equipment (PPE).

(Level 1 is the highest ranking and controls the risk completely, while level 3 is the lowest ranking and is put in place to manage the risk after all other controls have been considered.)

Your organisation may have risks that are easily controlled and eliminated or, if working in an environment where hazards are more commonplace, may have established more complex systems to deal with known risks and the residual risks that may occur.

**Specific Risk Controls**

Depending upon the work environment, there may be different risks that are of importance and concern to your organisation. Employees may be faced with day-to-day hazards that with careful management and the right controls, will pose no threat. Be aware of any industry-specific controls that your organisation may need to put into place.

If hazards can be eliminated, this should be the action that is taken. If the hazards are a part of the business industry, these need to be managed. For example, if old machinery has become unstable, this should be replaced/repaired as needed to either eliminate of
provide safer controls; if persons work with toxic chemicals the work area should be isolated with adequate safety such as ventilation requirements and the use of PPE.

Catering and care environments need a high level of hygiene; hazards that exist around maintaining hygiene will need thorough working processes and practices to ensure workers can meet these requirements. Designing efficient practices with high hazard controls is essential for achieving consistency and success.

Administrative controls may include better management of working tasks to ensure workers are not tired or rushed to finish work, better planning to manage potential situations and identifying resource issues to enable work to be carried out safely.

Your organisation may have the following systems and procedures in place for controlling and preventing risks:

- Training staff
- Having a report/feedback system
- Following the law
- Manual Handling Code of Practice
- Providing lifting equipment
- Providing PPE
- Taking steps to prevent infection
- Abiding by the law
- Meeting restrictions and legislations
- Working compliantly
- Many more…

You need to follow and support the procedures outlined by your organisation. You should provide relevant assistance for colleagues and do your best to contribute to the maintenance and implementation of different procedures.

You are also encouraged to engage in the creation of participative arrangements utilised by your workplace.

Managing work health and safety risks involves four steps (as to which, see the table and the figure below):
### Managing Risks - Steps

<table>
<thead>
<tr>
<th>Steps</th>
<th>What this means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazard identification</td>
<td>Finding out what could cause harm (through workplace inspections and review of workplace data)</td>
</tr>
<tr>
<td>Risk assessment</td>
<td>A risk assessment means understanding the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening</td>
</tr>
<tr>
<td>Controlling risks</td>
<td>Implementing the most effective control measure that is reasonably practicable in the circumstances, and is implemented to control the particular risk identified. Refer to the Hierarchy of risk control discussed earlier in this manual</td>
</tr>
<tr>
<td>Reviewing control measures</td>
<td>It is important to not just put a control in place and then not look at it again. Reviewing control measures is very important, and means ensuring control measures are actually working as planned</td>
</tr>
</tbody>
</table>

PCBU’s are responsible for managing risks.

Control measures must be selected to eliminate the risk, so far as is reasonably practicable. If elimination is not reasonably practicable, the risks must be minimised so far as is reasonably practicable.

**Using Protective Equipment for Work**

In your line of work, it may be necessary for you to wear or use appropriate personal protective equipment (PPE) as a safety measure and for the control of risks. PPE provides protection from hazards by providing a physical barrier between the person and the particular hazard/known risk.
Personal protective equipment (PPE) may include:

<table>
<thead>
<tr>
<th>Category</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head protection</td>
<td>Hats – for example, to protect from sun exposure and to protect hair from contaminating food products</td>
</tr>
<tr>
<td></td>
<td>Hard hats to protect the head from debris and heavy items that may potentially fall</td>
</tr>
<tr>
<td></td>
<td>Hair nets – to protect hair from contaminating sterile areas and from being caught in machinery</td>
</tr>
<tr>
<td>Face and eye protection</td>
<td>Safety glasses/goggles – to protect from substances, fragments and sparks</td>
</tr>
<tr>
<td></td>
<td>Sun glasses – to protect your eyes from the sun when working outside</td>
</tr>
<tr>
<td></td>
<td>Face masks/protectors – to protect from infection and debris</td>
</tr>
<tr>
<td>Respiratory protection</td>
<td>Respirator – to protect the wearer from inhaling fumes or dust particles</td>
</tr>
<tr>
<td>Hearing protection</td>
<td>Ear muffs/plugs to protect the wearer from loud noises</td>
</tr>
<tr>
<td>Hand protection</td>
<td>Gloves – for example medical gloves to protect from infection and Kevlar work gloves to protect from cutting tool injuries and sharp edges</td>
</tr>
<tr>
<td>Clothing/body protection</td>
<td>Protective suits or items of clothing such as aprons, laboratory coats or life vests</td>
</tr>
<tr>
<td>Footwear protection</td>
<td>Safety boots/shoes to protect workers from falling debris, slipping and the environment</td>
</tr>
</tbody>
</table>

Protection from the sun should be included and if working outside you should ensure that appropriate clothes and coverings are worn. Apply sunscreen lotion, specific to your skin care needs, to also make sure that any exposed areas are also protected. Wear a hat to protect your head (if feasible) and do not spend more time than is needed working outside. Your employer should have guidelines in place for time spent working outside and you should check these for your work health and safety.

If your work is done at a high level from the ground, such as in the construction industry, you may need to also wear a body harness. This will protect you from falling and provide a safe means to carry out difficult jobs in areas that may be hard to reach.

Check your PPE is fit for purpose
All PPE should fit the wearer, be used appropriately and should be in serviceable condition. It should be made available to employees and should provide effective protection for the purpose at hand. Equipment must be maintained and cleaned after use, and should be stored hygienically for the next time it is used; this is a requirement for WHS compliance.

Employees should be made aware of the protection provided by using PPE. If the PPE becomes damaged, it should be replaced to ensure that risk to workers is correctly controlled. There also needs to be ample items of PPE for all employees to use, this is to cover any damaged or worn items that need to be replaced.

Training should be given to use PPE correctly

PPE must be worn by workers as far as reasonably practicable in accordance with the instructions training and information they receive. This includes training during the coaching and mentoring process, during formal or informal training or when they are provided with procedures that require the use of PPE.

Some PPE items may be disposable, such as disposable gloves, shoe covers or face masks – this may be a requirement for keeping strict hygiene levels or it may be that the item will be compromised and no longer offer the correct protection. Always follow the correct guidelines and if any disposable items are running low in your work area, make sure that the appropriate person is aware so that stock levels can be maintained.

If any employee is in any doubt as to how an item of PPE should be used or worn, or unsure if it is damaged or correct, this should be clarified with the relevant manager/supervisor.

Further information on PPE can be found at the following link to the Safe Work Australia website: http://www.safeworkaustralia.gov.au/sites/swa/model-whs-laws/faqs/pages/faq-ppe (access date: 11.12.2015)

Worker’s Duty

When provided with PPE, an employee must as far as reasonably able, use or wear the equipment in accordance with the training, information or reasonable instruction by the person conducting the business or undertaking. The worker must also not intentionally misuse or damage the equipment.
If the equipment is damaged, has a defect or needs to be cleaned or decontaminated, the worker must inform their employer or his supervisor. (Regulation 46)

Administrative controls and PPE should only be used to protect workers from risk. They should only be used when:

- The control measures that could be used are not practical for the given situation;
- It can be used as an interim measure until a more appropriate control measure can be used; and
- To back up another higher control measure.

**Strategies for Controlling Risk**

To resolve issues of risk, a strategy of control will be needed. It will depend upon the type of risk involved as to which strategy will work best.

**Strategies to control risk include:**

- **Stop the risk**
  
  Take away the process/element that is causing the risk (Does this action really need to be included?)

- **Treat the risk**
  
  Stop the action causing risk and change this action to include controls for risk elimination

- **Transfer the risk**
  
  Shift the element of risk elsewhere

- **Tolerate the risk**
  
  On occasions where risk is unavoidable and needs to be allowed for, make this as safe a process as possible.

Decide upon the strategy and work to remove the risk. If you need to consult with others, make sure this is done and the outcome is agreed.

**Knowing the Risk Factor**

After a hazard has been identified, if this is not controlled, there will be a risk factor to you and others in the workplace. Once controls have been put in place, the risk should be either eliminated or minimised to a manageable and identified level.
What is residual risk?

After controls are put in place, if the results of this highlight further or other risks, that had not been previously recognised, then this will become a residual risk. Residual risk is the risk which remains after controls have been implemented. For example, if stacked boxes in a corridor are identified as blocking entry and exit to the premises and also as a trip hazard, the hazards can be managed by removing the stacked boxes into an appropriate storage area. However, if the stacked boxes are stored in front of other items in the storage area, making it difficult to reach the items behind, this may cause another potential fall or trip hazard. This can be an occurrence of residual risk.

Principles of Safe Design

Safe design is a process defined as ‘The integration of hazard identification and risk assessment methods early in the design process to eliminate or minimise the risks of injury throughout the life of the product being designed. It encompasses all design including facilities, hardware, systems, equipment, products, tooling, materials, energy controls, layout, and configuration’.

The principles of safe design are:

**Principle 1: Persons with Control** – persons who make decisions affecting the design of products, facilities or processes are able to promote health and safety at the source

**Principle 2: Product Lifecycle** – safe design applies to every stage in the lifecycle from conception through to disposal. It involves eliminating hazards or minimising risks as early in the lifecycle as possible.

**Principle 3: Systematic Risk Management** – the application of hazard identification, risk assessment and risk control processes to achieve safe design.

**Principle 4: Safe Design Knowledge and Capability** – should be either demonstrated or acquired by persons with control over design.

**Principle 5: Information Transfer:** effective communication and documentation of design and risk control information between all persons involved in the phases of the lifecycle is essential for the safe design approach.

These principles have been taken from [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au).
Safe Design is in place to reduce the number of work related deaths by way of product/system/equipment/facility fault. It is also much more cost effective to eliminate the hazard during the development phases rather than making changes when the product is already out there in industry.

Safe Design laws are imposed on the following parties:

- Designers of plant, buildings and structures
- Building owners and persons with control of workplaces
- Manufacturers, importers and suppliers of plant and substances, and
- Persons who install, erect or modify plant


**ACTIVITY 1.3**
Identify WHS Information Needs

In the course of your work duties to manage work health and safety, it may be necessary to locate information. This information may be legislative, to determine exact workplace requirements. It may be administrative, to ensure your workplace are following correct policy and procedures and use the correct forms and reporting practices. It may also be advice that is needed to assist in dealing with WHS matters.

You may not have all the information that you need to carry out your duties. This will need to be determined and sought to fill gaps in your knowledge and to help you manage required WHS situations.

Seeking WHS Advice

Advice and WHS information can be sought from experts and specialists that work with WHS agencies. Their role is to support WHS legislation and workplace practices.

If you need information from persons within your organisation on delegated matters or current WHS issues that are being managed within the workplace, seek the appropriate individuals.

You may obtain WHS information from:

- WHS/Health and safety committee (HSC) – if you have one, your HSC may have information regarding matters of WHS in the workplace, or on discussions being undertaken with other workers
- WHS/Health and safety representative (HSR) – if you have one, your HSR may have information regarding current WHS issues or matters at work
- Organisations/agencies:
  - State/territory WHS agencies, visit the Australian Government Business website for further contact details: http://www.business.gov.au/business-
Health and Safety Committees (HSCs)

A health and safety committee (HSC) can also be formed to discuss issues of health and safety and help enforce work health and safety policies and procedure within the workplace. A HSC should also be included in the risk management process. Health and safety committee members can be made up of HSRs and other appointed persons such as the duty-holder(s) that are nominated for the committee; it must also contain workers – at least half of the health and safety committee must be made up of workers (see WHS Act S.75-79).

The function of a health and safety committee is to:

• Facilitate co-operation between the workers and their employer’s representative to ensure that worker health and safety is maintained at work;

• Assist in developing standards and procedures; and

• Any functions prescribed the regulations or agreed by the person conducting business or undertaking. For example, Regulation 23 requires that if there is a default in the Resolution of health and safety issues under Section 81(2) of the Act, a copy of a written agreement between all parties can be requested by the health and safety committee for the workplace.

(Section 77 of WHS Act)

Health and Safety Representatives (HSRs)

A HSR will be part of the workforce and is most usually elected as representative by their work group. Workers are entitled to elect a Health and Safety Representative (HSR) if they want to. If there are HSRs elected, the PCBU must keep a record of all HSRs appointed and the groups they represent.

This position is useful for consultations or discussions as they can represent the ideas and opinions of their work group when it is not possible or feasible to include all employees at a meeting. Section 48 of the WHS Act states that if workers have a HSR, that health and
safety consultations must involve that representative. A HSR would also discuss and inform their work group on health and safety matters, be present at health and safety interviews with workers, and assist with training requirements.

Upon request, a PCBU must allow HSRs and any Deputy HSRs to attend a work health and safety course or training approved by the Regulator, including giving them paid time off to attend an agreed course.

Note that HSRs, once trained, are entitled to issue notices to a PCBU in relation to contraventions of the WHS Act. The procedure is as follows. An HSR who has undertaken the requisite training may issue a provisional improvement notice to a PCBU identifying a contravention against the WHS Act or WHS Regulations and requiring such contravention to be remedied within a certain period. Consultation is required before the issue of such a notice. The affected person may request that the Regulator review the notice, in which case an inspector will review it. If no review is sought, the notice must be complied with. The notice is called a Provisional improvement notice (PIN).

If an inspector reviews the PIN and confirms it (with or without changes), the PIN must be complied with by the PCBU, as approved by the inspector.

**Organisation WHS personnel**

Within your organisation, you may have individuals that have been appointed as WHS personnel (possibly in your Human Resources department). These individuals will have a thorough understanding of the workplace health and safety laws and workplace requirements. If your organisation has these individuals, they will be able to give advice on specific WHS requirements for your organisation.

**WHS officers**

Officers (in regards to WHS) are senior personnel and management who are appointed with health and safety duties within the organisation and come under the umbrella of ‘duty-holders’. They are able to participate with necessary decision-making processes that may be needed at an executive level.

**Fire wardens and first aiders**
Fire wardens and first aiders should have training, at regular intervals, to ensure that their knowledge and skills remain up-to-date. First aiders will need to have passed an accredited course for their initial training and should refresh their training each year for CPR. They will need to officially renew their first aid qualification every three years. These individuals are usually members of the workforce who have agreed/volunteered to undertake the role, alongside their normal work duties.

