



## Introduction

This occupational safety and health (OSH) newsletter has been developed to provide information and assistance to employers, persons having control of workplaces and employees working in the accommodation industry. This newsletter will assist you with identifying OSH requirements and will provide you with information on how to comply with the requirements of the *Occupational Safety and Health Act 1984* and regulations. Please take the time to read the relevant parts of this publication and use the checklist to assist you in improving safety at the workplace.

## What is a risk assessment?

The OSH laws require risk assessments to be carried out. A risk assessment is the process of determining whether there is a risk associated with an identified hazard. The risk is the chance or likelihood (high or low) that someone could be injured or harmed by a hazard, together with an indication of how serious the injury or harm could be (the consequence). The risk assessment should be carried out with employees involved in the task being assessed. When determining the risk level, the experience and training of the employee, the tasks to be performed and the length of time the employee is exposed to the identified hazard should be taken into account.

## What are the risks?

Risks associated with the accommodation industry, unless eliminated or controlled, can result in serious injuries and harm to health. WorkSafe's priority areas reflect hazards where most workplace injuries and harm occur. These priority areas include manual tasks, slips, trips and falls, electricity, working at heights, mobile plant and vehicles, machine guarding and hazardous substances. Specific risk factors in this industry are slips, trips and falls (eg from wet or oily floors, falls from steps), manual tasks (eg from making beds, cleaning, lifting cartons, boxes or kegs) and cuts from knives. Most injuries are sustained by housekeepers, followed by chefs, cleaners, maintenance staff and waiters.

## How do I use the checklist?

A checklist has been developed to assist you with identifying hazards and assessing the risk of injury or harm to persons, including employees and members of the public. The checklist covers WorkSafe's priorities including manual tasks, slips, trips and falls, falls from heights, movement of vehicles/mobile plant and machine guarding along with industry specific hazards.

1. Use the checklist in this newsletter to inspect your workplace. You may see other hazards as you are going through – add them to the checklist.
2. Anything that you have ticked 'No' or added to the list needs to be fixed. So, look at each hazard using the table below to prioritise identified hazards.
3. If the hazard falls into the 'high' or 'extreme' risk category based on your view of how likely it is someone will get hurt and what level of injury could happen, then you need to fix it straight away. If it falls into the 'moderate' or 'low' category, then you need to plan when you will fix it as soon as possible.

<b>Risk rating table – for working out level of risk</b> - Use the vertical and horizontal columns to consider both the likelihood of injury or harm to health and the consequences to work out the level of risk				
Likelihood of injury or harm to health	Consequences of any injuries or harm to health			
	Insignificant eg no treatment for injuries needed	Moderate eg first aid	Major eg extensive injuries or permanent disease	Catastrophic eg death
Very likely	High	Extreme	Extreme	Extreme
Likely	Moderate	High	Extreme	Extreme
Moderate	Low	High	Extreme	Extreme
Unlikely	Low	Moderate	High	Extreme
Highly unlikely (rare)	Low	Moderate	High	High

Risk assessment is a 'best estimate' on the basis of available information. It is important the responsible person undertaking a risk assessment has the necessary information, knowledge and experience of the work environment and work process, or such a person is involved.

## The next step

Take the next steps to ensure you comply with OSH requirements:

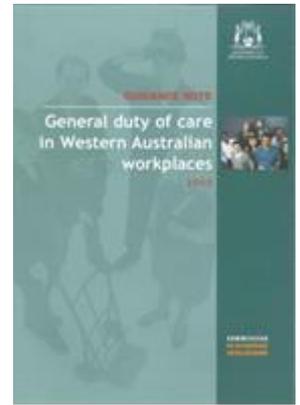
- work through this newsletter and checklist and implement control measures;
- review guidance material referenced in this newsletter; and
- check that you comply with legislation and industry standards in the accommodation industry.

**Remember hazards have to be controlled – you can't ignore them.**

## What you need to know

Under the *Occupational Safety and Health Act 1984* (the Act), all parties involved with work have responsibilities for safety and health at work. This includes employers, employees, self-employed persons and others, such as people who control workplaces, design and construct buildings or manufacture and supply plant.

The duties under the Act are expressed in broad terms and some of these duties are listed below. The [Guidance note General duty of care in Western Australian workplaces](#) provides further information about the duty of care and is available from the WorkSafe website.



### Employers must:

- provide and maintain the workplace, plant and systems of work (ie procedures) so that, so far as is practicable, your employees are not exposed to hazards;
- ensure that the safety and health of visitors/patrons is not adversely affected by the work or systems of work;
- provide information to employees about any hazards and risks from the work;
- provide instruction, training and supervision to all employees so they are able to work safely and without risk to their health;
- provide instruction and supervision to patrons to ensure their safety and health;
- consult and co-operate with employees about safety and health;
- where it is not practicable to avoid the presence of hazards, provide adequate personal protective clothing and equipment without any cost to employees;
- ensure, so far as is practicable, that the use, cleaning, maintenance, transportation, and disposal of plant and the use, handling, storage, transportation and disposal of substances does not expose employees to hazards;
- maintain plant and keep records and logbooks;
- ensure employees hold a current High Risk Work Licence when required (ie operating a forklift or elevated work platform > 11 metres); and
- ensure that plant has been registered with the WorkSafe Western Australia Commissioner, if required.

### Employees must:

- work safely to ensure your own safety and health;
- make sure your actions do not cause injury or harm to others;
- follow the employer's instructions on safety and health – ask for assistance if you do not understand the information;
- take care of and use any protective clothing and equipment (PPE) in the way you have been instructed and report any concerns about it to your supervisor;
- report any hazards, injuries or ill health to your supervisor or employer; and
- cooperate with your employer when they require something to be done for safety and health at the workplace.

## Reporting an injury or disease

All deaths and certain types of injury or disease in connection with work must be reported to WorkSafe. Reporting must be done by the relevant employer. A relevant employer may include an employer, a self-employed person, a principal contractor, a contractor, a labour hire agent or a client (host employer).

In some cases, WorkSafe will require notification of the same reportable death, injury or disease by different relevant employers. For example, if an employer engages a self-employed person whose work caused a reportable injury at the workplace, a report would be required from both the employer and the self-employed person. Further information on reporting requirements is available from the WorkSafe website: [How-report-an injury-or-disease to WorkSafe](#).

## Further information

Further information and guidance regarding the accommodation industry is available from [www.worksafe.wa.gov.au](http://www.worksafe.wa.gov.au)

### Codes of practice

- Manual tasks
- Prevention of falls at workplaces
- Working hours
- First aid-workplace amenities-personal protective clothing
- Safeguarding of machinery and plant
- Violence, aggression and bullying

### Guidance notes

- Alcohol and other drugs at the workplace
- General duty of care in WA workplaces

- Isolation of plant
- Plant in the workplace
- Preparing for emergency evacuations
- Safe movement of vehicles

### Other publications

- Hepatitis B in the workplace – frequently asked questions
- Safety tips for new and young employees and their employers
- Vehicle and plant movement at workplaces – self assessment checklist

## Manual tasks

Injuries from hazardous manual tasks (Musculoskeletal disorders) are a high cause of lost time injury to employees working in the accommodation industry. While many injuries are caused by using force to lift, carry, push or hold objects, repetitive actions and sustained or awkward postures are also significant risk factors.

### Examples of common hazardous manual tasks include:

- vacuuming, mopping, cleaning toilets and bathrooms and making beds;
- moving laundry;
- storage and movement of linen, cleaning equipment and other consumables;
- handling of customer luggage items;
- accessing and storing food, plates and other items above shoulder height, below mid-thigh and away from the body may lead to repeatedly adopting awkward postures;
- cleaning tables, work benches, kitchens and other service areas which may be repetitive and lead to adopting awkward postures;
- washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing;
- chopping and cutting food which can be repetitive and may lead to adopting awkward postures;
- lifting or carrying items such as heavy plates, hot food dishes, pots, boxes, cartons or beer kegs;
- lifting or carrying containers with liquids that may be hot (eg out/into fryers, bain marie, stock);
- handling awkward or heavy loads (including moving deliveries or stock, accessing stored items);
- moving chairs and tables requiring repetitive actions and awkward postures;
- reaching into chest freezers which can lead to adopting awkward postures; and
- exposing employees to prolonged or sustained postures – this can have a cumulative effect and lead to physical and mental fatigue and injuries.

