



Induction Guide – Work Health and Safety

Employees in South Australia are protected by the *Work Health and Safety Act 2012 (SA)*, the associated Regulations as well as the Approved Codes of Practice. Persons conducting a business or undertaking (PCBU's) and others all have an important role to play in ensuring a safe workplace. For further information please refer to the *Work Health and Safety Act 2012 (SA)*, *Work Health and Safety Regulations 2012 (SA)* and *Approved Codes of Practice*.

WHS Responsibilities

Work Health and Safety is about the management of hazards in the workplace so that you, your work colleagues and customers do not get sick or injured.

It is the PCBU's responsibility to provide:

- A safe place of work
- Safe systems of work
- Safe plant and equipment
- Information, instruction and training
- Adequate facilities for employees
- First aid

It is the workers' responsibility to:

- Look after your own health and safety
- Look after health and safety of work colleagues
- Use any personal protective equipment provided
- Not come to work affected by drugs or alcohol or fatigued
- Follow instructions
- Comply with laws
- Advise your employer of any known hazards

Hazard Management

An essential step in the management of Work Health and Safety is ensuring that all hazards are identified, the risks are assessed and effective control measures are developed and implemented.

A hazard is anything that may cause injury or illness.

Hazards may include:

- chemicals/hazardous substances
- gas
- faulty equipment or electrical cables
- poor housekeeping
- repetitive tasks
- any situation that could cause an accident

The hazard management process consists of a number of steps:

- identify the hazard
- assess the risks
- implement controls
- assess and review to ensure the control measures are working

To control hazards in the most effective way, the hierarchy of controls is used in the order below:

- eliminate the hazard
- substitute the hazard with a safe alternative
- isolate the hazard
- engineer a solution
- administration - inform staff about the hazard
- use of personal protective equipment

Hazardous Substances

A hazardous substance is any substance that may have an effect on your health.

For example:

- chemicals for cleaning and disinfecting
- pesticides
- paint
- drugs
- some food products
- methylated spirits

Controlling Hazardous Substances

PCBU's must:

- Make a register of all hazardous substances in the workplace
- Check that Safety Data Sheets are provided
- Check that substances are labelled
- Ensure hazardous substances are stored safely
- Provide training in safe handling

Workers must:

- Use chemicals for their intended purpose using the appropriate containers
- Wear correct personal protective equipment
- Be trained in the safe handling of chemicals

Fire and Emergencies

Every business should have a plan in place to deal with emergencies such as:

- fire
- explosions
- gas leaks
- customer aggression
- armed robbery

The plan should include:

- evacuation procedures
- training for staff
- fire extinguishers
- first aid kits
- emergency telephone numbers
- appointment of a fire warden(s)

In case of fire:

- extinguish it using appropriate equipment only if you are trained
- evacuate the building
- call 000

Violence

The most common forms of violence in the hospitality industry are patron initiated including armed robbery.

If you are in an armed robbery observe **CODE – A**

- C** Stay **C**alm
- O** **O**bey their demands
- D** **D**escription (remember the details)
- E** **E**vidence (don't touch anything)
- A** **A**larm (dial 000 when safe to do so)

With angry customers, try to stay calm or call your manager.

First aid

Your PCBU must provide you with first aid facilities, such as:

- First aid kits
- First aid room and trained personnel (depending on the size of the business)

What do you do if someone needs immediate first aid treatment?

Advise the First Aid Officer on duty. If there is no First Aid Officer on duty consult the venue's first aid procedure and ask someone else to get help quickly. Until help arrives, remain with the person and:

- cover wounds, apply pressure to stop bleeding and elevate limb
- wash burns to skin under cold, slowly running water (check Safety Data Sheet if chemical burn)
- if someone has chest pain, lay them down and stay with them

After first aid treatment, equipment and work areas should be cleaned according to safe operating procedures.

Electrical

Electricity is one of the most efficient energy sources in the industry but it also has the potential to inflict serious injury and death if not used correctly and safely.

PCBU's need to check that:

- The workplace has a safety switch installed
- Extension cords and appliances are regularly checked by a competent person
- Faulty cables and equipment are removed and replaced
- Testing and tagging occurs in accordance with Australian Standards

Workers need to ensure that they:

- Do not use extension cords or power boards in wet areas or where they could get wet
- Use dry hands when operating equipment

Tools and equipment

The Hospitality Industry uses a wide range of tools and equipment in the workplace. Your PCBU must maintain all these tools and equipment in good condition.

As a worker you must:

- Only use equipment after proper training
- Store knives and cutting equipment when not in use
- Report unsafe equipment
- Wear personal protective equipment such as a mesh glove when necessary

Slips, trips and falls

A high proportion of injuries occur in the Hospitality Industry from slips, trips and falls. These injuries can affect not only workers but customers as well.

Slips, trips and falls can be prevented by:

- cleaning up spills quickly
- wearing appropriate shoes

- keeping stairs clean
- keeping workplace clean and tidy
- storing stock or boxes properly
- using non-slip mats in wet areas
- using safety ladders to reach high shelves
- reporting hazards to your supervisor

Hazardous Manual Tasks

Manual tasks are any activity which require a person to lift, lower, push, pull, carry or otherwise move, hold or restrain an object.

There are several ways to reduce the risk of injury from hazardous manual tasks. You can use a sack truck or trolley, ask for assistance, have regular breaks, rotate repetitive tasks with other employees or use proper methods to lift the load.

If you have no option but lift the load, apply the following principles:

- size up the load first
- place your feet apart
- bend your knees
- hold load close to your body
- keep your head raised and back straight
- lift the load by straightening your legs
- keep your elbows close to your body

Remember: If the load is too heavy, seek assistance from a workmate.

Drugs and alcohol

The harmful use of drugs and alcohol in the workplace is a reflection of general community use, adding costs to injuries, absenteeism, lost production, workers compensation and rehabilitation.

- Whilst you can work when taking prescription medication you should not be at work if affected by alcohol or illicit drugs
- If you are involved in hazardous work your supervisor should be aware of any medication you are taking that could affect your ability to work safely
- Some medication and prescription drugs may cause drowsiness and therefore affect your ability to work safely

Bullying and sexual harassment

Everyone has the right to work in a place that is safe and free from harassment. It is the PCBU's responsibility to provide a safe workplace.

As a worker you should:

- Not tolerate any form of bullying or sexual harassment
- Report it immediately to your manager or supervisor or if this is not possible contact Safework SA on 1300 365 255

Accident reporting

In the event an accident occurs your PCBU must:

- Report serious workplace accidents and incidents to Safework SA
- Provide employees with the correct forms to fill out in the event of an accident
- Make sure employees are trained and advised of their rights under the *Workers Rehabilitation and Compensation Act 1986 (SA)*

As a worker you must:

- Use the First Aid Register to record injury and treatment details
- Make sure you know your rights under the *Workers Rehabilitation and Compensation Act 1986 (SA)*
- Use the Accident/Injury Report Form from your place of work