**ACTIVITY 1.4**
2. FACILITATE CONSULTATION, COOPERATION AND COMMUNICATION

2.1 WORKPLACE CONSULTATIONS

Health and Safety Consultation Process

There are various consultation requirements under the WHS Act.

PCBU must insofar as is reasonably practicable consult with workers who carry out work for the business or undertaking who are or who are likely to be directly affected by a matter related to health and safety. Workers must be given a reasonable opportunity to express their views or raise issues about work health and safety at the workplace. In other words, WHS cannot just be implemented by management – workers must be given a reasonable opportunity to contribute.

A PCBU must consult with workers and take their views into account in relation to:

- Identifying hazards and assessing risk arising from work
- Proposing changes that may affect the health and safety of workers, and
- When considering ways to eliminate or minimise risks, the adequacy of facilities and procedures and how to provide health and safety information to workers.

The WHS Regulations may provide further circumstances when consultation is required.

Staff can provide insights into:

- Ergonomic risks

  Such as air quality within the work area, is the ventilation adequate or are there issues affecting this. Employees are best placed to provide you with information on the work environment, for example, if inadequate storage space is provided, desk space may be cluttered and may result in a poorly laid out desk area, resulting in bad posture or repetitive strain injuries.
• Security risks
Which may include entry into and out of the building, visitors to the workplace and lock-up procedures. Has your organisation ensured that staff are safe on site and if there is safe access when it is required (if staff work on a shift rotation are there provisions to ensure a secure work site).

• Equipment and resource issues
Your employees need to be able to work efficiently and be able to rely on safety of equipment and adequate resources. If maintenance of equipment is carried out, employees can provide feedback on reliability of services and of additional needs.

• Safe working practices
Employees may need training and instruction on work procedures and on using equipment. If supervision of work areas and tasks is not as expected, employees can voice concerns and needs.

Consultation for work health and safety issues

Consultation is needed between duty-holders (sharing work health and safety matters) and between the employer and employees. All persons affected by matters of health and safety need to be included (see WHS Act Part 5, 6 and 7).

A consultation offers the chance to:

• Talk about current work health and safety issues
• Listen to others comments
• Raise concerns
• Share information and viewpoints
• Understanding the role of work health and safety in relation to the worker.

Not only does this need to occur when identifying hazards, determining associated risks and in controlling the risks, it also needs to occur at other times – notably for resolving work health and safety issues, and monitoring workers’ health and conditions within the workplace. All of which may arise at various times during working life.

Consultation is also needed for communicating information on proposed changes at work (such as new equipment or a new work building) and for training purposes. It is important
to ensure that all employees are aware of current health and safety as well as any new additions or changes.

Consultation and feedback

Consultation requires that your employer provide you with up-to-date information and training in regards to your place of work. In return, your role is to provide suggestions and feedback on work health and safety issues. These suggestions and feedback must be considered by management when they make a decision. Management must also provide feedback in regards to the final decision made. To assist in meeting these requirements, you should also participate in reviews.

The consultation process may occur over a period of time as matters of health and safety are addressed and reviewed before making changes to improve WHS.

Taking part in reviews

Reviews may include contributing to, or putting together, information for your management, or designated individuals, so that further analysis and decisions can be made on matters of workplace health and safety. You may need to provide suggestions on work improvements, requests for equipment to help improve work processes and reports on work productivity.

You may need to work together with colleagues, or you may be appointed as a spokesperson for other members of the workforce. It will depend upon the size and nature of the organisation as to their specific requirements.

Reviews and consultations provide the means for raising any other health and safety issues you may have.

You may decide to hold regular meetings with your PCBU, duty-holder(s), HSC or HSR to check and monitor matters of WHS, for inclusion of employees you may decide upon consultations and meetings as appropriate to needs, as they arise. To inform all employees on good practice, remind on WHS not being performed or to involve them in updates and changes, notices, memos and informal discussions may be appropriate. Put a process in place to cover your organisational communication needs.

The Correct Forum to Raise WHS Issues
If you have any points to raise on health and safety matters, you should make sure that the correct procedures are followed. Speak directly with your manager and check who you need to inform at your place of work. If the issue is small, such as reminding colleagues to switch off equipment or to replace reference file copies, you may need to speak with your colleagues or the relevant team manager may raise this concern as part of their managerial duties.

Other issues may need to be mentioned to specific duty-holders or officers, such as issues of security or with regards to locking up/unlocking procedures, or replacing items in the first aid box. If the matter affects all persons, a meeting may need to be organised by the duty-holder(s) to inform all staff.

**Designated personnel may include:**

- Colleagues
- Supervisor/manager
- Health and safety representative(s) (HSR)
- Duty-holder(s)
- Officers
- WHS specialists/committees.

**Checking Organisational Procedures**

Makes sure you are familiar with your organisation’s policies and procedures for all workplace health and safety. If you do not have an employee handbook with this information inside, you should request WHS information from your manager.


**ACTIVITY 2.1**
2.2 FEEDBACK ON HEALTH AND SAFETY ISSUES

Worker Participation with Feedback

It is important to make sure the workforce is aware of their duty and responsibilities with work health and safety and let them know that consultation and feedback is a part of that process. Instil guidance on employee processes so that all managers and employees know what is expected of them; this will help you to monitor the contributions made on WHS.

Provide clear opportunities for all employees to participate when it is needed. Communicate the value of their thoughts and opinions on matters of health and safety so they can understand how this will help ensure best practice.

Processes may include:

- Informing staff on WHS matters
- Confirming their understanding
- Asking for initial feedback
- Implementing WHS changes into the workplace
- Requesting more detailed feedback from staff after a short period of time
- Reviewing feedback and acknowledging contributions made
- Incorporating relevant points from feedback into further WHS changes.

Workplace Inspections

Part of your role in contributing to WHS activities may include checking the work area by taking part in workplace inspections. You may require employees to participate in inspections as they will be more familiar with their work areas and the tasks that they do there; they can provide a clearer insight into potential hazards or occurrences of risk that may exist there. The duty-holders or HSR may require information on work practices and you should provide clear information in response to their needs.

Keep a Check on Work Performance
At work you should keep a check on any situations that may cause workers stress or fatigue during the working day. If not addressed, stress and fatigue can be harmful to workers’ health and their ability to perform work tasks. Incidents of this may occur through one-off situations that dissipate after the situation has passed, such as when dealing with a difficult customer, or this can progressively build-up over time without a worker necessarily knowing, for example, short work deadlines or from issues of poor leadership within the workplace.

**Stress and fatigue may be caused by:**

- High workloads or low workloads
- Lack of variety in work, or work that is meaningless
- No control over planning or pace of work
- Dangerous/hazardous work, e.g. working as a member of the police force
- Lack of communication in the workplace
- Non- or low-participation in overall decision-making processes that affect your work
- Long working hours
- Inflexible work hours or shift hours
- Inadequate training, or a mismatch of skills and experience to your job role
- Insufficient support in your job role
- Job insecurity
- Poor work area, or inefficient equipment to do your job.

There may be times where stress and fatigue may be expected, for example, if recovering from a period of illness the return to work can mean catching up on workloads, or if starting a new job or changing work roles. These new or passing situations will be resolved when the workload has been addressed and the new situations have become more familiar.

Employees should be encouraged to let their managers or colleagues know if they are experiencing external home-life stresses that impact on work, for example moving house. This way they can receive support during a potentially stressful time and can also be rest assured that their employer is aware and that colleagues know why they may be acting differently.
Not all situations of stress and fatigue will be a problem, however it is important to learn to recognise those situations of stress that are detrimental to workers’ well-being and this should be controlled.

**Resolving the stresses**

If the situation cannot be resolved over time or by adjusting approaches or work methods, you should address this with the relevant employee, or ask their manager to speak with them. The employee should be made to feel that they can speak in confidence and seek to discuss the ways in which the situation may be resolved.

**Employees may want to:**

- Receive additional training or support in their role
- Adjust their working hours
- Seek involvement with work planning or decision-making processes
- Establish methods of control with prioritising workloads
- Look at options for increasing variety within their work.

Your place of work should take all workplace health and safety matters seriously and should work with employees at alleviating stress and fatigue caused by/within the workplace. The PCBU has the primary duty of making sure that, as far as reasonably practicable, that work requirements should not cause problems to the health and well-being of those undertaking the work. The duty-holder(s) and/or officers within the workplace should make sure this is carried out.

**Mentoring**

In some positions, especially when taking on new roles and responsibilities, it may be possible for your organisation to provide mentoring to support any training requirements, or to provide an additional point of contact. This enables an employee to talk to someone who has experience and who is able to give advice and guidance on their work role.

Improving lines of communication can help alleviate stresses at work – if communication and support is not given freely, you should seek to make improvements by encouraging better, more supportive communications in the workplace.

**Maintain a Balance**
At work employees should always take their allotted break times to make sure they minimise stress and tiredness. This will enable employees to change posture from work positions, take refreshments and mentally take a break from work. This is important for maintaining a balance and for looking after employee health needs. Monitor work areas to check that break times are being taken and that there is adequate cover during breaks for work roles that need to be continuously manned.

**Communicating with the Workforce**

All employees will want to know that their comments and feedback will not be detrimental to their position of employment or in their career progression at work. Feedback given should be treated fairly; it should not be judged and should not impact negatively on employees, especially if the feedback is something your employer does not want to hear.

Make it clear in policy and procedures that employee contributions are to be considered with impartiality.

**Employee communications should be performed with:**

- Courtesy
- Mutual respect
- Consideration and understanding of another’s position.

**ACTIVITY 2.2**
2.3 CONSULTATION DOCUMENTATION

ELEMENT: 2. Facilitate consultation, cooperation and communication
PERFORMANCE CRITERIA: 2.3 Document outcomes of consultation and communicate to workers

Documenting Requirements for WHS

As part of the consultative process, the discussions and outcomes will need to be documented.

It should also be noted that not only should employees be a part of work health and safety consultations, the organisation should also share information and feedback to employees on WHS matters and the decisions that are made on this.

Documenting requirements for WHS include:

- Workplace incidents and accidents
- Workplace assessments
- Risk register and management plan
- Who key WHS personnel are, e.g. WHS/HS representative, fire wardens, first aiders
- Chemical storage record (if applicable)
- Material safety data sheets (MSDS)
- Consultations, discussions and decisions made for WHS.

Documentation may in the form of reports, forms or other business documentation. Your organisation will need to ensure clear forms of documenting can be made for the specific needs of the business.

There may be organisational business templates available that provide you with the required documentation formats, these should be used and followed as required by your organisation. If not, you may be tasked to compile or create business documentation; this should always be formatted with the correct layout and style that is used by your organisation. Thus may mean applying your organisation’s logo, using a certain style of text at a certain size and in a certain colour, and using standard business information such as contact details and disclaimers. This will depend upon the needs of your organisation.

All reporting and documenting should be clear in content and purpose; it should provide information and evidence in support of WHS.
You may document by:

- Writing reports
- Transcribing meeting notes
- Writing memos or emails
- Filling out forms and records.

Documents should be easy to produce and use; they should be assigned a clear role so that all relevant persons who may use or access these can do so. This documentation provides your organisation proof of actions, decisions made and work that is subsequently carried out. It will cover your reporting requirements that need to be carried out for legal reasons and provide you with evidence for carrying out business.

**Documenting Consultations**

When needing to document WHS consultations, you should ensure that accurate notes are taken during consultations. This may be performed by you, or you may appoint another individual to do this for you. This may take the form of shorthand, noting down actions and decisions in a summary or taking a full detailed account. If unable to take notes in shorthand, it may be necessary to make an audio recording to check details for your documenting requirements at a later time. If you are recording the meeting, always inform all meeting participants that this is being done.

**Your reporting should convey the:**

- Purpose of the consultation
- Objectives/goals
- Points raised or covered
- Discussions made
- Actions from the meeting
- Any subsequent decisions and/or outcomes.

**Communicating to your Workforce**

Once consultations have been documented, this should be communicated to all persons involved. If consultations have been performed separately between the WHS
representatives/HSC and the workers, you should ensure that all persons are aware of the position with matters of WHS in the workplace.

Communicating documentation of consultations that have taken place with workers will allow workers to check that they have understood the discussions, to provide any additional comments or feedback, and ensure they are in agreement with how this has been reported.

**ACTIVITY 2.3**
2.4 DOCUMENTATION OF RESPONSIBILITIES

As part of your organisation’s WHS requirements, responsibilities need to be accounted for and documented. Assigning responsibilities provides a clear accountability and understanding of roles.

Housekeeping Duties

WHS housekeeping is the monitoring of workplace and personal routines in order to improve health and safety at work; for example, cleaning up spills, keeping walkways, exits and traffic areas clear.

Housekeeping should be performed regularly, e.g. each day to ensure that the work area is left tidy and clean for the next working day or the next work shift, and at the end of the week to re-stock work supplies and to prepare for the next working week.

It should also be performed during the working day to ensure that the work area stays safe and hazard-free at all times. If an employee empties a box of paper it is good housekeeping to ensure that the empty box is either disposed of straightaway, or placed in a safe area away from walkways or equipment. This also stops the box from becoming a fire or trip hazard.

You should also check and monitor for any routine maintenance that may need to be done, such as replacing damaged electrical cables or broken shelving. If you find that there are maintenance requirements, you should report this to the relevant person so the matter can be swiftly dealt with. This will help to keep the work area to the required standards of safety.

Maintaining the work area each day

Each day employees should make sure that their work areas are kept tidy and maintained for safe working as expected by your organisation and WHS requirements. This will help prevent risk of incident or injury and will improve efficiency with your work.

Housekeeping may entail:

- Checking that equipment is not left lying around after use
• Ensuring machinery is switched off, or not left unguarded when being used
• Ensuring cables and items are not left in the way to cause a trip hazard and that fire doors are closed at the end of the working day
• Keeping desks tidy and replacing items used during the working day, such as work file copies or borrowed equipment
• Maintenance or cleaning is carried out to machinery or equipment used
• Returning Items that have been used
• Re-stocking items, such as paper or stationery supplies
• Purchasing of supplies and equipment
• Correct disposal of waste items
• Ensuring documentation or work sheets are updated.

Making Improvements to the Work Area

You or your organisation’s employees may decide that improvements to the work area can be made by arranging equipment in a more suitable position for work tasks, or by reorganising supplies and files. Placing instructions and notices in the work area, for example affixed to the wall or place by applicable machinery, may also assist with maintaining health and safety at work.