### Risk management

Once hazards have been identified and the risk has been assessed, control measures need to be implemented. The best control measure is elimination of the hazard from the workplace, however if this not practicable the risk needs to be reduced as much as possible through things such as modifying the work area and layout, changing the items, equipment and tools, the type of load, working environment, systems of work, work organisation and work practices

### Training

Training needs to be provided to employees on the manual tasks, which should involve everyone involved in the organising and implementing of hazardous manual task process. This training should be carried during the induction training and as part of your ongoing manual task risk control program.

The training should include elements covered on page 17 and 18 of the Code of practice – Manual tasks including:

- key sections of the OSH regulations and the Manual task code of practice;
- the roles and responsibilities of the employers, workers and others;
- consultation in order to identify manual tasks, and to assess and control risks;
- basic function of spine, body postures, types of muscle work and principles of levers;
- relationship between the human body and the risk of injury;
- activities included in manual tasks and resulting types of injuries;
- risk factors and potential sources of risks; and
- control strategies for manual tasks.

Specific manual task training should be provided to each employee carrying out a hazardous manual task. The WorkSafe website contains further information regarding manual tasks training and a training package.

General solution to manual task risk factors include implementing a system to regularly seek information from the worker to check if their work environment and tasks have changed, or need to change. The system needs to be easy to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should complete another risk assessment of the worker's tasks and environment. Any identified issues need to be rectified as soon as possible so the worker's needs are safely met.

A review of your manual tasks and procedures in consultation with employees is important to identify what works and what needs to be changed. Your review should include investigations of reported manual task injuries and hazards.

Examples of common hazards and control measures applicable to the accommodation industry are provided on the following pages.

## Making beds

### What is the problem?

The task of making beds has been associated with musculoskeletal injuries within the accommodation industry.

### What are the risks?

Workers may be at risk of injuries from strains to the back, neck and shoulders, particularly when bending, lifting and reaching. The common sources of risk include:

- moving the bed;
- making beds at low height; and
- adopting awkward postures due to inadequate space and the placement of furniture around the bed. This makes it difficult to access all three sides of the bed.

These issues should all be considered during the initial assessment and if they pose a risk, they must be controlled prior to the worker starting.

### What are solutions to the problems?

The risk of injury can be reduced or eliminated by the following safety measures:

#### The problem



Low bed is up against wall not allowing full access for making bed and causing awkward postures.

#### Moving the bed

- Ensure the bed is moved away from the wall and/or furniture and is clear of obstructions.
- Ensure employees are trained in making beds.
- Fit castors with a lockable braking system to the bed, which is appropriate to floor surface to ensure ease of movement.
- Ensure castors are maintained so they can be moved and locked with ease.

#### The solution



Bed is fixed height on bed blocks and moved away from wall so all sides are accessible and posture is improved. Note: Check this is suitable and safe for client.

#### Making the bed

- Ensure workers are trained in the use of height adjustable beds.
- Ensure fitted sheets are available to reduce mattress lifting and the time spent kneeling.
- Ensure a minimum of two workers are available to turn a mattress. Avoid turning mattresses alone.
- Ensure workers are trained in appropriate techniques including:
- Kneeling instead of bending or squatting when tucking in sheets, ensuring linen is located nearby on a trolley, chair or table between hip and shoulder height.

## Vacuuming

The task of vacuuming is a common cause of musculoskeletal injuries for workers performing cleaning duties. Within the cleaning industry, upright, backpack or barrel vacuum cleaners are generally used.

Backpack vacuums can improve the posture of the operator however they must be properly fitted and be an appropriate size and weight for the operator. Training should be provided to workers on how to adjust and fit the backpack; as well as avoiding postures which increase load through the spine (eg bending below waist-height with the backpack). Although a correctly fitted backpack vacuum assists with better posture, workers also face many of the same risks listed below.

Upright and barrel vacuums reduce the load weight and force required to move the vacuum, however, they can increase the risk of awkward postures (eg bending forwards from the hip or holding the arm away from the body). To reduce this risk, it is important that the height of the operator is taken into account to ensure that vacuum height, or the length of the wand, is at an appropriate height to prevent stooping. Consideration should also be given to the wheel size and floor surface and how easily the machine can be manoeuvred around the area.

### What are the risks?

Workers may be at risk of injuries from strains to the back, neck, shoulders and wrists when pushing, pulling, bending and lifting. The frequency of these actions and the time it takes to complete the task can also increase the risk of these injuries.

The common sources of risk include:

- vacuum equipment that is in poor working condition, not suitable for the task (too heavy, wand not height adjustable), stored in an inaccessible location or at an

#### The problem



Vacuum cleaner wand length is short resulting in awkward posture.

#### The solution



Worker is able to complete task in an upright position as wand length can be adjusted to worker's height.

- unsafe height or is difficult to empty;
- surfaces that make it difficult to push and pull the vacuum cleaner (eg thick pile carpet);
- lifting the vacuum up stairs;
- insufficient time to complete the task;
- performing other tasks in addition to vacuuming that require the same, or similar, actions (eg mopping or sweeping); and
- moving furniture, rugs, mats and other items in preparation for area to be cleaned.

These issues should all be considered during the initial assessment at the workplace and if they pose a risk, they must be controlled prior to the work commencing.

### What are solutions to the problems?

Implement a system to regularly seek information from the worker to check if their work environment or tasks have changed, or need to change. Cleaners should have an easy system to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should re-assess the worker's tasks and environment. Any safety issues should be fixed as soon as possible.

The risk of injury can be reduced or eliminated by the following safety measures:

#### Vacuum task

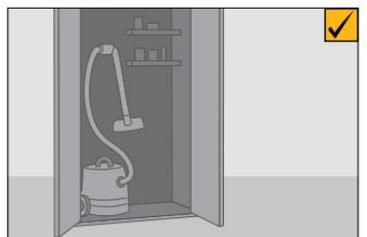
- Avoid vacuuming stairs that require the repeated lifting of the vacuum cleaner – or use suitable lightweight stick vacuum cleaner.
- Provide vacuums for each level of a building to eliminate the need to carry vacuum cleaners up stairs. Ensure lifts are used as much as possible.
- Assign adequate time to complete the task.
- Perform tasks involving similar movements (eg mopping, sweeping and vacuuming) for no more than 30 minutes at a time.
- Rotate to other tasks that require the use of different body movements (eg tidying, dusting, cleaning bathrooms or wiping benches).
- Train workers in vacuuming techniques for different floor surfaces and areas, as well as safe moving of furniture, rugs and mats.
- Avoid moving heavy furniture, rugs or mats when vacuum cleaning.
- Roll out long or large mats to expose the surface requiring vacuuming. Mats should not be lifted.
- Arrange heavy furniture in such way to allow access around four sides (or at least three sides). If not, only the exposed floor surfaces should be vacuumed.
- Furniture may be fitted with lockable castors or glides to prevent lifting if this does not create additional risks to the client or worker.

The problem



Access to the vacuum cleaner is blocked by other objects. Vacuum cleaner has to be lifted out of storage for use.

The solution



Vacuum cleaner is located close to ground level reducing the need to lift. Access to the vacuum is clear.