Making small improvements can help to improve both productivity and safety; major improvements should be discussed with management as these may need further approval.

Demonstrate Safe Housekeeping Practices

When responsible for WHS duties or other employees, you also need to make sure that other personnel follow correct daily work tasks and needs to WHS policies and procedures. Housekeeping will require accountability that working tasks are carried out safely and as expected.

As part of employee duties, it may be necessary to keep records of some housekeeping tasks. This should be carried out as needed and to organisational standards. These standards should be clearly communicated and demonstrated to the relevant employees.
As part of your duties to check that workers are following correct procedures, it may be necessary to take action to sort issues at work. These issues may involve changes within the work environment, management of workloads or issues of misconduct/bad behaviour.

You may need to:

- Arrange for ergonomic changes to the work area – especially if one or more employees suffer from repetitive strain injury or headaches/migraines
- Assist with counselling or disciplinary procedures – when issues of stress, work or personal problems are encountered.

**Improving Workplace Practices**

By providing input at the appropriate time, you can help your workplace to develop or improve WHS processes. It is an opportunity to clarify and appoint duties and responsibilities to others for WHS concerns and to document these for your organisation and others benefit.

For example, this may be to contribute to safer work practices, to suggest changes to processes or to help reorganise the working environment. There may be employees who are keen to be involved with WHS and are interested in taking on a more pro-active role at work, such as becoming a fire warden.

By putting a system into place that provides safe working practices, your organisation can create a strong infrastructure and build upon collegiality with safe practices.

**Using Signs and Labels in the Workplace**

Communication in the workplace provides information between employer and employees on working requirements, i.e. what needs to be done, how it needs to be done and how to do this safely. This includes using signs and labelling throughout the working environment, such as using suitable entrance and exit signs above doorways, and signs to indicate additional fire-exits and the location of emergency equipment (e.g. first aid box or fire extinguisher).

Signs and information labels should always be clear, concise and should communicate the required information. This may include item description, purpose and instructions for use and storage. This ensures compliance with WHS requirements.
Signs and labels should be used for:

- All entrances and exits (and indication of the emergency exits)
- Fire alarms/emergency signals
- Equipment and machinery, such as warning signs to indicate dangerous or moving parts
- Protective Personal Equipment (PPE)
- Correct disposal of sharps, e.g. broken glass, razor blades, medical syringes, scalpel blades and any other item that may cause a penetrative injury
- To notify others of important information, such as broken equipment
- Chemicals or other dangerous substances
- To indicate storage requirements and instructions.

**Dangerous goods signs**

HAZCHEM signs and labels provide information on, and act as a warning for, a range of hazardous materials that may be transported, stored or used within the workplace. They denote dangerous substances and liquids that are hazardous to people and the environment. The signs or labels are recognised by their distinctive diamond shape and clear graphic symbols and text (most commonly black text on a coloured or white diamond). There are different classes which group together the different dangerous substances that exist.

**The dangerous goods classes are:**

- Class 1 – explosives
- Class 2 – gases (including flammable, toxic, non-flammable and non-toxic)
- Class 3 – flammable liquids
- Class 4 – flammable solids
- Class 5 – oxidising agents and organic peroxides
- Class 6 – toxic and infectious substances
- Class 7 – radio-active substances
- Class 8 – corrosive substances
- Class 9 – miscellaneous dangerous goods
(There is also a sign to denote mixed class dangerous goods.)


The Safe Work Australia website provides information on the globally harmonised system of classification and labelling of chemicals, known as GHS. Their website details specific information to help businesses comply with labelling and communication requirements for dangerous substances. There are pictograms and links to further documents that may be of use to businesses who work with chemicals and other dangerous substances.


**Ergonomics**

An ergonomically correct work area should provide efficient work productivity while eliminating operator discomfort, strain and fatigue.

**Points for consideration include:**

- Lighting and ventilation should be appropriate so that the employee does not suffer from eye strain or is affected by extreme temperatures or atmospheres
- Seating should be adjusted to the correct height of the employee and should provide the correct support for all parts of the body
- Equipment, computer and any machinery should be arranged within the work area to allow for maximum comfort and ease of use
- There should be ample storage and work space to enable work duties to be performed successfully
- Work/rest breaks should be taken to enable the employee to change posture and alleviate potential situations of strain or discomfort.

**Manual Tasks**
For this type of work all staff should have training on the correct way to perform their manual tasks. Any additional equipment or assistance from colleagues needed for these tasks should be provided. A strict observance of working hours and break times should be followed to minimise physical effects to the body. Injuries with manual work can develop over a period of time or suddenly due to repetitive or sustained force, high or sudden force, strain to the posture or parts of the body and exposure to vibrations. Therefore it is important to know how to proceed with any manual task and how to protect yourself as much as you are able to.

To lift items safely, you should:

- Check the item being lifted for weight and how to hold
- If the item is too heavy or awkward, ask for help to lift this
- When ready to lift, pace your feet correctly – feet apart, one foot beside the load and one slightly behind it
- Bend your knees and keep a straight back
- Grip the item firmly with both hands and keep item close to the body
- Raise your head and pull your chin in to help keep your back straight
- Tighten you core /stomach muscles to help support your back
- Straighten your legs to lift to waist level (keep elbows close to your body
- Do not twist your body, to turn and move you should use your feet
- To put the item down, use the same process of carefully bending the knees with a straight back and make sure the item is not placed on feet or toes

When working in a caring environment, it may be a daily requirement to lift other people or assist them with mobility needs. Care needs to be taken that the needs of others do not cause harm to workers; if assistance is needed to lift another person, this should be sought. Following strict guidelines will help prevent workers from incurring additional chance of strain or injury.

It is also important for workers caring for children or working in early years education to also be mindful of posture and positioning during the course of the working day. Constantly bending down to assist with the needs of children may also be detrimental to long-term health, such as with back and neck strain injuries.
Repetitive Strain

Most commonly experienced in offices and workplaces where the same tasks are performed day-long. This can include work on computer/keyboard and also in manufacturing when working on a production line. This can be relieved by ensuring regular breaks are taken and, if possible, tasks are rotated so you are able to move position to change posture, or to stop the repetitive motion. If an employee suffers from repetitive strain, it may be helped by specific ergonomic changes to the work area or equipment set-up.

Infection Control

When working in areas where hygiene and careful environmental controls are required there is a need for strict guidance on work procedures to prevent infection. This is most notably seen in the food industry, within hospitals and dentists and also in laboratories or some areas of manufacturing. A strict code of hygiene is needed to prevent infection or contamination, and employees will usually wear specific PPE to maximise their protection and the protection of others.

They will also follow very specific working practices and in any event of possible infection, they should report this immediately to their manager/supervisor.

Infection prevention and control refers to procedures and policies practised to minimise the risk of transmitting and acquiring infectious diseases. Although the risk of exposure to bodily fluids in the complementary therapy clinic is relatively low, different therapies involve the direct physical contact of practitioners and clients and therefore there is a risk of cross contamination and or infection. To ensure both you and your client’s health and safety at all times it is essential that infection control procedures are set out clearly and studied so that they become second nature. These procedures should be followed equally by all staff and should become a fundamental element of your practice.

Infection Control Principles

The following are principles that define successful infection control:

- Understanding basic modes of disease transmission
- Implementing practices, which prevent transmission of infection
• Hygiene, including hand washing and cleaning of work areas
• Thorough sterilisation of instruments
• Modification of clinical procedures that may be affected or cause or allow transmission of an infectious disease, as well as considering an alternative procedure
• Single use of disposable equipment, such as massage table covers
• Support for occupational health and safety policies and practice, such as:
  o Vaccinations against infections that may present in the workplace
  o Ongoing quality management and quality improvement activities

Because new information concerning the spread and control of contagious diseases is being dispersed almost daily, the practitioner must stay current. Standards and Guidelines for Communicable Diseases may change as new information becomes available. Each therapist must update their information biannually, checking for changes in recommendations to ensure they follow the most current standards and guidelines at all times.

Infection

Infection is the invasion and multiplication of microorganisms such as bacteria, viruses, and parasites that are not normally present within the body. An infection may cause no symptoms and be subclinical, or it may cause symptoms and be clinically apparent. An infection may remain localized, or it may spread through the blood or lymphatic vessels to become systemic (bodywide). Microorganisms that live naturally in the body are not considered infections. For example, bacteria that normally live within the mouth and intestine are not infections.

Hand Washing and Hand Care

Hand washing is one of the most essential measures to stop the spread of infection. Activities that are at risk for cross contamination are:

• Contact with body secretions or excretions during a treatment
• Handling equipment that may have been in contact with infection
• Going to the toilet

For example, as a massage therapist, the use of oils and the touching of a client’s skin all mean that potential infection and/or cross contamination can occur if hands are not thoroughly washed both before and after treatment.

Additionally, an alcohol based hand rub can be used when hand washing is not possible. Detailed information on when and how to use an alcohol based hand rub is available on the Hand Hygiene Australia website.

Hand Washing Solutions

Health Care Practitioners should use a neutral pH soap that is gentle on the skin. As hand washing needs to be done regularly anything with perfumes or additives may in the long-term cause irritation. If liquid soap is being used staff must ensure that these are thoroughly cleaned and dried when empty before refilling with fresh soap. Bar soap must not at any time be used. Scrub brushes should not be used as they could result in abrasions of the skin and cause infection. Also to note, the regular washing of hands can at times cause skin dermatitis. If this does occur, it is advised that a suitable hand cream is used. Quality Australian hand creams must display either the Aust L or Aust R number on the label. Aust R products are assessed for quality, safety and efficiency whereas Aust L products are reviewed for safety and quality.

Hand Washing Procedure

For regular hand washing, wet hands thoroughly and lather together with soap in water of around 40 degrees Celsius. Rub hands vigorously together for at least 15 seconds and rinse under warm running water. Hands should be dried with disposable paper towel and not with a hand towel especially those that have already made contact with another person’s hands. Electrical hand dryers should not be used as these may disperse microorganisms. Once hands have been thoroughly cleaned do not touch taps or door handles. If foot controls are not available, use a fresh paper towel to turn off taps and open doors.

The below is a summary of a routine hand wash that must be followed by all massage therapists before and after performing a massage on a client.
• Wet hands thoroughly and lather using a neutral pH soap
• Rub hands vigorously together for 15 seconds
• Rinse with running water
• Pat dry with disposable paper towel
• If irritation occurs use a quality approved hand cream

Further Hand Care Procedures

There are certain professions within the health care industry that would require further hand care procedures.

For example, a massage therapist cannot wear rings as these may cause discomfort to the client and may also serve as a contaminant.

Other requirements for health care practitioners may include:

• Jewellery cannot be worn
• Fingernails must be kept short and should be neatly filed
• Artificial fingernails, nail extenders, nail enhancements and fingernail polish must also not be worn
• Gloves need to be worn
• Only unscented hand lotion can be applied

Chemical Use

Always follow the correct guidelines and procedures when working with chemicals. Make sure you follow all instructions and safety data sheets (SDSs) precisely. All employees should be equipped with the knowledge needed to understand how to use and work safely with chemicals. Wear the appropriate PPE and make sure that the items are in good repair and safe to use. If any items are damaged or broken, speak to your manager/supervisor. All staff should have access to full-protective PPE and should not be put at risk.

Using Machinery
Whichever industry you may work in, when using machinery there is a need to follow the stated safety guidelines at all times. Employees should be competent in their use of machinery and training should be given as needed and supervision of the work area. PPE is vital to protect the person, such as ear muffs for high noise-levels and visors to protect their eyes. All machinery should be maintained and serviced as needed, to ensure optimum safety.

ACTIVITY 2.4
2.5 TRAINING PROGRAMS

The Importance of Education

All workers at a business should be educated to implement the requirements under the WHS Act, and why. In other words, it should not be left to management alone, as sometimes risks may arise that management does not see – each and every person in the workplace should be educated so that they take ownership for ensuring that the workplace that they share with other workers is a safe and healthy place for all.

Having management emphasise this to all workers helps instil a culture of care and respect into the workplace, where each person realises they are responsible for playing their part in keeping the workplace safe.

Training Opportunities under WHS

It should be made clear to all employees and WHS representatives in the workplace of the training opportunities that are available to them. Under the requirements of WHS, training should be given to enable safe practices and adherence to legal requirements for business.

WHS training opportunities for employees include:

- Induction – information is provided on the organisation’s policy and procedures, the work premises and legal obligations for all staff on joining and includes:
  - job role requirements
  - hours of work
  - holiday entitlement
  - absence/sick leave
  - salary
  - disciplinary procedures
  - emergency procedures (including emergency exits, fire controls and alarms)
  - on-site security
• Work role training to ensure that new personnel are shown organisational procedures and become familiar with work premises and equipment
• Skill/career development training to fill any gaps in requirements to undertake working roles
• Refresher training for individuals who have experienced a long break in their employment
• Fire drill/emergency procedure training for all staff (this should be provided on a regular basis to ensure staff are familiar with procedures)
• Fire warden training for individuals who wish to become fire wardens
• First aid training for individuals who wish to become first aiders.

Holding training for employees is essential to ensure safe working practices are carried out and to inform employees on expectations and requirements. Employees will also need to be updated on workplace changes that may impact upon WHS, such as new systems or machinery. It is a legal requirement for the PCBU to pass work health and safety information to employees to maintain safety.

Your HSR’s WHS Training

A health and safety representative (HSR) appointed within your organisation is entitled to attend training on work health and safety matters. This ensures that all HSRs have recognised training to provide guidance on workplace health and safety.

An HSR is entitled to participate in an initial training course to cover various WHS requirements for the workplace; this will usually last five days. HSRs are also entitled to attend a refresher course (usually a one day course) each year to support their ongoing WHS duties.

The training that an organisation provides for their HSR must be approved by your jurisdiction’s work health and safety regulator; this is to ensure legal compliance. It must also be a course that the HSR agrees upon attending, in discussion with the PCBU.

If your HSR requests the training that is entitled to them, under clause 72 of the Model Work Health and Safety Regulations, your organisation must provide this.

Training organisations exist to provide WHS training that is recognised across the states/territories. Each state/territory will have their own specific WHS training
requirements to meet jurisdictional needs, with some training courses applying universally to all. As well as initial five day and refresher courses, WHS training can be targeted to specific matters that concern WHS.