#### Vacuum equipment

- If the client provides the equipment and machinery, consult about the preferred equipment and machinery.
- Vacuum cleaners should:
  - be fit for the purpose (appropriate for floor surface);
  - be in good working order;
  - be regularly maintained;
  - be easy to move (lightweight, functional castors);
  - have an adjustable wand length to enable worker to carry out task in an upright position;
  - have a suitable variety of fittings;
  - have easy-to-change fittings;
  - have good suction with an adjustable vent;
  - be easily accessible and stored at a safe height; and
  - be easy to empty.

### Mopping

The task of mopping has been associated with a high level of musculoskeletal injuries for workers performing cleaning duties. The combination of repetitive movements, high static load in the upper arm and back muscles and high forces increases the risk of injury.

#### What are the risks?

Workers may be at risk of injuries from strains to the back, neck, shoulders and wrists when pushing, pulling, bending, twisting, gripping and lifting. The frequency of these actions and the time it takes to complete the task can also increase the risk of these injuries.

The common sources of risk include:

- storing mops and buckets in an inaccessible or inappropriate location;
- buckets not matching the mop head shape;
- manually wringing the mop head;
- lifting heavy buckets of water;
- insufficient time to complete the task;
- performing other tasks before or after mopping;
- that require same, or similar, actions (eg vacuuming and sweeping); and
- moving heavy furniture, rugs, mats and other items so area can be mopped.

These issues should all be considered during the initial assessment the workplace and if they pose a risk, they must be controlled.

### What are solutions to the problems?

Implement a system to regularly seek information from the worker to check if their work environment or tasks have changed, or need to change. Cleaning staff should have an easy system to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should complete a re-assessment of the worker's tasks and environment. Fix any safety issues as soon as possible.

The risk of injury can be reduced or eliminated by the following safety measures:

### Mopping equipment

- Use microfibre mops with telescopic handles. Disposable cleaning pads can also be used without a bucket.
- Ensure the mop:
  - fits the purpose;
  - has long handles to prevent overreaching while completing the task;
  - has an appropriately sized mop head to minimise weight when wet; and
  - is wrung in the bucket, not by hand.
- Ensure the bucket:
  - is light weight;
  - is an appropriate shape for the mop head;
  - has properly functioning plastic wringers or rollers;
  - has a non-slip or grooved foot base to reduce slipping when wringing the mop;
  - is stored at an appropriate height and is easily accessible; and
  - is only part or half filled (filling should be done as close to the area to be mopped as possible).

### Mopping task

- Train workers in mopping techniques for different floor surfaces and areas.
- Allocate adequate time to complete the task.
- Perform tasks involving similar movements (eg mopping, sweeping and vacuuming) for no more than 30 minutes at a time.
- Rotate to other tasks that require the use of different body movements (eg tidying, dusting, cleaning bathrooms or wiping benches).

### Mopping environment

- Do not move heavy furniture while mopping.
- Arrange heavy furniture in such way to allow access around four sides (or at least three sides). If not, only the exposed floor surfaces should be mopped.
- Roll out long/large mats to expose the surface requiring mopping. The mat should not be lifted.

## Cleaning toilets and bathrooms

The task of cleaning toilets and bathrooms has been associated with musculoskeletal injuries for workers performing cleaning duties due to the awkward postures and movements such as reaching overhead, squatting and bending and high grip forces in often confined spaces.

### What are the risks?

Workers may be at risk of injuries from strains to the back, neck and shoulders, particularly when bending, reaching and twisting.

The problem



Short mop handle means worker is overreaching and bending.

The solution



A long mop handle removes need to bend.

The problem



Worker is bending to lift or drag a heavy bucket. Spilled water from the bucket is a slip risk.

The solution



Bucket with wheels removes need to bend and lift.

The frequency of these actions and the time it takes to complete the task can also increase the risk of these injuries.

The common sources of risk include:

- cleaning toilets, baths and showers below knee height, resulting in prolonged squatting, kneeling or bending;
- cleaning showers, mirrors, tiles and glass above shoulder height;
- cleaning that involves reaching (eg baths and showers);
- cleaning in restricted spaces where awkward postures are required;
- using equipment that requires considerable effort to use;
- using equipment that requires repetitive gripping actions; and
- using equipment that is not suited to the task.

These issues should all be considered during the initial assessment of the workplace and if they pose a risk, they must be controlled.

### What are solutions to the problem?

Implement a system to regularly seek information from the worker to check if their work environment or tasks have changed, or need to change.

Cleaners should have an easy system to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should complete a re-assessment of the worker's tasks and environment. Fix any safety issues as soon as possible.

The risk of injury can be reduced or eliminated by the following safety measures:

### Cleaning equipment

- Use equipment and cleaning chemicals that require less effort to use (eg specially treated cotton cloth for cleaning shower screen and bathroom glass windows, a long handled bristle brush to remove dirt off the floor and microfibre wiper or brush head).
- Ensure equipment is efficient and suitable for the task by:
  - using cleaning brushes designed to fit easily into snug grooves and crevices of shower doors;
  - using sponges, mops or brushes with telescopic arms; and
  - using equipment that reflects the size of surface areas to be cleaned.

### Cleaning task

- Ensure the worker has access to a non-slip mat if required to get inside the shower or bath for cleaning.
- Ensure the worker is trained in appropriate techniques including:
  - using chemicals to assist with cleaning;
  - rinsing with hand held shower or tap with attachable handheld shower hose;
  - minimising time spent kneeling – use mops or long handled squeegee to reach difficult areas;
  - kneeling rather than bending or squatting – use a folded towel or kneepad when kneeling;
  - using one hand on the bath to support weight when cleaning and rising from kneeling; and
  - keeping an open palm by using a larger cleaning pad.

### Floor surfaces and footwear

- Mop surfaces dry after the worker has cleaned the bathroom.
- Ensure footwear is suitable (eg non-slip, comfortable and supportive).
- Replace footwear promptly if current footwear is not appropriate or comfortable.

*Adapted from: Home care –occupational health and safety compliance kit, WorkSafe Victoria [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)*

## Manual handling of beer kegs

Manual handling of beer kegs is putting employees at a high risk of injury, especially sprain/strain type injuries to backs. The high-risk activities include lifting, carrying and lowering of full beer kegs by either one or two people, without the use of mechanical aids.

The average weight of a full 50 litre beer keg is 62kg. This is too heavy for people to safely lift, lower or carry manually. Using two people to lift beer kegs is a high-risk activity because of the awkward postures involved and the risk of one person having to take most of the weight if the second person slips or loses their grip. Many cool rooms have low ceilings and limited space, which may require employees to adopt poor postures while handling beer kegs. This further increases the risk of injury.

### The problem

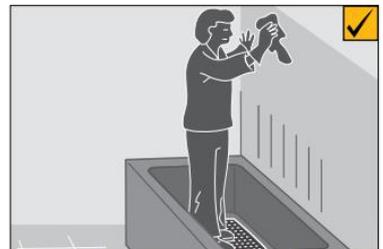


Leaning across the bath means the worker cleans in a bent posture while overreaching.

### The solutions



Telescopic handles on brushes or long handled brooms allow worker to clean in a more upright position.



Providing a non-slip mat means the worker can clean from inside the bath without slipping.

WorkSafe considers the lifting, carrying or lowering of full beer kegs by one or two people to be a high-risk manual handling activity. Where inspectors identify that full beer kegs are manually stacked on top of each other, they will take enforcement action.

### **Factors to consider**

- Manual handling of full beer kegs is a high risk activity.
- One or two persons cannot safely lift, carry and lower full beer kegs manually.

### **Recommendations**

- As far as practicable, manage stock levels so that beer kegs do not need to be stacked on top of each other.
- When beer kegs do need to be moved or lifted, ensure that mechanical aids are used. There are some excellent trolleys available that feature lifting mechanisms specifically designed to raise/lower beer kegs.