**Specific WHS training includes:**

- Hazard courses, such as:
  - ergonomics
  - fire safety
  - emergency procedures
  - manual handling/lifting
- Bullying and harassment
- Incident reporting
- WHS compliance.

Training may be held off-site or can be held within the workplace to groups of employees. In-house training offers flexibility to meet the specific needs of the organisation. An organisation can provide tailored training to staff to approach certain needs, e.g. training that addresses working in a high risk environment such as heights. Elements of WHS can be given through training days to staff, or can be passed on via the HSR.

Staff can benefit from online training to test and check their WHS awareness in the workplace. Online courses can be beneficial to top-up on learning, inform on legislative changes or to brush up on workplace practices. This type of training can complement attended courses, if the organisation has IT facilities to support this.

**Organisations that offer WHS training include:**

As mentioned in section 1.4 of this unit, fire wardens and first aiders also require specific training to enable them to carry out their duties for WHS in the workplace.

ACTIVITY 2.5
3. MONITORING COMPLIANCE WITH RISK CONTROL PROCESSES

3.1 WHS RECORD KEEPING SYSTEMS

WHS Management Systems

Organisations may approach managing work health and safety differently in order to fulfil specific needs. The type of business that is undertaken will influence safety requirements, along with standard workplace and premise requirements.

Organisational needs will be appropriate to the:

- Type of premises, e.g. the size, building structure and location
- Business that is carried out, e.g. client-facing, manufacturing or catering
- Amount of employees
- Working hours, shifts and tasks undertaken
- Organisational infrastructure, e.g. management requirements, working systems and resources.

For example, a manufacturing business will need to put specific safety measures in place to protect employees from machinery use and/or chemical use; a catering business will need to place importance upon hygiene safety measures in the handling of food.

Each business industry will need to adhere to any additional legislation that applies to its business type, and follow accepted standards and codes of conduct. For example, retail businesses will also need to comply to fair trading laws and consumer protection laws; they will also need to follow industry standards for ensuring quality of goods and services, and also abide by correct codes for transacting business with clients and customers.
Factors that need to be considered for implementing effective management systems may include:

• Health monitoring of workers exposed to particular work hazards
• Pre-employment and other work-related health assessments
• Workplace measures to target specific factors
• Ergonomics
• Consultation
• Hazard and incident reporting
• Return to work or injury management.

All organisations need to establish effective WHS management systems for conducting business; this includes record-keeping and the use of information.

WHS Information Systems

All organisations need to ensure processes are in place to manage their information needs in the course of conducting business. This will include information that enables the organisation to exist, such as business registration/licences or organisational policy; it also includes all employee/customer/client data, work information and work performance figures.

Constructing an information system that allows you to safely capture and store all information needs, and also to use information as required in the course of work is paramount. It also ensures your compliance with how information is kept, used and reported, for all legal obligations.

Purposes of an information system will include:

• Documentation and communication of WHS and other policy, procedures, processes and systems
• Facilitating and supporting working tasks
• Keeping records and business accounts (including financial records)
• Making others aware of the objectives and aims of the organisation.

Legislative requirements for record-keeping and reporting are important to any organisation or workplace. All health and safety matters need to be documented and
accounted for, not only for legislative purposes but also for when a record of an incident may need to be referred to. An example of this is in the instance of a claim being made against the organisation as a result of an accident. Records will show accurate accounts and relay facts and provide statistics on incidents encountered.

Records serve to protect both the organisation and employee from misrepresentation.

**WHS Record-Keeping**

Record-keeping policies for WHS will need to be appropriate to your organisation’s work health and safety needs. This can be varied and can cover areas such as hazardous work tasks, staff attendance and incidents at work and hygiene requirements. Develop policies that accurately encompass all safety requirements for your business industry, this means creating policy for safe working systems and a safe working environment to ensure the wellbeing of all employees as they carry out their work.

Policies should show the importance of establishing documenting procedures for all legislative and organisational requirements. There needs to be guidance for formulating clear and thorough processes.

Make sure your organisational policy covers your organisational requirements for all record-keeping. Policy may need to be developed to ensure your organisation’s full legal compliance with work health and safety. All policies and procedures will need to be clearly communicated to all employees and monitored to check for their compliance.

**Record-keeping requirements will include:**

- Safety training and induction records for all employees
- Employee records (employee details, length of service, work role, performance reviews)
- Accident/injury/incident records
- Return to work/absence records
- Client/customer work records (including home visits, if applicable)
- Machinery/equipment maintenance records
- PPE records (i.e. when used)
- Records to monitor work tasks (e.g. when a work area was last cleaned)
- Use of chemicals/hazardous substances at work
- Records of exposure to harmful substances, such as asbestos and radiation.

HR employee records for WHS

Records need to be kept for all employees in any organisation, e.g. how many employees work there, their job roles and hours of work, contact details and salary information. This type of information allows businesses to comply with accountability, accounting and tax requirements for staff. It also provides an employment history record for employees, which can be used as evidence of employment. Employee records will usually be maintained by the HR department or representative.

Accident/incident record-keeping

When an accident or incident occurs in the workplace, a record will need to be made of the event for legal requirements. This will still need to be done even if the accident was minor and without injury, e.g. a trip caused by uneven flooring. These records provide evidence of hazards, which may cause future accidents/incidents with much worse results. They also provide evidence of the incident to cover both organisation and employee rights.

All health and safety records of incident and accidents should be checked and confirmed by those involved, and should be signed to show agreement of the record. This will provide evidence of the event, which may be used in a future injury claim. Complete details of the incident should be documented and if any first aid treatment was provided on site or if the person involved needed to visit a hospital. After initial reports are made, take a record of the outcome. If treatment was given, specify what this was and the result of the injury and how the person was afterwards. Accident/incident reporting will need to be communicated to all employees and explained thoroughly. The accident/incident log will normally be kept in one location for all employees to access as needed.

Workplace records

Records should include work production to monitor staff productivity levels and tasks. This will help your organisation to manage future workloads and to pace work requirements fairly on employees. It is your evidence of work processes and outcomes.
Records of certain work procedures may also need to be performed to monitor or log health and safety requirements; this may include the handling and storing of certain chemicals/substances, cleaning work areas or backing up electronic data. This ensures all relevant persons know when the task was last performed, by whom and if any notes were made to inform of specific requirements.

This helps encourage accountability and responsibility with employees at work and helps to provide evidence of completed tasks for business needs and for employee performance reviews. Record-keeping of work tasks can help an organisation to check that correct processes and procedures are being followed by all relevant employees.

Pre-start checks

Create pre-start checks for the beginning of the day/start of work shift for businesses and premises that need to be maintained securely, safely or hygienically. Use a checklist to document your pre-checks and ensure the working environment is both safe and suitable to start working tasks.

Pre-start checks may include checking:

- Machinery is safe and secure to use
- Machinery is prepared and operational
- Equipment is in good repair and ready to use
- Confirmation of hygiene requirements
- Documentation, work logs and/or instructions left by manager or colleagues
- Directly with colleagues or manager for a work hand-over.

Storing Records

The organisation should keep their records safe and secure at all times in a system that is logical and clear. Records that are confidential, such as employee information, will need to be kept under lock and key for paper copies and in a secure restricted access area on the organisation’s computer system if electronic copies are held. This will help protect the personal information of those involved and covers requirements for data privacy as under the Privacy Act 1988 which protects against collection, use, storage and disclosure of personal information, and access to and correction of that information.
Issue Resolution

If a reported incident/accident is made, resolution to the outcome must be reached. Your health and safety workplace policies and procedures should include a process for this. This should be set out in writing and made available to all employees.

If no written agreed procedure for issue resolution exists at your organisation, the default issue resolution process, as set out in the model WHS Regulations Part 2.2, should be followed.

The key points that should be taken into account are:

- Number and location of workers affected
- Relevant accepted industry practice (if practice is consistent with the WHS Act and WHS Regulations)
- Requirements for managing the risk(s)
- Temporary actions needed (if any)
- Any further information that may be required
- The process and timeline for resolving the issue
- If other persons are needed to assist in an early resolution
- Who is responsible for making the resolution of the issue (on authority of the PCBU)
- If the issue is resolved, the results of this must be written down to the satisfaction of all parties
- After resolving the issue, the PCBU must make sure that workers affected by this are informed of the details between all parties, as soon as possible afterwards
- The PCBU must ensure that a copy of the agreement is given to any relevant HSR

Any party involved in the issue may also provide a copy of the agreement to any union or employer organisation that represents that party.

ACTIVITY 3.1
3.2 MONITORING HAZARD, INCIDENT AND INJURY REPORTING PROCESSES

Monitoring Workplace Incidents

You should ensure that hazards, and incident and injury reporting are monitored effectively to meet legislative requirements and to help formulate prevention strategies.

Hazards may change, depending upon the workplace and variations in work. All hazards and associated risks should be regularly checked for through risk assessments and reviews of the workplace.

The causes of incidents and injuries fall into three categories. Immediate causes are usually quite obvious and may include contact with sharps and harmful substances. Underlying causes may include irresponsible behaviour and unsafe working conditions. There may also be root causes which lead to potentially serious scenarios. Such causes should be identified at the earliest opportunity so that negative events have the least possible impact on your organisation. You should carry out thorough research and evaluate different areas of the workplace for signs of risk.

You should be aware of the following causes:

- Fatigue
- Stress
- Slips
- Trips
- Unsecured objects
- Lifting
- Aggressive behaviour
- Unexpected collisions.

Managing health and safety is an ongoing process that should form part of the way you do business. After you have established your Safety Management System you need to find
out how well it is working by regularly checking and evaluating each step. Consider the following questions:

- How effective are the control measures? Are they working as intended? Ensure that the control measures have not created new hazards.
- How accurate is the risk assessment process? Are all hazards being identified?
- Are workers actively involved in your health and safety program? Are they openly raising health and safety concerns and reporting problems promptly?
- Have new work methods, new equipment or chemicals made the job safer?
- Are safety procedures being followed?
- Is personal protective equipment being worn as instructed?
- Has instruction and training provided to workers on how to work safely been successful?
- Are the frequency and severity of incidents causing injury reducing over time?
- Are safety records accurate and up-to-date?

Your processes, operations and staff may change over time and so may the risks. Make sure you continually review your Safety Management System to ensure it still addresses any workplace or legislative changes. You should do this at least annually, along with reviewing your WHS Policy and Procedure.

### Safety Improvement Plans

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<th>Target date for completion</th>
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## Dealing with Incidents

Different staff are qualified and authorised to deal with specific incidents in the workplace. You should never attempt to deal with a serious issue, unless you’ve been provided the
necessary authorisation, or training. You should complete the tasks that you are trained for, in accordance with your moral and legal responsibilities.

All staff may be required to be aware of basic fire safety, such as:

- Behaviour that may contribute to fire injury and/or fatality
- High fire risk groups
- Identifying fire risks
- Optimum placement of smoke alarms
- Role of a working smoke alarm
- Smoke alarm testing and cleaning
- Types of smoke alarms
- What to do in the event of a fire
- Fire escape procedure
- Where the fire alarms are
- How to evacuate others
- What your responsibilities are

It is essential to act within the limitations of your role, no matter whether you are responding to fires, floods, or bomb alerts. You will be expected to meet the organisational responsibilities and expectations and also to meet legal requirements.

Seek the correct personnel when dealing with an incident

When incidents occur in the workplace, different staff are qualified and authorised to deal with different issues. An individual should never attempt to deal with a serious issue that they are not authorised to do so, or something that they are not trained to do. Employees should be made aware of whom they need to report to in the event of any incident or emergency and how to record events.

An example of a multi-level issue would be a fire in the building:

- General staff may be required to sound the alarm and evacuate clients.
- A manager or designated fire warden would be responsible for ensuring that everyone is out of the building, such as through the use of a register or doing a sweep of the building.
• Anyone may be required/permittted to call the fire service.

In most areas, nobody is allowed back in the building until a fire officer has certified that the building is safe.

If, as a general member of staff, you were to re-enter the building to retrieve something or for whatever reason, you could find yourself in trouble with the authorities, as you are not allowed in the building. Also, if something happened to you, occupational and personal insurances will not usually apply.

If the manager or fire warden failed to register that everyone was out of the building, they would be liable for prosecution of someone was left in the building; this can amount to manslaughter.

With any situation, whether it be fire, flood or bomb alert, you should always act within your role limitations and make sure you meet your responsibilities and expectations.

There will be different levels of investigation based upon the likelihood of recurrence and the potential impact of similar events in the future. Appropriate strategies should be developed to minimise risk and ensure that the organisation is properly prepared.

Prevention strategies for incidents or accidents may include:

• Pairing employees together to undertake difficult/dangerous tasks
• Conducting more frequent security checks of the work premises
• Updating processes and procedures to include additional safety aspects
• Conducting more frequent emergency drills with employees
• Use of clearer signs and work instructions throughout the workplace
• Reacting quickly and effectively to resolve worker disputes.

Types of Infection

You should also be aware of the types of infection that your workplace may come into contact with during the course of its work. This will help you to develop effective strategies to prevent infection or contamination of the work area. It also allows you to put monitoring processes in place to check for signs of infection.

Infections typically happen in one of several ways, such as:

• Airborne
• Through skin contact
• Through shared surfaces
• Through bodily fluids, such as:
  o sneezing
  o coughing
  o sweat
• Through wounds

To help prevent infection, you can use the following measures as appropriate to your needs:

• Sterilise surfaces and equipment
• Wear personal protective equipment (PPE), such as gloves
• Cover your mouth when sneezing or coughing
• Separate people who are unwell to prevent further infection
• Wash hands frequently

If working in a caring environment or with unwell clients/customers, you may come into contact with:

• Bacteria/germs, such as:
  o staphylococcus Aureus; a type of skin infection
  o streptococcal bacteria; which causes upper respiratory infections, also known as ‘strep throat’
  o conjunctivitis
• Viruses, such as:
  o flu
  o colds
  o cold sores
• Skin rashes, such as:
  o scabies
  o shingles
  o dermatitis
• Contagious diseases, such as:
  o hepatitis A
  o measles
  o meningitis
• Lice/parasites, such as:
  o head lice
  o ringworm
• Food poisoning, such as:
  o e. coli
  o salmonella
  o campylobacter

There are many other infections you can catch through human-to-human contact. However, identifying standards and typical transmission techniques/preventative measures can be used for your prevention strategies.