## **Manual tasks in other areas, including the kitchen**

### **Environment, space and lay-out**

- Design the workplace, including the kitchen and loading areas for ease of movement, work flow and work activity.
- Replace or repair uneven or slippery floors.
- Provide trolley ramps at changes in floor level.
- Install automatic doors if staff have to carry things through them frequently.
- Provide foot rails or a step to shift body weight and reduce stress on employees' lower back and legs, when standing for prolonged periods.
- Consider workbenches of different heights particularly for chopping and food preparation to reduce the risks associated with bending forward or reaching.
- Connect the bain marie to the plumbing to eliminate manually moving containers of water.
- Place large mixers at a height that allows access to the mixing bowl handles between knuckle and elbow height - this will reduce bending at the waist.
- Organise storage areas as close to the working area as possible to reduce carrying distances.
- Consider keeping food localised, eg installing chilled storage under working surfaces.
- Purchase bulk goods in smaller, easier to handle containers.
- Consider the height and location of shelving or racks, including the height of a microwave (below shoulder height).
- To avoid reaching into a chest freezer use baskets or other storage options and ensure clear access around the chest freezer for easy access.

### **Equipment and mechanical aids**

- Provide suitable equipment (eg wheeled dolly, sack truck or trolley) to move stock or other heavy items - equipment should be suitable for the job, eg have handles for pushing and/or be high enough that workers do not have to bend to reach the item.
- Provide suitable trolleys to transport items such as food, large quantities of dishes, linen, luggage or other items (eg use four-wheeled trolleys with adjustable height or lockable castors where needed)
- Use mechanical aids or pumps to transport liquid waste such as oil.
- Provide false bottoms in deep sinks to reduce awkward bending at the waist.
- Where practicable, eliminate the task of reaching to access plates by using mechanical equipment such as a spring-loaded, heated plate dispenser in kitchen and or dining areas.
- Transfer food straight from a pot to the plate or into smaller containers to carry to the serving area.
- Provide rollers or conveyors to transport items within a set process.
- Provide personal protective equipment such as appropriate gloves and non-slip shoes where required - gloves should have extra grip on palms and fingertips to reduce the gripping force needed to handle greasy dishes.
- Provide utensils and knives with ergonomic handles and those that allow for power grips.
- Provide machines and tools to reduce manual chopping of vegetables or buy pre-cut vegetables.
- Provide long-handled brushes to reduce awkward postures when cleaning items or equipment.

### **Nature of load**

- Purchase cooking oil in containers that minimise force and awkward postures to handle (eg with sturdy handles/grips).
- Ensure used oil is cooled down and moved in small containers with a secure lid and sturdy handle.
- Break down trays of products before loading onto storage shelving.
- Use smaller containers for cleaning chemicals and/or appropriate siphons or pumps to avoid handling bulk containers.
- Put heavy equipment such as chest freezers on lockable castors to make cleaning easier.

- Consider reducing the size of bins to reduce the weight of refuse bags.
- Put up signs near bins to remind staff not to overfill them.
- Reduce carrying large amounts of plates and crockery manually by using lighter weight plates and crockery and/or by providing appropriate trolleys for the movement of crockery in the workplace.

### Work organisation and practices

- Arrange delivery of goods close to the storage area.
- Where possible, limit repetitive tasks such as cutting and cleaning by having varied tasks, job rotation and frequent breaks.
- Keep a maintenance schedule of equipment such as knives and trolleys.
- Store heavy items on shelves at waist height – consider the use of bulk storage bins on casters for items such as flour and rice.
- Where practicable, reorganise the layout to avoid twisting, reaching and other awkward postures.
- Ensure employees' clothing and footwear is suitable for working in a kitchen environment, eg slip-resistant footwear and clothing that is not restrictive.
- To avoid adverse effects of working in cool temperatures provide protective clothing, eg thermal gloves and jackets in cold storage areas.
- Provide manual task training to all staff, including staff that can influence how manual tasks are performed – training should include the risk management approach and task specific training.

### Manual tasks - Further information

- [Code of practice - Manual tasks](#)
- [Training package](#)
  - Manual tasks training package - Presenters guide
  - Power point presentation
- [VIDEO: Manual tasks risk management](#)
- [WORKSHEET: Manual tasks incident investigation](#)
- [WORKSHEET: Manual tasks risk management tool](#)
- [Risk management checklist for manual tasks](#)

### Slips, trips and falls

Many injuries in the accommodation industry are caused by slips, trips and falls. These are often due to poor housekeeping practices in the workplace such as water or oil spilt on the floor. The inappropriate placement of materials such as using passageways for storage can also cause slips, trips or falls.

When assessing the potential for slips, trips and falls, make sure you also look at out of sight areas such as freezers, cool and storage rooms and loading docks.

#### Tips to stop slips, trips and falls include:

- prevent placing electrical leads of eg vacuum cleaners across walkways or pedestrian traffic areas;
- repair damaged carpet and damaged tiles and ensure mats do not have rolled edges;
- identify small changes in floor levels (eg with tape and signage);
- prevent grease, water and foodstuffs from lying on floors – this can be done by installing splash guards and ensuring equipment is maintained to prevent leaks;
- install and maintain drainage to prevent pooling of water and grease;
- minimise the need to carry full pots or pans;
- introduce a spill procedure that requires immediate clean-up of all spills followed by a 'dry mop';
- install non-slip flooring when renovating or building new premises;
- improve slip resistance of the floor by using methods such as acid etching, adhesive strips and slip resistant paint; the best method will depend on your existing floor surface;
- use the appropriate floor cleaning products to clean floors, remove oil and grease;
- agree on written standards with contract cleaners to ensure that polishes/cleaning agents leave the floor in a non-slip condition;
- reduce the number of people who walk through kitchen areas;
- use storage areas for equipment and supplies and alert workers to the dangers of leaving boxes, rubbish, bags and furniture in passageways, entrances and exits;
- provide umbrella and coat stands to prevent water dripping across floors;
- provide adequate lighting;
- ensure floor surfaces, stairs and ramps are well maintained (eg broken or missing tiles are replaced); and
- ensure staff wear suitable footwear, and treads are kept clean to provide adequate slip resistance.

Source: Managing health and safety in food retail

## Electrical equipment and appliances

Electrical equipment is widely used in the accommodation industry. Frequent, long-term use or use other than that intended by the manufacturer can make electrical equipment unsafe and cause serious injury such as burns, electric shock, eye damage, partial loss of limb function or memory loss.

### Tips to prevent workers being exposed to electrical hazards include:

- remove faulty electrical equipment immediately from service and attach a warning label to it;
- install residual current devices (safety switches) to guard against electric shock;
- always hire a licensed electrical contractor to install or repair electrical equipment – it is dangerous, illegal and could be fatal to attempt this work yourself;
- provide enough power points for each work area and only use power boards fitted with overload protection;
- do not use multiple extension leads or double adaptors;
- travel adaptors have insulated pins, have no holes in the pins and display the Regulatory Compliance Mark (RCM) or approval number;
- be aware of the locations of residual current devices and what equipment they cover;
- only use electrical appliances designed for use in a wet environment (eg splash-proof or waterproof);
- where required, turn off power to electrical equipment if the equipment or area becomes wet;
- ensure electrical equipment is regularly inspected, tested and maintained by competent people;
- report faulty electrical equipment (eg when cords are frayed or bare wires are exposed, smoke is coming out of the equipment or the equipment cuts out for no obvious reason);
- store extension cords and electrical leads away from water, chemicals, hot surfaces and walkways;
- use childproof plastic plug covers; and
- ensure workers wear appropriate footwear and are trained in working safely with electrical equipment (eg correct ways to use electrical equipment, function of controls and guards).

Source: Managing health and safety in food retail

## Knives and sharp tools

Cuts from knives and sharp instruments are common in the accommodation industry and can cause serious injuries to workers. Make sure all workers are trained to use knives and sharp tools safely.

### Tips to use knives and sharp tools safely include:

- knives are sharp, maintained and in a good working condition;
- slicing machines and butchers' steels for knife sharpening have hand guards;
- the correct knife for the task is provided and knives are only used for cutting purposes;
- suitable cutting boards are provided and are placed on a firm surface;
- knives are not place near the edge of the table or with the blade facing outwards;
- knives are kept on a suitable knife shelf, in a knife block or sheath or on a suitable magnetic strip mounted against the wall when not in use;
- knives are washed separately (are not washed together with other utensils or instruments);
- mesh gloves are provided when working with knives;
- knives handles are comfortable to use;
- workers are trained and instructed to use and sharpen knives safely;
- workers are trained in first aid; and
- workers use protective clothing such as mesh gloves and aprons when handling sharp implements.

Source: Managing health and safety in food retail

Knife safety - ways to minimise the risks	
<p><b>Do</b></p> <ul style="list-style-type: none"> <li>• Train employees in the safe use of knives and safe working practices when sharpening knives</li> <li>• Use a knife suitable for the task and the food.</li> <li>• Keep knives sharp.</li> <li>• Cut on a stable surface.</li> <li>• Handle knives carefully when washing up.</li> <li>• Carry a knife with the blade pointing downwards.</li> <li>• Store knives securely after use</li> <li>• Use protective equipment as required. For deboning, wear a suitable protective glove on the non-knife hand.</li> </ul>	<p><b>Do not</b></p> <ul style="list-style-type: none"> <li>• Do not leave knives loose on worktop surfaces where they can be accidentally pushed off.</li> <li>• Do not try to catch a falling knife.</li> <li>• Do not use a knife as a can opener.</li> <li>• Do not carry knives while carrying other objects.</li> <li>• Do not engage in horseplay with a knife.</li> <li>• Do not carry a knife in your pocket.</li> </ul>

## Hot liquids, surfaces or steam

Burns are common injuries in kitchens. Workers are at risk from burns and scalds when cooking food or removing food from elements such as deep fryers, ovens, microwave ovens or grills. Urns and espresso machines can also cause burns.

### Tips to prevent workers coming into contact with hot liquids and surfaces or steam include:

- maintain seals regularly on deep fryers;
- train workers in safe work procedures (eg patting food dry before dipping in fat to reduce spitting or allowing fat to cool before draining it into a container);
- use vegetable oil instead of animal fat – it remains in liquid form when cool;
- where possible, use alternative cooking methods to deep frying (eg microwaving, grilling or baking).
- install wheeled containers to receive spent grease from deep fryers - these can be safely rolled from the kitchen to the grease bin;
- maintain equipment to ensure lids are fitted and handles are secure;
- post signs to warn workers about hot equipment and use stickers for stainless steel utensils;
- open doors and lids of steam heated equipment away from the body;
- keep pot handles away from the stove's edge;
- use dry cloths to pick up hot items to avoid steam burns;
- remove trays from hot ovens with care;
- train workers in first aid for burns treatment;
- install a fire extinguisher for fat fires/ fire blanket in an easy to reach location;
- design the workplace or work processes to avoid carrying around hot liquids; and
- appropriate personal protective equipment such as aprons, boots and gloves.

Source: Managing health and safety in food retail

## Hot conditions

Working in hot conditions, such as kitchens, can lead to heat stress, especially if there is a low level of air movement or poor ventilation. When working in a hot environment, the body needs to disperse heat more effectively. A person not used to working in hot conditions can react differently to someone who is. This can lead to heat-related illnesses such as headaches, weakness, nausea and vomiting.

### Tips to keep workers cool include:

- install an efficient ventilation system to remove steam in the kitchen;
- install an exhaust hood to remove heat from stoves;
- advise staff to drink plenty of non-caffeinated drinks to replenish fluids in their bodies;
- locate work stations away from heat sources;
- provide rest breaks for workers in a cool area, and ensure they have access to cool drinking water;
- ensure air conditioning and ventilation systems are serviced on a regular basis; and
- train workers about the risks of heat stress.

Source: Managing health and safety in food retail

## New and young workers

Employers should pay specific attention to the needs of new and young workers in their workplace because they can be more vulnerable to injury because of limited experience and reluctance to raise safety concerns. New and young workers must be properly trained and supervised, and be provided with sufficient information so they can work safely.

### Tips when employing new young workers include:

- provide induction training and make them aware of health and safety issues in the workplace;
- train new and young workers on how to complete all tasks safely;
- provide clear instructions to new and young workers about tasks to be performed;
- provide close and competent supervision to new and young workers and lead young workers by example;
- buddy new and young workers with experienced workers so skills, knowledge and experience can be shared;
- enforce a zero tolerance policy for harassment, skylarking, intimidation, offensive language and behaviour, initiations and practical jokes;
- make sure new young workers know how to report unsafe conditions - address any health and safety issues that young workers raise; and
- provide appropriate rostering which allows for sufficient rest between and during shifts.

Note: These tips are in addition to (refresher) training you provide to all workers.

Source: Managing health and safety in food retail

## Chemicals (hazardous substances)

Chemicals are used every day in the accommodation industry and often have the potential to cause injury or illness. Some common chemicals include cleaning products, oven and toilet cleaner and dishwashing detergents.

### Tips to identify, control and safely use chemicals include:

- obtain a material safety data sheet (MSDS) for all hazardous substances used at the workplace;
- do a risk assessment for all hazardous substances to determine how to use the chemicals safely;
- create a register of hazardous substances, including the MSDSs, a contents list and the outcome of the risk assessments and ensure this register is available at all times to people using these chemicals;
- train staff to use chemicals safely and to administer first aid;
- keep emergency numbers, including poison information numbers, beside the telephone;
- ensure containers holding hazardous substances are labelled with a legible manufacturers' label;
- label decanted hazardous substances with the name, risk and safety phrases;
- label decanted non-hazardous substances with the name; and
- store chemicals in approved containers; do not use old drink bottles or food containers.

### Questions to ask when doing a risk assessment for each hazardous substance:

- can the chemical be removed altogether?
- can the chemical be substituted for something less harmful?
- can you prevent people coming in contact with the chemical?
- do you have adequate ventilation to remove chemical fumes? Are there work procedures that limit people's exposure to the chemical?
- have people using chemicals been provided with the right personal protective equipment (PPE) and been trained on how to use it properly?

Source: Managing health and safety in food retail

## Language and literacy issues

As with any workers, employers of workers with language and literacy issues are required under *the Occupational Safety and Health Act 1984* to provide a safe system of work in which workers are not exposed to hazards.

The Act does not require people to speak or read English, but it does place a duty of care on the employer, or person in control of the workplace, to ensure workers understand the hazards associated with their jobs and are competent to perform the work.

Consideration of a worker's level of understanding of written or verbal information should be factored into the induction process. This may mean translating information, such as Material Safety Data Sheets (MSDS), Job Safety Analysis forms and work instructions into the person's first language, using multi-lingual or picture signage in the workplace and using interpreters during training and instruction.

When visiting workplaces, WorkSafe inspectors will check that safe systems of work are in place for everyone in the workplace.

## Beverage gas safety

### What is the problem?

Leaking gas cylinders in enclosed non-ventilated areas, such as underground cellars and cool rooms, can result in the build-up of gases. Inhalation of these gases may result in the asphyxiation of people entering these areas.

### What are the risks?

Carbon dioxide and nitrogen, used to carbonate and deliver beer and soft drinks, are odourless, colourless asphyxiant gases. If the oxygen in the air is displaced by the leaking gases, a person entering the cellar or cool room can be overcome without warning and suffocate in only a few minutes.