Other Sources of Infection

Infection may result from contact with the following sources:

• Food poisoning:
  o undercooked food
  o spoilt food
  o poor hygiene
• Animals:
  o cat scratch disease
  o Lyme disease
  o toxoplasmosis
  o rabies
• Family members/friends/associates:
  o any type of infectious disease
  o parasites
• Poor housing:
  o chest infections from damp buildings
  o fungal infections
• Poor sanitation:
  o diarrhoea
  o stomach upsets.

You can catch viruses, illnesses, and many other types of infection encountered during day-to-day life. These conditions can easily spread to other colleagues and people you come into contact with. You need to take excellent care of yourself in order to prevent infection. You should always bear in mind the effects your illness can have. Negative impacts include the infection of others, cause of job losses, and related expenses.

**What to do in an Emergency Situation**

When an individual is employed, it is the responsibility of the organisation to inform them of the emergency procedures in place there. The organisation should arrange for employees to be shown where the fire/emergency alarms are located, what equipment is applicable for the situation, the fire exits that are available on the premises and how to report this to other personnel or emergency services.

Regular fire and safety drills will help communicate and enforce emergency procedures to all staff and should be performed at least once a year. Emergency procedures should be practised to allow your organisation to monitor their effectiveness and also to prepare and adjust as required.

An emergency situation may affect all, or just a small number of individuals, depending upon the particular event. It is a situation that may cause harm and damage to people, property, the environment and to neighbouring properties/businesses.

**Emergency situations include:**

- Serious injury events
- Events requiring evacuation
- Fires and explosions
- Hazardous substance and chemical spills
• Explosion and bomb alerts
• Security emergencies, such as armed robberies, intruders and disturbed persons
• Internal emergencies, such as loss of power or water supply and structural collapse
• External emergencies and natural disasters, such as flood, storm and traffic accident impacting on the organisation

Emergency procedures will include safety protocols and processes that all staff should follow in the case of an emergency, as set out by your organisation.

Emergency procedures should also include information on how to deal with situations of infection/sickness within the workplace, and working at alternative premises, in case your place of work needs to be evacuated (or becomes inaccessible) for a period of time.

**Emergency procedures may include:**

• Evacuation of the premises, which includes:
  - at the sound of the emergency signal/alarm work is immediately stopped
  - quickly and calmly individuals leave by the nearest emergency exit
  - once the building is vacated, all individuals meet at the designated meeting point
• Notifying emergency services and appointed persons
• Medical/first aid treatment
• Reporting incident to other authorities

**Your role and responsibility in an emergency situation**

In an emergency, your main responsibility is to keep yourself safe and to report the incident/activate the emergency alarm, if not already done so. You should also be aware of the welfare of those around you and as far as is practicable, assist others who may need your help. If your workplace has visitors or clients on the premises, they should also be included and accounted for in the event of an emergency.

Emergencies are not just a workplace issue, they are also a community issue and awareness helps to create an environment where each party understands their responsibilities and what they need to do.

**Employees and visitors may be instructed to:**
• Cease work until emergency services decides whether evacuation is necessary or not
• Evacuate the premises
• To meet at the evacuation point.

Participative Arrangements

Participating in work health and safety can mean different things. This will depend upon your organisation, its structure and type of business, and the agreement in place for your management of WHS in the workplace.

Participative arrangements can be:

• Documented issue resolution processes
• Easy access to relevant written workplace information
• Formal and informal WHS meetings
• Health and safety committees
• Meetings called by Health and Safety Representatives
• Other committees, such as consultative planning, and purchasing
• Other means and processes for raising requests and concerns as well as contributing suggestions and reports to management
• Regular information sessions (using clear and understandable language) on existing or new WHS issues
• Team meetings and case management meetings

ACTIVITY 3.1
3.3 EVALUATING WHS RECORD-KEEPING POLICIES AND PROCEDURES

Complying with Legislative Record-Keeping Requirements

Evaluating record-keeping policies and procedures will be necessary for checking legal compliance. Your organisation will need to keep certain records that may need to be reviewed/produced for legal reasons. Other agencies or persons outside of your organisation may need evidence of these.

WHS representatives (e.g. a HSR, HSC, duty-holder(s) and PCBU) will need to confer and decide if current policies are meeting legislation and the needs of the organisation.

Evaluating record-keeping policies includes

- Checking current record-keeping follows all legal requirements
- Making sure information is captured correctly and accurately
- All required information is being recorded
- New processes and procedures are reviewed for record-keeping requirements
- Appropriate storage, access and retrieval of records

It will be necessary to continually update your health and safety policies and procedures in accordance with the development of your business. You should carry out regular inspections and ensure that employees are accounting for health and safety during every day work practices. Equipment should be properly maintained and stored safely. It would be advisable to encourage employee feedback and respond to any concerns. You are also encouraged to consider a variety of ‘what if’ scenarios and develop plans and procedures accordingly. A process of continuous improvement should be established for the benefit of your organisation.

ACTIVITY 3.2
4. MAINTAINING WHS

4.1 WHS RECORD KEEPING SYSTEMS

WHS at Work

Safety at work is best achieved when employer/management work together with employees on making the workplace a safer environment. It helps prioritise WHS issues and to understand the full extent of any health and safety needs.

This approach also attracts a positive attitude from all staff and helps to make effective changes to any areas of concern. Staff are most often aware of the day-to-day issues and are well-placed to make valid contributions. For example, issues of security/locking-up procedures may go unnoticed in some work site areas or ergonomic issues such as poor ventilation. By including all staff you are better placed to achieve a happy, healthy and safe work environment.

You should:

- Ensure employer/management collaborate on WHS issues with staff
- Plan effectively to remove production safety issues
- Be respectful to all workers and show that all contributions on WHS matters are valued
- Regularly communicate to all on health and safety concerns
- Be open with all levels of staff
- Give feedback on safety levels and performance after making improvements
- Visit the worksite and talk with employees on a regular basis

Consulting with the Workforce

As mentioned in section 2.1 of this unit, the employer/PCBU must ensure that work health and safety matters are discussed with employees to allow for their participation and decision-making in issues of health and safety at work. This includes consulting employees
on changes to working systems, the work environment and other aspects such as making improvements to current standards.

Consultations should be:

- Held at times when employee participation is possible
- Organised in advance to ensure employee attendance can be made
- Informative and truthful of all facts
- Open to discussions and encourage employee participation

All consultations should take into account the thoughts of employees. Their opinions will be grounded in carrying out working tasks and on-the-job experiences; they will provide your organisation with clearer perspectives on business operations. All decisions made should be carried out with the participation of all employees so agreements on changes and improvements can be made together. This will promote better employee buy-in on changes and also show inclusive practice.

Consultations should be held in meetings and in face-to-face discussions to allow for a two-way process and to encourage full participation. Employees should be asked opinions and open-ended questions to help facilitate the process of consultation.

Identify your WHS priorities

Your organisation may easily identify some priority areas that need to be addressed for WHS. For example, there may be environmental aspects, such as installing better lighting in work areas, placing newer and clearer signage around the premises or increasing security around the work site. These may be easy to spot in areas that are used by all workers as the issues will be common to all.

Other priority areas may only be applicable to, or recognised by, a certain few employees. For example a work team may use certain equipment or machinery that has become faulty or damaged through wear and tear. The work team will need to raise this issue with their manager or the appropriate WHS representative to ensure it is remedied.

Equally, if there is a dispute between two or more employees, this will only be an issue in the immediate work area of the employees. To ensure health and safety is maintained disputes should be raised with the appropriate manager/WHS person for resolution. If disputes are left unresolved, communications will become difficult, negative emotions
such as anger or resentment will build, all causing the potential for harm and hazard in the working environment. Psychological factors are just as damaging as physical factors.

By consulting with employees and work groups your organisation can better understand the issues that may exist in the workplace around health and safety. Full encouragement should be made to all employees to raise any points and considerations for WHS. From points raised, priorities can be ordered and addressed to maintain the wellbeing of all workers.

Your organisation should:

• Create an open-door policy to employees on matters of WHS
• Regularly consult with employees on work health and safety
• Place value on the health and safety opinions given by employees
• Treat all employee contributions fairly and without judgement

ACTIVITY 4.1
A WHS Plan for Priorities

Your organisation should plan ahead on making improvements and changes to areas of work health and safety. A plan can help your organisation account for priorities and to plan schedules and implementation dates.

Your plan can include:

- Required WHS changes
- An order of priority/categorisation
- Assigned roles for involvement and implementation of changes
- Required timeframes and schedules of work
- Progress and updates

A plan will clearly state requirements, intentions and accountability for carrying out changes. It will help you to formulate working requirements and allow you to plan for any costings involved. It also allows other personnel to be informed of planned changes; it also documents changes that may be needed for legal requirements.

WHS action plan

Your action plan for making work health and safety changes should be specific to the identified needs. You may have identified areas of risk for priority treatment from your risk assessment (as mentioned in section 1.3 of this unit) which will need to be addressed. From categorising the risks and priority, you may also want to order WHS requirements into different areas.

Areas may include:

- Environmental
  - e.g. ventilation of work premises or room layout changes
- Working systems
  - e.g. machinery/equipment or changes to work procedures
To schedule tasks and plan timelines, you can use a Gantt chart to map out requirements. A Gantt chart is a visual representation of a project schedule that shows you what has to be done within your project and when it needs to be done by. By laying out the project tasks and events in the order they should be completed in, the Gantt chart helps to sequence those events and tasks. It will show the project activities displayed against time and the time is broken down into increments; days, weeks or months.

<table>
<thead>
<tr>
<th></th>
<th>W/C 1st</th>
<th>W/C 8th</th>
<th>W/C 15th</th>
<th>W/C 22nd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checks to floor 1</td>
<td></td>
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<td></td>
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<tr>
<td>Checks to floor 2</td>
<td></td>
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<tr>
<td>Changes identified and listed for floors 1 and 2</td>
<td></td>
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<tr>
<td>Changes to floor 1</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Changes to floor 2</td>
<td></td>
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</tbody>
</table>

Safety audits

It may be deemed necessary to carry out a safety audit to ensure that your organisation is meeting the required standards. This may be carried out by a group of suitably knowledgeable staff members or an external agency. It will involve an analysis of your health and safety policies, work practices, and applicable legislation. A report will be compiled detailing any areas of non-compliance and the recommended steps for improved health and safety. You may carry out fresh safety audits every few months in order to identify progress and necessary steps for improvement. However, it will be necessary to continually monitor and make changes as soon as risks are identified. Employees should be trained and given responsibility for implementing safety measures.

Plan for Training
Employees should be given appropriate training and provided with clear information regarding the communication of risk factors in the workplace. As such, training should be planned and scheduled for your organisation’s employees.

Plans can ensure that all areas of training are considered and budgeted for in the course of a year. It allows for training to be booked and arranged in good time for different employees. It can also be used to schedule official WHS training, such as CPR, before required WHS certificates/training expires or becomes invalidated.

**Training may be needed for:**

- First aiders
- Fire wardens
- WHS personnel
- Employees who work in hazardous occupations
- Employees with no previous health or safety in the workplace knowledge.

All training that is undertaken by staff should be added to employee records to show training that has been attended and qualifications that may have been gained. Evidence of training will support employee and organisational needs.

Records also provide information for your organisation on the type of courses attended and gaps in WHS training that may be required to improve health and safety.

**ACTIVITY 4.2**
4.3 WHS BARRIERS

Potential Barriers to Maintaining WHS

Barriers to improving WHS may come from a variety of sources, depending upon your particular organisation and business industry. There may be barriers that are unavoidable or inevitable, e.g. budget constraints or restrictions on rented work premises, or these may be consequential as a result of needing to make changes, e.g. needing to shut down work production to install new equipment.

Barriers to improvement may include:

- Financial constraints – budgets may need to be found or planned
- Negative response or attitudes from employees
- Time – improvements may be rushed and time may not be spent on developing changes more thoroughly
- Communication may not be clear, misunderstandings or different interpretations on needs may impact negatively.

When identifying improvements that your organisation needs to make, it is prudent to also recognise any potential barriers that may occur or present themselves. Not all barriers may be obvious but allowing for identified obstacles can help you to plan better methods and ways to make your improvements work first time.

Plan how to make your improvements and review these plans often to identify if barriers exist.

ACTIVITY 4.3
4.4 ESTABLISH PROCESSES TO MONITOR THE PLAN

ELEMENT: 4. Evaluate and maintain WHS
PERFORMANCE CRITERIA: 4.4 Establish processes to monitor achievement against the plan and update plans as required

Establish Sound Processes

Processes to monitor organisational achievement in relation to WHS should be developed to ensure achievements can be measured and evaluated accordingly. When undertaking any task, planning ahead and laying down effective and thorough processes will assist in achieving organisational needs.

These processes will enable you to monitor and control improvements, thus ensuring adjustments and updates can be made along the way if needed. Improvement plans will also provide the means to check progress and work against any organisational plans. It can help to ensure that improvements stay in line with organisational objectives.

By planning improvements, it allows you to make periodic checks against organisational plans to update elements as necessary. For example, your organisation may have made improvement plans to install additional machinery to increase work flow/production. Organisational plans may not take into consideration that additional staff may be required to operate new machinery and a revision of staff resources or staff training may be needed prior to proceeding with the intended improvements.

Processes may include:

- Reviewing plans with management and/or HSC
- Evaluating organisational needs and WHS requirements
- Assessing required improvements
- Obtaining approval from the PCBU
- Developing action and implementation plans
- Producing schedules and timelines
- Obtaining approval for costings/budget
- Review of required resources
- Final review of plans

ACTIVITY 4.4
APPENDIX

This section looks at how to identify office hazards room by room, with practical ideas for eliminating and controlling or minimising hazards.