### What is the solution?

If gas cylinders cannot be located in the open air or in an adequately naturally ventilated area (see AS5034 for guidance) the following actions should be taken to minimise the risk of death or injury from asphyxiant gases:

- install a gas monitoring and alarm system to warn people of a hazardous build-up of gas before entering the cellar or cool room. The type of monitor depends on the gases used - the system should include visible and audible alarms within the cellar or cool room and at the entry points to these areas;
- install warning/emergency response signs at the cellar or cool room entry points;
- restrict routine access to cellars and cool rooms to appropriately trained persons;

- implement a system of weekly leak tests of gas cylinders and lines with a bubble solution. Six and 12 months maintenance inspections of the monitoring and alarm system and the gas dispensing equipment must also be conducted (for guidance refer to AS5034/2005);
- with every cylinder change, fit new O-rings or sealing washers and leak-test the cylinder connections.
- keep cellar and cool room gas stocks to a minimum – only store what is needed;
- ensure gas cylinders are stored upright and secured with a chain or similar;
- ensure cellars, cool rooms and any access steps are provided with adequate lighting;
- develop and train all staff in emergency procedures to be implemented when an alarm is sounding - this must include ensuring no entry into the cellar/cool room other than by appropriately trained and protected staff; and
- maintain housekeeping and remove any potential for slip, trip or fall hazards.

Source: Cellar and cool rooms – Beverage gas safety – WorkSafe Victoria

## Fire

There is a significant risk of fire in the accommodation industry. All workplaces should have systems in place to prevent fires and evacuation plans to be followed in the event of a fire or other emergencies.

### Tips to reduce fire risk include:

- put gas equipment in a well-lit and draught-free area;
- install a gas shutoff valve so the supply can be stopped if necessary;
- ensure the switch for the gas supply is accessible and clearly labelled;
- inspect and maintain gas equipment and the fuel supply system regularly;
- secure all gas cylinders;
- store gas cylinders in a well-ventilated areas; - if required install a gas monitoring and alarm system;
- store LP gas cylinders outside, away from ignition sources;
- do not use LP gas cylinders in enclosed areas (eg LP gas outdoor patio heaters);
- do not use portable butane cookers (“lunchbox type”) in any commercial application;
- develop safe work procedures and provide training for changing over gas cylinders;
- do not allow smoking in the enclosed workplace and in the accommodation rooms, units, etc.;
- install, use and maintain electrical appliances properly – do not use domestic type of double adaptors;
- clean exhaust fans, hoods and flue regularly to prevent build-up of residue;
- store flammable materials, clothes and paper appropriately and away from sources of heat;
- store aerosol cans (eg containing cooking oil or fly spray) away from ignition and heat sources;
- provide regularly maintained and sufficient firefighting equipment appropriate for the workplace;
- regularly maintain fire extinguishers and fire safety installations (sprinkler systems and fire alarms); and
- develop emergency procedures for fire and other emergencies and train workers in these procedures.

Source: Managing health and safety in food retail

## Machinery and equipment

Employees working in kitchens often use machinery or work around equipment such as slicers, mincers, food preparation mixers and belts that can cause cuts, lacerations and amputations.

### Tips to operate machinery and equipment safely include:

- guard sharp edges and moving parts and ensure workers use guards when operating equipment;
- consider re-designing the machines so they can't be operated without guards;
- ensure interlock guards are fitted to food preparation mixers eg dough mixers;
- ensure off buttons are easily accessible;
- make sure pressure vessels, such as coffee machines, are fitted with a low level cut-off device;
- make sure equipment is fitted with safety valves, water level and pressure gauges where required;
- ensure equipment is securely fixed to the bench;
- regularly inspect and service your equipment;
- provide appropriate safety instructions and signs for equipment;
- develop safe systems of work and train workers in them;
- ensure workers know what to do if someone gets caught in a machine;
- have a system for reporting and fixing equipment that is not working properly;
- provide accessible first aid equipment and trained first aid officers;
- follow manufacturers' instructions for cleaning equipment; and
- train workers in the safe use of machinery, including what equipment is used for specific tasks and the functions of controls and guards.

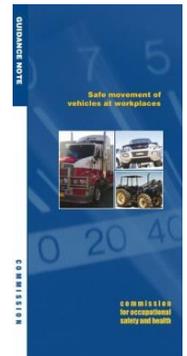
Source: Managing health and safety in food retail

## Safe movement of vehicles and mobile plant

Vehicles and mobile plant may be used for transport of customers or loading or unloading goods, equipment or luggage. Vehicles and mobile plant moving in and around workplaces cause far too many occupational injuries. Reversing, loading, unloading and pedestrian movements are activities most frequently linked to serious and fatal incidents. To avoid incidents, traffic and pedestrian movement needs to be designed, planned and controlled.

### Tips for safe use and movement of vehicles include

- vehicles and mobile plant are maintained in accordance with manufacturer's instructions;
- employees driving vehicles hold current drivers licence as required;
- employees operating a forklift hold a current high risk work licence;
- seat belts are worn and luggage is adequately restraint while transported in a vehicle;
- traffic routes (eg for taxis, courtesy vehicles, delivery vehicles) are designed so they are wide enough for the largest vehicle using them;
- traffic routes are one-way if possible and have clearly signed traffic instructions (eg speed limit, entry, exit, pedestrian crossing, no unauthorised entry);
- pedestrian footpaths or walkways are separated from traffic or make traffic routes wide enough for both vehicles and pedestrians;
- pedestrian barriers are used to prevent people walking near vehicles;
- loading bays are situated where vehicles can be manoeuvred easily and protected from adverse weather conditions;
- raised loading platforms should be fitted with rails and raised wheel stop edges on the non-loading sides, to prevent people, forklifts or trolleys rolling over the edge;
- reversing areas are marked so drivers and pedestrians can see them easily;
- fixed mirrors are placed in blind corners to reduce the risk of reversing accidents; and
- personal protective equipment is provided where required (eg employees loading and unloading stock or directing traffic wear high-visibility clothing and their signals can be seen clearly).



For further information refer to the [Safe movement of vehicles and plant – self assessment tool](#)

## Violence and aggression at work

Occupational violence is when a worker is physically or verbally attacked or threatened in the workplace or while they are working. Sources of violence may be associated with patrons under the influence of alcohol or dissatisfied customers.

### Tips to prevent occupational violence include

- ensure that supervisory and bar staff have completed a course in responsible service of alcohol;
- where required, provide security guards or crowd controllers;
- install security lighting or video surveillance;
- improve workers' ability to see potential offenders;
- put locks on doors and windows;
- improve cash handling procedures and roster enough staff to handle cash;
- avoid rostering young people alone at night and don't leave young people alone to close the business;
- roster enough staff to keep delays to a minimum, reducing potential for customer aggression;
- provide information, training and supervision to help workers deal with security issues and aggressive or violent customers;
- advise workers to report incidents of violence; and
- if workers are in the workplace during a violent incident or robbery, arrange access to counseling.

### Tips to manage cash more safely include:

- make cash less visible or less accessible, ie only open the cash drawer when in use and install an audible device to indicate opening of the cash drawer;
- store cash in a safe and count cash in a secure room;
- encourage cashless purchasing (eg credit cards or EFTPOS);
- use a bank that is close to the workplace and make frequent, random deposits;
- avoid using public transport when carrying money;
- when going to the bank, let someone know when you are expected to return;
- use signs such as 'no cash kept on premises'; and
- make sure the point of sale worker is visible from the outside of the workplace.

For further information refer to the [Code of practice – Violence, aggression and bullying at work](#).

## Controlling infectious diseases

It is important to identify the risks of transmissible diseases to at risk employees in the accommodation industry, such as employees removing soiled bed linen, cleaning toilets, emptying rubbish bags, removing needles and syringes. In some situations, employees may be exposed to serious diseases such as tetanus, hepatitis B and C and HIV. A policy for minimising the risk of transmission of such diseases will assist employers and employees. There are many practicable ways to reduce the transmission of such diseases, such as training in safe work practices, the use of personal protective equipment and the implementation of a vaccination program.

A policy on controlling infectious diseases should provide guidelines for dealing with situations where there is an increased risk of transmission and include the establishment of a vaccination program. Issues regarding freedom from discrimination and the confidential treatment of employees with infections could be included in the policy.

All staff members at risk should be provided with information and training on what infectious diseases are, how they are transmitted, the signs and symptoms of the diseases, procedures used in the workplace to minimise the risk of spreading the disease, first aid procedures and the benefits of the vaccination program. Adequate supervision should then ensure that everyone follows the procedures. Training should be provided as part of an induction program and be updated on a regular basis. More information is available within the checklist.

### Handling needles, syringes and other sharps

The inappropriate disposal of needles/syringes is an increasing community health risk. Needles/syringes are often not disposed of in a safe manner and are left where other people, including employees and customers, may be exposed to the risk of a needle stick injury. Employees and others at the workplace can inadvertently be exposed to the risk of a needle stick injury from a contaminated needle or syringe, which may present a health risk.

Needles/syringes may be clearly visible or may be disposed of within containers or hidden amongst other rubbish, products or clothing etc. Therefore it is imperative that employees receive adequate training in dealing with and disposing of inappropriately disposed syringes.

Employees should never:

- bend, break, recap or otherwise manipulate needles/syringes;
- place hands into areas where their hands or fingers are not clearly visible (ie into garbage bags and crevices);
- manually compress garbage bags;
- hold garbage bags close to their body; and
- hold garbage bags by the base of the bag.

### Solutions

Employees should wear puncture resistant gloves where there is a possibility of contact with carelessly disposed needles/syringes in the workplace or in the work process (eg when sorting glass, plastic, metal, clothing or rubbish).

If a needle/syringe is discovered the steps below should be taken as a minimum.

- Step 1** Do not touch the needle/syringe before obtaining the designated equipment (where available). Do not improvise equipment if the designated equipment is unavailable.
- Step 2** Do not attempt to handle the needle/syringe by hand. Warn others of the threat. If the needle/syringe poses an immediate threat to the well-being of others in the area (ie a busy children's playground), the safest way to retrieve the needle/syringe is to hold the barrel of the needle/syringe in a gloved hand.
- Step 3** Obtain the designated equipment, which should include gloves, a sealable puncture resistant container or an approved contaminated waste container, and forceps or tongs.
- Step 4** Take the equipment to the needle/syringe.
- Step 5** Wear puncture resistant gloves.
- Step 6** Open the container and place on a stable, level surface. Do not hold the container because a misdirected needle may contact the hand or forearm and result in a needle stick injury.
- Step 7** Do not attempt to bend, break or re-cap the needle/syringe.
- Step 8** Using forceps or tongs, pick up the needle/syringe, preferably at the opposite end (barrel) of the needle.
- Step 9** Carefully place the needle/syringe into the container, needle end first (DO NOT force the needle into the container). Obtain a larger container if the syringe does not fit.
- Step 10** Seal the container.
- Step 11** Contact the local council, pharmacy or health service for information on appropriate disposal of the needle/syringe.
- Step 12** If tongs or another designated pick up tool has been used, clean the item with detergent and warm water (while wearing impermeable gloves), then immerse the tool in a bleach solution for a least one minute. Air-dry and replace tongs/tool in appropriate area for future use.

Source: National Code of Practice for the Control of Work-related Exposure to Hepatitis and HIV (Blood-borne) Viruses [NOHSC:2010(2003)]

OSH management <b>safety checklist</b>			
	yes	no	n/a
Consultation takes place on OSH matters between management and employees.			
Hazard and injury reporting: <ul style="list-style-type: none"> <li>systems are in place for reporting hazards and injuries;</li> <li>reported hazards and injuries have been adequately investigated;</li> <li>systems are in place for reporting notifiable injuries to WorkSafe.</li> </ul>			
In relation to all tasks: <ul style="list-style-type: none"> <li>hazards have been identified;</li> <li>the risk of injury has been assessed;</li> <li>control measures have been so far as is practicable implemented;</li> <li>implemented control measures are regularly reviewed.</li> </ul>			
Safe operating procedures have been developed and implemented.			
Employees have received adequate safety induction and task specific training in relation to OSH.			
An OSH management system (eg WorkSafe Plan) has been implemented, including elements such as management commitment, safety planning, consultation and reporting, hazard management and training and consultation.			
Safety and health representatives have been elected, as per Act.			
Safety and health representatives have been trained, as per Act.			
An OSH committee is in place.			

Manual tasks <b>safety checklist</b>			
	yes	no	n/a
<b>Manual task hazards have been identified</b> in consultation with employees.			
<b>Risk assessments</b> of hazardous manual tasks have been conducted. Risk factors, such as carrying, pushing, pulling, holding, restraining, etc. have been considered. For examples of common manual task hazards refer to page 3.			
<b>Practicable control measures</b> have been implemented and maintained to eliminate or reduce manual task risk in consultation with employees. Practicable control measures that could be implemented to reduce the risk of injury are listed on pages 4-9.			
<b>Task specific induction and refresher training</b> in relation to manual tasks is provided, refer to pages 17/18 of the Code of practice - Manual tasks or to the manual task training package on the WorkSafe website. Elements of training should include: <ul style="list-style-type: none"> <li>key sections of the regulations and Code of practice Manual tasks;</li> <li>the roles and responsibilities of the employers, employees and others and the consultation that should take place between employer and employees in order to identify manual tasks, assess the risk of injury and identify measures to control the risk;</li> <li>basic function of spine, body postures, types of muscle work and principles of levers;</li> <li>the relationship between the human body and the risk of injury;</li> <li>activities included in manual tasks and resulting types of injuries;</li> <li>risk factors and potential sources of risks; and</li> <li>the control strategies to reduce the risk of manual tasks injuries.</li> </ul>			
<b>Reported manual task injuries and hazards have been investigated</b> <ul style="list-style-type: none"> <li>the incident details, mechanisms of injury, relevant risk factors, sources of risks, contributing factors, actions required and practicable control measures to be implemented; and</li> <li>the outcomes of the investigation have been reported to the person who reported the hazard or injury within reasonable timeframe.</li> </ul> For further guidance, refer to the <a href="#">manual task investigation report</a> template.			

<b>Slips, trips and falls safety checklist</b>			
	yes	no	n/a
Ground, floor or any stair or ramp has an unbroken and slip resistant surface.			
Ground, floor or any stair or ramp is free from any obstruction or fall hazards that may cause a person to fall, eg no electrical leads, hoses, tools, mounted power boxes, water across walkways, outside potholes, uneven ground.			
Systems are in place to ensure that the ground or floor is free from fall hazards and obstructions, eg <ul style="list-style-type: none"> <li>• clean as you go policy is in place to reduce slip hazards;</li> <li>• the floor is mopped last, so no-one walks over wet floor;</li> <li>• warning signs are available and erected near wet floors and spills;</li> <li>• if manually drained, oil is cool and drained safely – eg if drained in a container, a small container or bucket is used and covered with a lid while handling;</li> <li>• area around fat disposal drums / oil drums is kept clean; and</li> <li>• obstructions (eg new stock, fallen objects) are removed immediately.</li> </ul> Further examples of control measures to prevent slips, trips and falls are provided on page 9.			
Adequate drainage is in place in wet areas.			
Drains and plumbing (eg under sink, dishwasher, laundry, areas where buckets are emptied such as cleaning cupboards) is not leaking.			
Warning signs are available and erected near spills.			
Access to egress from the workplace is free from obstructions at all times.			
Hand rails or other safeguards are provided on ramps and stairs.			
Appropriate slip resistant and enclosed footwear is required (dress code).			
Ramps are available in areas where height of floor levels change and trolley access is required or items are carried regularly.			