Reception

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Doors</td>
<td>Automatic doors which don’t open quickly enough on approach.</td>
<td>Have door-opening speed adjusted to ensure door opening matches normal approach speed.</td>
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<tr>
<td></td>
<td>Automatic doors which close too quickly (especially when used by disabled persons)</td>
<td>Have door sensors adjusted to delay closure until disabled persons are safely clear of doors.</td>
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<tr>
<td>Doors with no through visibility</td>
<td>Being struck by a door opened by a person from the other side.</td>
<td>Place warning signs next to doors on side which opens outwards (on both sides if a swing door)</td>
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<td></td>
<td></td>
<td>Install a viewing window or install a glass door</td>
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<td></td>
<td></td>
<td>Mark the footprint or opening pattern of the door on the ground (the space of the door could swing through on opening and closing)</td>
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<tr>
<td>Glass doors</td>
<td>Failure to see a clear glass door immediately ahead</td>
<td>Apply decorative strip or branding across door to provide visible warning of presence of glass across path</td>
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<tr>
<td></td>
<td></td>
<td>Mark the opening pattern of the door on the ground</td>
<td></td>
</tr>
<tr>
<td>Deliveries</td>
<td>Goods delivered to reception area causing obstruction of doorways and passageways</td>
<td>Ensure receptionist is instructed to contact the addressee and arrange for immediate collection</td>
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<td></td>
<td></td>
<td>Have larger deliveries redirected to another entrance (loading bay) if possible</td>
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<td>Allocate a specific storage area for deliveries, away from trafficable areas</td>
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<tr>
<td><strong>Stairs and ramps</strong></td>
<td>Insufficient disabled access</td>
<td>Ensure appropriate disabled access is available</td>
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<tr>
<td></td>
<td>Uneven surfaces</td>
<td>Have policies or procedures for assisting disabled persons</td>
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<tr>
<td></td>
<td>Poor lighting of stairwells or ramps</td>
<td>Consider installing tactile ground surface indicators to warn people with a vision impairment they are approaching a hazard</td>
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<tr>
<td></td>
<td>Wet areas</td>
<td>Ensure stairways and ramps are well lit</td>
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<td></td>
<td>Obstructions</td>
<td>Ensure trafficable areas are free from obstructions</td>
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<td></td>
<td></td>
<td>Have appropriate support rails in place</td>
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<td></td>
<td></td>
<td>Ensure appropriate drainage around stairs and walkways</td>
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<td></td>
<td></td>
<td>Have non slip surfaces</td>
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<td></td>
<td>Have appropriate signage to identify where a step may be present (e.g. ‘watch your step’)</td>
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</table>
## Reception Access & Security

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor Book</td>
<td>Unauthorised access to site</td>
<td>Ensure identification is checked prior to allowing access</td>
<td></td>
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<tr>
<td></td>
<td>Being unaware of who is on site in the event of an emergency</td>
<td>Ensure relevant personnel escort visitor / contractor and authorise access</td>
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<tr>
<td></td>
<td>Visitors unaware of emergency procedures</td>
<td>Ensure the visitor book is filled out correctly to assist in the event of an emergency by readily identifying how many visitors are on the premises and their location</td>
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<tr>
<td></td>
<td></td>
<td>Use the time spent by visitors filling in the visitor book to make visitors aware of security and emergency procedures in relation to your site</td>
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<tr>
<td></td>
<td></td>
<td>Ensure visitors are escorted as per procedures</td>
<td></td>
</tr>
<tr>
<td>Access Cards</td>
<td>Unauthorised access to site</td>
<td>Ensure policy / procedure is in place regarding lost or stolen cards and workers follow procedures through monitoring use of cards</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Access cards and privileges are not regularly updated</td>
<td>Ensure personnel that are dismissed have privileges revoked and security procedures are implemented</td>
<td></td>
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<tr>
<td></td>
<td>Aggressive clients: identify individuals and their employing agency from their ID</td>
<td>Ensure regular reviews of access privileges are conducted</td>
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<tr>
<td></td>
<td></td>
<td>Advise staff to remove identification during out of office breaks</td>
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<tr>
<td>Cash</td>
<td>Unsecured cash</td>
<td>Ensure only minimal amounts of cash are kept in public access areas</td>
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<tr>
<td></td>
<td>Possible theft by force</td>
<td>Ensure cash is kept in a secure location, in a lockable storage box</td>
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<tr>
<td></td>
<td></td>
<td>Ensure all persons handling cash are trained in workplace procedures and</td>
<td></td>
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<tr>
<td>processes</td>
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<tr>
<td>Ensure duress alarms are in place, working, accessible and other workers are aware of procedures in case of activation</td>
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<tr>
<td>Ensure workers monitoring cash are trained in processes and procedures in case of activation</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Ensure workers monitoring cash are trained in processes and procedures in case of threat of theft</td>
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<tr>
<td>Install security cameras and signage to make people aware of camera operations as a deterrent</td>
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</tbody>
</table>
## Reception Floor

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Floor Surface</strong></td>
<td>Highly polished floors or smooth surfaces may be a slip hazard&lt;br&gt;Patterns on floors cause vertigo and alter depth perception&lt;br&gt;Plush carpet catches feet</td>
<td>Choose a non-slip floor material or one with a textured surface&lt;br&gt;Use a non-slip floor polish or cleaner&lt;br&gt;If terrazzo or similar surface, have walk areas abraded (roughened) to remove shine&lt;br&gt;Choose plain patters without swirls or 3D images&lt;br&gt;Use short pile carpet to reduce the chance of tripping and allow delivery trolleys and cars ease of movement on the carpet</td>
<td></td>
</tr>
<tr>
<td><strong>Wet Floor</strong></td>
<td>Water carried inside onto floors during wet weather</td>
<td>Use appropriate signage to warn of slip hazard when floors are wet&lt;br&gt;Ensure that floors are regularly checked and maintained to be free from water&lt;br&gt;Provide non-slip matting for people to wipe their feet before entry&lt;br&gt;Ensure appropriate drainage at entry to workplace</td>
<td></td>
</tr>
<tr>
<td><strong>Change in floor level or surface</strong></td>
<td>Changes in floor level (e.g. step or ramp)&lt;br&gt;Interface between different floor materials (e.g. from tiled floor to a carpeted one)</td>
<td>Where possible ensure that joins are flush with adjoining floor levels and are not raised at any point&lt;br&gt;Use rounded facing for joins not at same level&lt;br&gt;Display appropriate signage to identify the hazard to people using the area&lt;br&gt;Consider extra lighting and floor markings to identify the hazard to people using the area&lt;br&gt;Avoid having changes in surface where</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Issue Description</td>
<td>Recommendations</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Damaged flooring</td>
<td>Damaged flooring (e.g. cracked or broken tiles, holes in carpet, projecting edging strips)</td>
<td>Ensure any damaged flooring is repaired as soon as possible. Place appropriate warning signs over damaged area, or remove access to the area until repaired.</td>
<td></td>
</tr>
<tr>
<td>Housekeeping</td>
<td>Tripping hazards left on floor (e.g. deliveries)</td>
<td>Ensure there is adequate ‘off-the-floor’ storage and designated areas for deliveries. Process deliveries as soon as practicable. Provide a clearly marked bin for disposal of waste materials. Conduct regular housekeeping inspections.</td>
<td></td>
</tr>
<tr>
<td>Floor Furnishings</td>
<td>Having rugs and other floor furnishings may introduce trip hazards</td>
<td>Ensure rugs and other floor furnishings are easily visible and have a low profile to reduce chance of tripping and that they are rubber backed to prevent slipping. Use hypo-allergenic rugs and floor furnishings to reduce the risk of allergic reactions.</td>
<td></td>
</tr>
</tbody>
</table>
### Receptionists

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception / duties / tasks</td>
<td>Staff who do not regularly work in reception area</td>
<td>Ensure that all workers required to work in the reception area have the knowledge, skills and training to perform those duties competently. This could be completed through the induction process and ongoing training</td>
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<tr>
<td></td>
<td>New workers</td>
<td></td>
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<tr>
<td></td>
<td>Repetitive tasks</td>
<td>Ensure Reception staff have access to appropriate personal protective equipment (PPE) for their duties. There may be specific requirements if there are risks of handling mail / deliveries</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unsafe tasks</td>
<td>Identify and train relief and stand by staff to ensure that reception duties will be carried out by competent staff, under all circumstances</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unfamiliar tasks</td>
<td>To reduce risks of body fatigue and or stressing from repetitive tasks, implement job rotation to reduce the risk</td>
<td></td>
</tr>
</tbody>
</table>
## Reception Counter & Chair

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reception Counter</strong></td>
<td>Shape or area of counter workspace requires repetitive twisting and/or stretching to reach equipment or documents whilst seated</td>
<td>Identify all tasks expected to be performed and the actions and equipment used for these</td>
<td></td>
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<tr>
<td></td>
<td>Insufficient counter space for establishing efficient method of work</td>
<td>Relocate frequently used items of equipment within optimum reach sector of counter</td>
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<tr>
<td></td>
<td>Reception area not intended to be used for bulky deliveries which arrive there</td>
<td>Replace with a large counter which has adequate space to perform all reception duties</td>
<td></td>
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<tr>
<td><strong>Plants</strong></td>
<td>Plants that have allergenic or poisonous qualities</td>
<td>Choose plants that do not flower and are not poisonous</td>
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<td></td>
<td>Positioning of plants may obstruct vision of certain areas of office / access points</td>
<td>Discuss plant selection with plant provider or nursery</td>
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<tr>
<td></td>
<td></td>
<td>Ensure plants are positioned so they do not obstruct view</td>
<td></td>
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<tr>
<td><strong>Toys / games / reading material</strong></td>
<td>Transfer of germs / diseases</td>
<td>Clean toys regularly with antibacterial cleaners</td>
<td></td>
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<tr>
<td></td>
<td>Sharp objects in reach of children who may injure themselves</td>
<td>Ensure sharp objects are kept out of reach of children</td>
<td></td>
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<tr>
<td></td>
<td>Small toys / items may be swallowed by children</td>
<td>Ensure toys are labelled for the appropriate age groups</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Ensure small objects are kept out of reach of children</td>
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<tr>
<td></td>
<td></td>
<td>Consider signage requesting children are supervised at all times</td>
<td></td>
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<tr>
<td><strong>Visitor Furniture</strong></td>
<td>Transfer of germs / diseases</td>
<td>Select furniture that is easily cleaned</td>
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<td></td>
<td>Furniture with sharp edges corners</td>
<td>Clean furniture and equipment</td>
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<td></td>
<td></td>
<td>Consider providing antibacterial wipes</td>
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<td>/ hand wash</td>
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<tr>
<td></td>
<td>Minimise furniture and storage in room</td>
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<td></td>
<td>Where appropriate provide furniture with rounded edges otherwise consider</td>
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<tr>
<td></td>
<td>providing corner guards for tables and sharp edges</td>
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</tbody>
</table>
## Reception Electrical

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
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</thead>
<tbody>
<tr>
<td><strong>Data Cables and Extension leads</strong></td>
<td>Cables of leads located in trafficable area</td>
<td>Use conduit to route cables and leads to reduce the risk of damage from traffic</td>
<td></td>
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<tr>
<td></td>
<td>Cables or leads with exposed wiring or damaged connections</td>
<td>Keep cables, leads and conduit out of trafficable areas where they may become damaged</td>
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<td></td>
<td></td>
<td>Where leads and cables must be located in trafficable areas, secure appropriately to protect them from damage and to prevent tripping (e.g. using tape)</td>
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<td></td>
<td></td>
<td>Regularly inspect and test cables and leads and keep records that are easily accessible to workers</td>
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<td>Install power points close to appliances to avoid the use of extension leads</td>
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<td></td>
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<td>Use extension leads for temporary connection only</td>
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<tr>
<td></td>
<td></td>
<td>Remove damaged leads and cables</td>
<td></td>
</tr>
<tr>
<td><strong>Appliances</strong></td>
<td>Electrical appliance or tool has developed a fault, or has defective insulation or exposed wiring</td>
<td>Have electrical appliances inspected on a regular basis, and if required tested, and record this information</td>
<td></td>
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<tr>
<td></td>
<td>Coffee machines / urns / water coolers containing hot water</td>
<td>Where equipment is identified for repair, it should be immediately removed from service and appropriately labelled to prevent further use</td>
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<tr>
<td></td>
<td></td>
<td>Consider installing a safety switch on power supply</td>
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</tr>
<tr>
<td><strong>Liquid Spillages</strong></td>
<td>Electrically powered appliance or tool that may have become ‘live’ after having liquid spilt over it</td>
<td>Ensure staff keep liquids well away from electrical appliances</td>
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<td></td>
<td></td>
<td>Ensure appliance is disconnected from</td>
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<td>power before cleaning spill</td>
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<tr>
<td>Ensure appliances are not connected near sources of water</td>
<td></td>
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<tr>
<td>If equipment has been affected by liquid ensure it is inspected and tested prior to use and the details are recorded</td>
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</tbody>
</table>
# Client Aggression

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Workers</td>
<td>Visitors to reception have unrestricted access to workers working in area</td>
<td>Design the workstation to provide security for your workers (e.g. install security screens, install deeper and or higher counter areas to prevent aggressive visitors being able to reach workers). Note. Consider what atmosphere the design will create</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Staff have a separate entry / exit doorway to a safe area that is accessible from their immediate work area</td>
<td></td>
</tr>
<tr>
<td>Furnishings as weapons</td>
<td>Furnishings and decorative items could be used as weapons by a visitor</td>
<td>Choose furnishings for the reception area with care and thought for their potential to be used as a weapon</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Select indoor plants in heavy floor tubs which cannot be easily lifted by one person</td>
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<td></td>
<td></td>
<td>Place vases and stationery out of reach of third parties in the area</td>
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<td></td>
<td></td>
<td>Consider whether furniture can be secured (i.e. to the ground or a wall)</td>
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<tr>
<td></td>
<td></td>
<td>Where glass is used choose shatterproof glass</td>
<td></td>
</tr>
<tr>
<td>Access to backup assistance</td>
<td>Lack of support if accosted by a visitor</td>
<td>Have procedures in place that raise issues from line staff to managers before the situation escalates</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Install a concealed duress alarm where it can be reached by the employee if being threatened or provide pocket duress alarms to workers</td>
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<td></td>
<td></td>
<td>Have duress alarms link back to security personnel that would be used if required</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Consider workers in the adjacent safe</td>
<td></td>
</tr>
<tr>
<td>Training in handling visitor aggression</td>
<td>Inexperience and lack of training in managing visitor aggression</td>
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<td>----------------------------------------</td>
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<tr>
<td>Threatening phone calls and emails</td>
<td>Ensure workers are trained in handling aggressive visitors and that they are aware of and follow documented procedures</td>
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<tr>
<td></td>
<td>Identify visitors with a history of aggressive behaviour and ensure workers have access to this information so that appropriate measures can be taken</td>
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<tr>
<td></td>
<td>Have procedures in place that escalate issues from line staff to Managers before the situation escalates</td>
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<tr>
<td></td>
<td>Have procedures for situations when workers may be isolated (e.g. working out of office, after hours and weekends)</td>
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<tr>
<td>Visitor comfort</td>
<td>Locating too many visitors in a small area or too close together</td>
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<tr>
<td></td>
<td>Increase comfort level by ensuring adequate spacing between visitors (e.g. arrange seats to minimise eye contact between visitors)</td>
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<td></td>
<td>Consider what seating arrangements are used (e.g. theatre style)</td>
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<tr>
<td></td>
<td>Provide water / amenities</td>
<td></td>
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<tr>
<td></td>
<td>Ensure adequate air flow</td>
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<tr>
<td>Air Flow</td>
<td>Insufficient volume of air through the area</td>
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<td></td>
<td>Arrange for rate of air flow to be measured and if necessary increase</td>
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<tr>
<td></td>
<td>Ensure placement of air-conditioning vents is appropriate to allow adequate air flow (i.e. within enclosed offices)</td>
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<tr>
<td><strong>Air Temperature</strong></td>
<td>High or low indoor air temperatures</td>
<td>Have temperature in affected area measured and adjustments made to stabilise temperature in the area in consultation with the effected workers</td>
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<tr>
<td></td>
<td></td>
<td>Look at location of workstations in relation to ducts and openings</td>
<td></td>
</tr>
<tr>
<td><strong>Humidity</strong></td>
<td>High or low levels of relative humidity in workplace</td>
<td>Have humidity in affected area measured and adjusted to the appropriate level in consultation with the effected workers</td>
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<tr>
<td><strong>Atmospheric contaminant</strong></td>
<td>High levels of dust or other particles (e.g. pollen, printer emissions) in indoor air</td>
<td>Ensure that filters are of the correct type to remove expected contaminants and that filters are clean and replaced regularly.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Harmful levels of airborne contaminants (e.g. lead fumes, acid mist, solvent vapour) released by specific work processes</td>
<td>Ensure local control measures such as exhaust ventilation are in place to remove contaminants at the source</td>
<td></td>
</tr>
<tr>
<td><strong>Disease control</strong></td>
<td>Spread of harmful bacteria via central air-conditioning system (e.g. Legionnaires’ disease)</td>
<td>Ensure that air-conditioning equipment is being serviced in accordance with manufacturer’s instructions</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Ensure that checks are being carried out for the detection and measurement of harmful bacteria</td>
<td></td>
</tr>
<tr>
<td><strong>Odours from</strong></td>
<td>Odours and airborne contaminants entering building from the street Excess accumulation of odours inside the workplace</td>
<td>Implement a smoking policy to ensure employees and visitors do not smoke near access points or ventilation intakes</td>
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<td></td>
<td></td>
<td>Consult with other relevant people in relation to smoking guideline around the building</td>
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<tr>
<td></td>
<td></td>
<td>Utilise air-conditioning, ventilation systems and extraction units to ensure the air is adequately ventilated and excess odours removed from the workplace</td>
<td></td>
</tr>
</tbody>
</table>
## Reception Emergency Procedures

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies / evacuations</td>
<td>Accounting for visitors in an evacuation</td>
<td>Ensure that workers working in reception area are familiar with documented procedures on:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inadequately trained personnel</td>
<td>- Instructing visitors re evacuation procedures</td>
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<tr>
<td></td>
<td>Lack of or poorly maintained fire extinguishers / smoke alarms</td>
<td>- Using visitor book to locate visitors</td>
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<tr>
<td></td>
<td>Emergency exits not visible or accessible</td>
<td>- Contacting staff to ensure safe evacuation of visitors</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lack of emergency procedures / programs</td>
<td>- Communicating with staff managing evacuation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Staff untrained in evacuation procedures</td>
<td>- Closing entry doors and exiting the areas safely</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accounting for visitors in an evacuation</td>
<td>As part of regular WHS inspections, ensure smoke alarms and fire extinguishers have been tested and repaired if required, refer to state and territory requirements for testing and maintenance.</td>
<td></td>
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<tr>
<td></td>
<td>Ensure emergency exit signs are in place and lit</td>
<td>Ensure emergency exit signs are in place and lit</td>
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<tr>
<td></td>
<td>Ensure emergency exits are clearly marked, are not blocked and are easily accessible</td>
<td>Ensure emergency exits are clearly marked, are not blocked and are easily accessible</td>
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<tr>
<td></td>
<td>Develop appropriate emergency procedures / programs</td>
<td>Develop appropriate emergency procedures / programs</td>
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<tr>
<td></td>
<td>Conduct regular emergency evacuation drills to test procedures / programs and systems</td>
<td>Conduct regular emergency evacuation drills to test procedures / programs and systems</td>
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<tr>
<td></td>
<td>Ensure emergency contacts receive appropriate training for coordinating emergency responses</td>
<td>Ensure emergency contacts receive appropriate training for coordinating emergency responses</td>
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<tr>
<td></td>
<td>Ensure all workers are familiar with all emergency response procedures,</td>
<td>Ensure all workers are familiar with all emergency response procedures,</td>
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</tr>
<tr>
<td><strong>Bomb threat</strong></td>
<td>Bomb threat</td>
<td>Ensure that all workers working in reception are trained in response to the threat of a bomb</td>
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<tr>
<td></td>
<td></td>
<td>Identify, train and authorise support staff to take responsibility for management of the response and document procedures to be followed</td>
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<tr>
<td></td>
<td></td>
<td>Check arranged for alerting emergency services (fire, police, tactical response group, ambulance etc.) who will be required to attend in the event of a threat</td>
<td></td>
</tr>
<tr>
<td><strong>Biological hazard</strong></td>
<td>A suspicious package / envelope is received by a worker working in reception area</td>
<td>Train workers working in reception how to recognise a suspicious package / envelope on delivery</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Document procedures to be followed and train workers who will manage those procedures</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Ensure appropriate Personal Protective Equipment is available if required</td>
<td></td>
</tr>
<tr>
<td><strong>First Aid</strong></td>
<td>Injured / sick customers and staff</td>
<td>Ensure that receptionists are aware of the workplace policy / procedures in relation to the provision of First Aid to 3rd parties and have been trained to implement the policy / procedure</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ensure first aid procedure signage and documentation is up to date, accessible and easily identified</td>
<td></td>
</tr>
<tr>
<td><strong>Visitors / contractors</strong></td>
<td>Visitors uncertain of how to respond in an emergency</td>
<td>Reception to give briefing on emergency procedures prior to entry into secure areas</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ensure visitors / contractors are accounted for and included in procedures for evacuation</td>
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<tr>
<td></td>
<td></td>
<td>Ensure emergency procedures are visible and easily understood for visitors to follow in the event of any emergency</td>
<td></td>
</tr>
</tbody>
</table>
## Computer and Personal Electronic Devices

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monitor placement</strong></td>
<td>Computer screen is too high or too low</td>
<td>Set monitor so workers can read top of screen without tilting head backwards to do so</td>
<td></td>
</tr>
<tr>
<td></td>
<td>User wears bifocal glasses</td>
<td>Working documents should be located between the screen and keyboard or alongside the screen to ensure the same focal distances for both</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Screen is too close to or too far from eyes</td>
<td>Spectacles with full corrective or multifocal lenses should be used where needed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Screen tilt is incorrectly adjusted</td>
<td>Screen should be placed arm’s length away from the worker, with the top of the screen just above eye level</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dual screens</td>
<td>Locate the monitor directly in front of the worker to reduce twisting of the neck and torso</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Place the screen with a tilt of 15 degrees up from vertical</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Locating two screens side by side to reduce back and neck twisting from one screen to another</td>
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<tr>
<td></td>
<td></td>
<td>Slightly angle the screens towards one another to further reduce twisting</td>
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<tr>
<td></td>
<td></td>
<td>Screen should be placed in front of you proportional to the use (i.e. if one screen is used 90% of the time it should occupy 90% of the space in front of the operator).</td>
<td></td>
</tr>
<tr>
<td><strong>Monitor type</strong></td>
<td>Monitor flickers at the screen edges</td>
<td>Consider using LCD monitors as they are free from flicker at the screen edges</td>
<td></td>
</tr>
<tr>
<td><strong>Keyboard and mouse height</strong></td>
<td>Keyboard / mouse is being used at the wrong height</td>
<td>Arms should be parallel to floor when at rest</td>
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<tr>
<td></td>
<td></td>
<td>Use keyboard in a lowered position (i.e.</td>
<td></td>
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</tbody>
</table>
| Keyboard and mouse placement and shape | Fold away keyboard feet)  
 Ensure wrists are in neutral position (i.e. if appropriate use wrist rest) |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>User is twisting to use keyboard / mouse</td>
<td>Keyboard should be used in front of screen or document holder (major viewing surface)</td>
</tr>
<tr>
<td>Keyboard is being used too far away from body</td>
<td>Keyboard used directly in front of user</td>
</tr>
<tr>
<td>Mouse is being used too far away from keyboard</td>
<td>Locate keyboard as near to the front edge of the desk as possible to reduce reaching</td>
</tr>
<tr>
<td>Inappropriate keyboard size and / or shape for the user</td>
<td>Locate mouse as close as possible to keyboard to reduce reaching</td>
</tr>
<tr>
<td>Inappropriate mouse size and/or shape for the user’s hand</td>
<td>Provide a style of keyboard / mouse which is comfortable for the user</td>
</tr>
<tr>
<td>Provide a mouse which fits the size and natural shape of the user’s hand</td>
<td>Ensure appropriate surface for smooth operation of mouse</td>
</tr>
<tr>
<td>Excessive eye and neck movement from poor document position when using keyboard</td>
<td>Use an A4 document holder placed level with and close to one side of the screen (for ‘touch typists’)</td>
</tr>
<tr>
<td>Personal electronic devices</td>
<td>Consider developing a policy about where and when it is appropriate to use personal electronic devices</td>
</tr>
<tr>
<td>Personal electronic devices reduce awareness of surroundings (warned sounds, traffic)</td>
<td>Including awareness of the dangers of personal electronic devices in induction</td>
</tr>
<tr>
<td>Headphones used to block background noise</td>
<td>Using stereo headphones (circumaural headphones) that cover the entire ear or in-ear headphones (canalphones) to block background noise instead of earbuds or earphones that are not capable of delivering the same dynamic range and consequently often used at a higher volume</td>
</tr>
<tr>
<td>Music playing devices may damage hearing</td>
<td>Display appropriate signage about</td>
</tr>
<tr>
<td>Operator</td>
<td>responsible use of personal electronic devices</td>
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<tr>
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</tr>
<tr>
<td>Tasks that may cause body fatigue and stressing</td>
<td>Conduct a workstation assessment before the operator begins work (i.e. desk height, chair adjustment, keyboard / mouse / screen position)</td>
</tr>
<tr>
<td>Lack of task variety, prolonged time spent in one position</td>
<td>Have appropriate signage / computer applications with reminders or pop-ups enabled to remind workers to take breaks and guidance on appropriate stretching exercises</td>
</tr>
<tr>
<td>Tasks that may cause eyes to become irritated, strained or blurred</td>
<td>To reduce risks of body fatigue and or stressing from repetitive tasks, implement task variety to reduce the risk</td>
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<tr>
<td></td>
<td>Provide appropriate training to workers to encourage appropriate posture, regular breaks, stretching exercises and eye health management (blinking regularly to lubricate the eye and focusing on objects away from a screen)</td>
</tr>
</tbody>
</table>
# Telephones

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
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</thead>
<tbody>
<tr>
<td>Equipment type and maintenance</td>
<td>Poor posture resulting from using telephone and keyboard at the same time</td>
<td>Provide appropriate headsets to permit ‘hands free’ operation (e.g. dual headphone headsets)</td>
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<tr>
<td></td>
<td>Sharing personal items of telephone equipment (e.g. headsets) with other workers</td>
<td>Provide each user with a personal headset</td>
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<td></td>
<td></td>
<td>Arrange for regular cleaning, sterilising or replacement of all telephone handsets / headphones / foam ear pads</td>
<td></td>
</tr>
<tr>
<td>Equipment location</td>
<td>Handset location involves continuous reaching or stretching</td>
<td>Relocate phone socket, or fit telephone with additional cable to allow it to be placed within the ‘maximum reach sector’ (for use either left handed or right handed)</td>
<td></td>
</tr>
<tr>
<td>Background noise</td>
<td>Conducting telephone conversations in a noisy environment</td>
<td>Provide an appropriate form of sound proofing to shield worker from source of noise (i.e. partitioning, walls, doors)</td>
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<td></td>
<td></td>
<td>Provide headset with earpieces designed to minimise intrusion of external sounds (e.g. dual headphones)</td>
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</tr>
<tr>
<td>Acoustic Shock</td>
<td>Exposure to the risk of acoustic shock generated by telephone equipment (e.g. a fax machine)</td>
<td>If appropriate select and install equipment to minimise or eliminate the risk of the worker(s) being exposed to acoustic shock</td>
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<tr>
<td></td>
<td></td>
<td>Ensure headset / handset is adjusted to the correct volume</td>
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</tr>
<tr>
<td>Chair Selection</td>
<td>Chair is not the appropriate size</td>
<td>Have an ergonomic assessment undertaken</td>
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</tr>
<tr>
<td></td>
<td>Poor back support</td>
<td>Try chairs of different styles and dimensions until user feels secure, has adequate support and feels comfortable</td>
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<tr>
<td></td>
<td>Front edge of seat insufficiently rounded and / or padded</td>
<td>When purchasing new chairs specify seat pans to have a well-padded rounded ‘waterfall edge’</td>
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<tr>
<td></td>
<td>User misjudges height of stool or slips or</td>
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</tr>
<tr>
<td>Chair / desk adjustment</td>
<td>overbalances whilst getting on or off</td>
<td>Alert all users of high chairs or stools of the need for particular care when getting on or off theses</td>
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</tr>
<tr>
<td>Chair / desk height is incorrectly adjusted</td>
<td>Chair height is correctly adjusted when the entire sole of the foot can rest on the floor, and the back of the knee is slightly clear of edge of seat. If this cannot be achieved through chair height adjustment, consider the use of a footrest to allow feet to rest flat.</td>
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<tr>
<td>User does not understand how to use the adjusting mechanisms correctly</td>
<td>Adjust desk to allow operator to adopt appropriate posture (if desk is adjustable)</td>
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<tr>
<td>Adjusting mechanism is not working</td>
<td>Have all staff trained how to adjust their chairs correctly obeying ergonomic principles</td>
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<tr>
<td>Chair has no tilt adjustment for the seat pan</td>
<td>Arrange periodic inspection and repair or replace any chairs with faulty adjustment mechanisms</td>
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<tr>
<td>Gas strut leaks and chair won’t maintain height setting</td>
<td>When purchasing new chairs specify seat pants to have an adjustable tilt angle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chair / desk are not adjustable or adjustment capability is limited</td>
<td>Arrange periodic check of all chairs / desks for required maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stability</td>
<td>Chair can tip over when user leans over too far</td>
<td>Check that chair is fitted with a 5 star base</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chairs / stools with castors when used on non-carpeted floors may roll away when sitting</td>
<td>Replace office chairs that have less than a 5 star base</td>
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<tr>
<td></td>
<td></td>
<td>Ensure chairs or stools to be used on non-carpeted floors are fitted with</td>
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</tr>
<tr>
<td><strong>Armrests</strong></td>
<td><strong>Desk Selection</strong></td>
<td><strong>Foot Rests</strong></td>
<td></td>
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<tr>
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<td></td>
</tr>
<tr>
<td>Narrow clearance between armrest and bottom of desk</td>
<td>Desk is too shallow to allow user sufficient room to conduct tasks</td>
<td>Feet are not able to rest comfortably on floor</td>
<td></td>
</tr>
<tr>
<td>Armrests obstruct correct keyboarding position</td>
<td>User is unable to access desk appropriately</td>
<td>Thighs are pressing too hard on edge of seat</td>
<td></td>
</tr>
<tr>
<td>Armrests prevent chair from sliding under desk</td>
<td>Desk cannot be adjusted appropriately</td>
<td>Adjust chair and desk to avoid using a foot rest</td>
<td></td>
</tr>
<tr>
<td>If appropriate adjust or remove armrests to prevent jamming injuries</td>
<td>Review the tasks to be conducted at the workstation</td>
<td>Use a footrest which allows feet to be placed flat on its surface with thighs just clear of seat edge</td>
<td></td>
</tr>
<tr>
<td>When purchasing new chairs, specify adjustable</td>
<td>Select a desk that allows the user enough room to store and use the required equipment for the tasks</td>
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</tbody>
</table>
## Handling Equipment

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document trays and transfer boxes</td>
<td>Boxes used for transferring documents buckle when lifted fully loaded</td>
<td>Ensure that boxes used are sufficiently strong that they will not buckle when fully loaded</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Full boxes are too heavy for workers to lift</td>
<td>Ensure boxes used are of a size and shape that can be comfortably lifted when full</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Boxes have no hand holes and are difficult to lift and hold</td>
<td>Use rigid plastic document trays or boxes which have handles at each end for easy lifting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Temporary (archive) boxes have collapsible bottoms which can give way if not secured</td>
<td>Check that temporary transfer file boxes are in sound condition and that bottoms can lock securely in place</td>
<td></td>
</tr>
<tr>
<td>Ladders and Stepladders</td>
<td>Unstable ladders (i.e. not level or set too steeply)</td>
<td>Use a ladder with lateral wheels at base which is fixed to a rail running along top of shelving, and which prevents it from toppling outwards</td>
<td>Use a mobile stepladder with a platform and shelf which enables worker to work safely and efficiently at all heights</td>
</tr>
<tr>
<td></td>
<td>Tasks that require repeated climbing of ladder with small loads</td>
<td>Provide a mobile stepladder with a platform and shelf which enables worker to work safely and efficiently at all heights</td>
<td>Periodically check condition of ladders and have any damage repaired or the ladder replaced</td>
</tr>
<tr>
<td></td>
<td>Ladder with damaged or worn rungs or feet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trolley</td>
<td>Trolley is heavy to push and difficult to steer when fully loaded</td>
<td>Select trolley with wheel type and size for the job and types of floor surfaces where it will be used</td>
<td>Ensure that at least one trolley wheel is fitted with a braking mechanism to prevent movement</td>
</tr>
<tr>
<td></td>
<td>Trolley may roll away when left unattended</td>
<td></td>
<td>Ensure that shelving bays are set wide enough apart to allow passage of standard trolley sizes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Check width of narrowest passageway, door, lift, where trolley must be used</td>
</tr>
</tbody>
</table>
## Storage Systems

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freestanding Shelves</td>
<td>Climbing on lower shelves to reach documents stored on higher shelves</td>
<td>Ensure that single rows of freestanding shelving are secured to prevent toppling over</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shelving is unstable</td>
<td>Limit height of freestanding shelving bays to permit reach to top shelf whilst standing normally</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Label shelves to identify that heavier items are to be placed on lower shelves</td>
<td></td>
</tr>
<tr>
<td>Compactus</td>
<td>Excessive force needed to operate heavily loaded shelving bays</td>
<td>Ensure compactus is not loaded beyond its design capacity and check capacity periodically</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gripping shelves to gain extra leverage may cause fingers to be trapped when the compactus shelves are closed</td>
<td>Use and maintain locking mechanisms</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Worker may be working out of sight between shelving bays when another worker closes up the compactus</td>
<td>Remove and archive old or little-used files</td>
<td></td>
</tr>
<tr>
<td>Filing Cabinets</td>
<td>Filing cabinet tipping over</td>
<td>Where appropriate place heavier contents in lowest drawers and distribute files to keep centre of gravity as low as possible to minimise risk of cabinet tipping</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cabinet unstable if heavily loaded top drawer is pulled open to its full</td>
<td>Check ease of operation periodically and arrange maintenance and lubrication for moving parts</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Display appropriate signage to ensure correct operation and warn against closing the compactus on workers working within</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Instruct workers to check that no other worker is working inside Compactus before operating it</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Locate a mirror to allow workers to see 'blind spots’ in compactus</td>
<td></td>
</tr>
</tbody>
</table>
### Access to Stored Contents

<table>
<thead>
<tr>
<th>Extent</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabinet drawers slide open when cabinet is not level and is left unlocked</td>
<td>Check that all cabinets are standing level and use rubber wedges to stabilise any unsteady cabinet. Test to ensure drawers do not open when cabinet is unlocked.</td>
</tr>
<tr>
<td></td>
<td>Ensure one draw is opened at a time (e.g. use filing cabinets with anti-tilt mechanism and locking system).</td>
</tr>
<tr>
<td></td>
<td>Locate cabinet against a wall and check that file cabinet stands level (may need to use wedges and spirit level to achieve level position).</td>
</tr>
<tr>
<td></td>
<td>Fix filing cabinet to the wall.</td>
</tr>
</tbody>
</table>

- Lifting files above head height
- Lifting files below the knees
- Tightly packed drawers require excessive force to remove or insert files

- Provide a step, stepladder or ladder to allow workers to work safely at any shelf level.
- Plan storage to locate heaviest or most frequently used documents at easily accessible heights to minimise the demands of manual handling (i.e. waist height).
- Ensure workers are trained appropriately in correct lifting techniques (e.g. avoid twisting).
- Review contents periodically and archive any old or little used files.

### Obstructing Walk Ways

<table>
<thead>
<tr>
<th>Extent</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabinets with slide out draws / sideway hinged doors which open to obstruct a passageway</td>
<td>Where possible locate cabinets out of trafficable areas.</td>
</tr>
<tr>
<td></td>
<td>If cabinets border on passageways, select cabinets which have slide-away or roller doors, which do not protrude when open.</td>
</tr>
</tbody>
</table>
## Lighting

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Illumination level</strong></td>
<td>Inadequate Lighting</td>
<td>Match level of illumination to requirements of work (e.g. number, type and position of light sources)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Have tubes and light fittings cleaned or changed periodically to maintain designed levels of illumination</td>
<td></td>
</tr>
<tr>
<td><strong>Lighting Colour</strong></td>
<td>Incompatibility between office lighting and daylight entering the work area</td>
<td>If interior is illuminated by daylight, ensure that lighting is compatible with the natural light</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lighting being used is unsuitable for night-time work</td>
<td>Where there is significant night-time work, include lighting with lower colour temperature (warm colours)</td>
<td></td>
</tr>
<tr>
<td><strong>Dazzle</strong></td>
<td>Unshielded light sources (including the sun) are within workers' field of vision</td>
<td>Move or shield light source(s) from field of vision</td>
<td></td>
</tr>
<tr>
<td><strong>Glare / Shadows</strong></td>
<td>Light being reflected from walls, desks and other surfaces in the area</td>
<td>Change the type of diffuser or light fitting to one which reduces the intensity of light / glare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inadequate overhead lighting</td>
<td>Choose appropriate colours and finish for desks, walls and ceilings etc. to minimise glare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Objects or barriers to light falling on work surfaces (i.e. overhead shelves)</td>
<td>Consider using LCD monitors as these have less glare</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Poor posture increases glare or shadows</td>
<td>Increase the number of overhead lights for better coverage</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remove barriers to reduce shadows</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where appropriate provide supplementary task lighting</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ensure workers are aware of appropriate working posture</td>
<td></td>
</tr>
<tr>
<td>Flicker</td>
<td>Exposure to continuous flickering from sources of light</td>
<td>Inspect all office lights on a regular basis and replace any faulty tubes and/or light fittings</td>
<td></td>
</tr>
<tr>
<td>------------------</td>
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<td>------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Reflections</td>
<td>Reflections visible in monitor screen makes reading difficult for workers</td>
<td>Rotate screen to eliminate reflections</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Move or shield reflective source(s)</td>
<td></td>
</tr>
<tr>
<td>Task Lighting</td>
<td>Performing work requiring a high level of visual accuracy where normal lighting is insufficient</td>
<td>Provide suitable lighting as appropriate (e.g. task lamps)</td>
<td></td>
</tr>
<tr>
<td>Objects</td>
<td>Hazards</td>
<td>Possible Controls</td>
<td>Check</td>
</tr>
<tr>
<td>--------------------------</td>
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</tr>
<tr>
<td><strong>Air Flow</strong></td>
<td>Insufficient volume of air through the area</td>
<td>Arrange for rate of air flow to be measured and if necessary increase</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ensure placement of air-conditioning vents is appropriate to allow adequate air flow (i.e. within enclosed offices)</td>
<td></td>
</tr>
<tr>
<td><strong>Air Temperature</strong></td>
<td>High or low indoor air temperatures</td>
<td>Have temperature in affected area measured and adjustments made to stabilise temperature in the area in consultation with the affected workers</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Look at location of workstations in relation to ducts and openings</td>
<td></td>
</tr>
<tr>
<td><strong>Humidity</strong></td>
<td>High or low levels of relative humidity in workplace</td>
<td>Have humidity in affected area measured and adjusted to the appropriate level in consultation with the affected workers</td>
<td></td>
</tr>
<tr>
<td><strong>Atmospheric contaminants</strong></td>
<td>Ozone may be released in small amounts by electrostatic photocopiers and printers</td>
<td>Ensure that filters are of the correct type to remove expected contaminants, and that filters are clean and are replaced regularly or as required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>High levels of dust or other particles (e.g. pollen, printer emissions) in indoor air</td>
<td>Avoid continuous photocopying and collating or ensure adequate breaks are taken</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Harmful levels of airborne contaminants (e.g. lead fumes, acid mist, solvent vapour) released by specific work processes</td>
<td>Consider moving printer and photocopiers to a designated printer room</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ensure local control measures such as exhaust ventilation are in place to remove contaminants at the source</td>
<td></td>
</tr>
<tr>
<td><strong>Odours</strong></td>
<td>Odours and airborne contaminants entering building from the street</td>
<td>Implement a smoking policy to ensure workers and visitors do not smoke near access points or ventilation intakes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Excess accumulation of</td>
<td>Consult with other relevant people in</td>
<td></td>
</tr>
</tbody>
</table>
**Disease Control**

<table>
<thead>
<tr>
<th>odours inside the workplace</th>
<th>relation to smoking guidelines around the building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilise air-conditioning, ventilation systems and extraction units to ensure the air is adequately ventilated and excess odours removed from the workplace</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spread of harmful bacteria via central air-conditioning system (e.g. Legionnaires’ disease)</th>
<th>Ensure that air-conditioning equipment is being serviced in accordance with manufacturer’s instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that checks are being carried out for the detection and measurement of harmful bacteria</td>
<td></td>
</tr>
</tbody>
</table>
## Electrical

<table>
<thead>
<tr>
<th>Objects</th>
<th>Hazards</th>
<th>Possible Controls</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquid spillages</td>
<td>Electric shock due to contact with an electrical appliance made 'live' after liquid has been spilt over it</td>
<td>Ensure appliance is disconnected from power before cleaning spill</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure staff keep liquids well away from electrical appliances</td>
<td>Ensure appliances are not connected near sources of water</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If equipment has been affected by liquid ensure it is inspected and tested prior to use and the details are recorded</td>
<td></td>
</tr>
<tr>
<td>Appliances</td>
<td>Electrical appliance or tool has developed a fault, or has defective insulation or exposed wiring</td>
<td>As required have electrical appliances inspected and tested on a regular basis and record this information</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where equipment is identified for repair, it should be immediately removed from service and appropriately labelled to prevent further use</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Consider installing a safety switch on power supply</td>
<td></td>
</tr>
<tr>
<td>Overloading</td>
<td>Overloading power circuit by plugging too many appliances into the same socket</td>
<td>If additional appliances are needed permanently, have a larger power socket installed by a competent person (e.g. 4 sockets)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discourage the use of adaptors and connection of unauthorised appliances which may overload the circuit dangerously</td>
<td></td>
</tr>
<tr>
<td>Data Cables and Extension Leads</td>
<td>Cables or leads located in trafficable area</td>
<td>Use conduit to route cables and leads to reduce the risk of damage from traffic</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cables or leads with exposed wiring or damaged connections</td>
<td>Keep cables, leads and conduit out of trafficable areas where they may become damaged</td>
<td></td>
</tr>
<tr>
<td>Where leads and cables must be located in trafficable areas, secure appropriately to protect them from damage and to prevent tripping (e.g. using tape)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>As required have cables and leads inspected and tested on a regular basis and record this information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Install power points close to appliances to avoid the use of extension leads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use extension leads for temporary connection only</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove damaged leads and cables</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>