<b>Knives and sharp tools safety checklist</b>			
	yes	no	n/a
Knives are sharp, maintained and in a good working condition.			
Slicing machines and butchers' steels for knife sharpening have hand guards.			
The correct knife for the task is provided and knives are only used for cutting purposes.			
Suitable cutting boards are provided and are placed on a firm surface.			
Knives are not placed near the edge of the table or with the blade facing outwards.			
Knives are kept on a suitable knife shelf, in a knife block or sheath or on a suitable magnetic strip mounted against the wall when not in use.			
Knives are washed separately (are not washed together with other utensils or instruments).			
Cut resistant gloves are provided when working with knives.			
Knives handles are comfortable to use.			
Workers are trained and instructed to use and sharpen knives safely.			
Workers use protective clothing such as cut resistant gloves and an apron when handling sharp implements.			

<b>Kitchen safety checklist</b>			
	yes	no	n/a
Oil used in deep fat fryer is cooled down before handling for disposal.			
Baffle (ie vertical steel barrier) is in place between the deep fryer and open flame cooking equipment.			
Range hoods/extraction systems are cleaned on a regular basis.			

Kitchen safety checklist			
	yes	no	n/a
Where stock pot burners are used, the size of the pot is sufficient to cover the burner.			
Maintenance of range hoods/extraction systems and flue takes place at an appropriate time (not while cooking is taking place).			
Aerosol cans (eg containing cooking oil or fly spray) are kept clear of ignition and heat sources such as lit gas burners, ovens, on top of range hoods, naked flames, direct sun light.			
Portable butane cookers ("lunchbox" type) are not used in any commercial application in accordance with Government Gazette 93-10 June 2016.			

Machine guarding safety checklist			
	yes	no	n/a
<p>Every dangerous part of fixed, mobile or hand held powered plant (machinery) is securely fenced or guarded in accordance with regulations 4.37 and 4.29, except where the plant is so positioned or constructed that it is as safe as it would be if fenced or guarded.</p> <p>Examples of adequate guarding in the accommodation industry include:</p> <ul style="list-style-type: none"> <li>• food preparation mixer is provided with an interlocked guard;</li> <li>• double roll blades meat mincer is provided with interlocked guard;</li> <li>• cool room fan is provided with adequate guards; and</li> <li>• air compressor belt is provided with adequate guard.</li> </ul>			
<p>Adequate procedures are provided and documented to set, test and use machinery during all cycles of production and maintenance. Look for:</p> <ul style="list-style-type: none"> <li>• pre-operational checks;</li> <li>• appropriate isolation and lock-out procedures are provided for maintenance;</li> <li>• where setting, testing and start-up of machinery is required with the final means of safeguarding removed, interim safeguards are used;</li> <li>• where fixed physical guards are provided, adequate provision is made for cleaning, maintenance, adjustment and repair;</li> <li>• the highest level of guarding practicable is being provided; and</li> <li>• where it is not practicable to guard machinery, a safe system of work is in place for persons operating or passing in close proximity.</li> </ul> <p>An example of adequate procedures include:</p> <ul style="list-style-type: none"> <li>• the operator manual or written instructions are provided for the safe dismantling of a meat slicer and cleaning of the slicer blade;</li> <li>• cut resistant gloves are provided and used when dismantling the meat slicer or cleaning the blade.</li> </ul>			
Operators and maintenance personnel are properly trained and familiar with the operation and set up of the machinery including safety features.			
Manufacturers decals, manuals and operator instructions are readily available and in the English language.			

Electricity safety checklist			
	yes	no	n/a
<p><b>Electrical installations</b></p> <ul style="list-style-type: none"> <li>• Electrical installations are maintained, protected and tested to minimise the risk of electric shock or fire.</li> <li>• Evidence of maintenance and testing is in place.</li> <li>• Components are clearly labelled.</li> <li>• Switchboard is free from obstructions.</li> </ul>			
<p><b>Residual current devices</b></p> <ul style="list-style-type: none"> <li>• Residual current devices (RCDs) are installed at the switchboards or into fixed sockets, where handheld/portable equipment is used.</li> </ul>			

Electricity safety checklist			
	yes	no	n/a
<ul style="list-style-type: none"> <li>Switchboard(s) or fixed sockets are marked when RCD protected.</li> <li>A regular testing program for RCDs is in place.</li> </ul>			
<b>Cords, connections, plugs and sockets</b> <ul style="list-style-type: none"> <li>Flexible cords and extension cords are used in a safe manner.</li> <li>Connections have either a moulded or a transparent plug type.</li> <li>Plugs, sockets and extension leads are in a good condition and protected from damage.</li> <li>Travel adaptors have insulated pins, no holes in the pins and display the Regulatory Compliance Mark (RCM) or approval number.</li> </ul>			
<b>Electrical equipment</b> <ul style="list-style-type: none"> <li>Manufacturer's instructions are available for electrical equipment.</li> <li>Employees have been trained in the use of electrical equipment.</li> <li>Electrical equipment is checked and maintained in accordance with the manufacturer's instructions.</li> <li>Electrical equipment is repaired by a competent person only.</li> <li>Glass washers, which have a control panel at the lower part of the front panel, should be isolated and not be used if the control panel is wet due to water overflowing as a result of a blockage.</li> </ul>			

Hazardous substances safety checklist			
	yes	no	n/a
<b>Register of hazardous substances</b> <ul style="list-style-type: none"> <li>A register of hazardous substances is available and accessible for persons likely to be exposed to hazardous substances.</li> <li>The register of hazardous substances is complete – the register includes a contents list and current Material Safety Data Sheets.</li> <li>The register of hazardous substances is current – Material Safety Data Sheets (MSDS) are not older than 5 years.</li> </ul>			
<b>Labelling</b> <ul style="list-style-type: none"> <li>Containers holding hazardous substances are labelled with a legible manufacturers' label.</li> <li>Decanted hazardous substances are labelled with the name, risk and safety phrases.</li> <li>Non-hazardous decanted substances are labelled with the name.</li> <li>Empty food or beverage bottles are not used to store chemicals.</li> </ul>			
<b>Risk assessment and control</b> <ul style="list-style-type: none"> <li>Risk assessments have been completed for all hazardous substances.– <i>when conducting a risk assessment, consider how the substance is used, where it is stored, is ventilation required, are directions in the MSDS followed, what is required.</i></li> <li>A record is made in the hazardous substances register that the assessment has been done.</li> <li>A risk assessment report is available where the risk is significant.</li> <li>Practical control measures have been implemented and maintained taking into account the hierarchy of control.</li> </ul>			
<b>Information, instruction and training</b> <ul style="list-style-type: none"> <li>Workers who may be exposed or work with hazardous substances have been provided with adequate information and training, including health effects, controls, safe work methods, personal protective equipment and where applicable health surveillance.</li> <li>A record of the hazardous substances training is kept.</li> </ul>			
<b>Asbestos containing materials at the workplace</b> <ul style="list-style-type: none"> <li>The presence and location of asbestos containing materials at the workplace has been identified.</li> <li>Where asbestos has been identified, a risk assessment is conducted in accordance with the <i>Code of Practice for the</i></li> </ul>			

Hazardous substances <b>safety checklist</b>			
	yes	no	n/a
<p><i>Management and Control of Asbestos in Workplaces [NOHSC:2018 (2005)].</i></p> <ul style="list-style-type: none"> <li>Asbestos register is available and used at the workplace where asbestos has been identified.</li> <li>Where an asbestos register is present, relevant persons have been trained on the contents and use of the asbestos register.</li> </ul>			

Falls from heights <b>safety checklist</b>			
	yes	no	n/a
<b>Falls from heights hazards have been identified</b> in consultation with employees.			
<b>Risk assessments</b> of falls from heights have been conducted. Risk factors have been considered, such as access to items stored on high shelves, access to and egress from work areas at height (eg mezzanine floors and suspended storage areas), etc.			
<p><b>Practicable control measures</b> have been implemented and maintained to eliminate or reduce falls from heights risk in consultation with employees.</p> <ul style="list-style-type: none"> <li>Edge protection is in place where a person could fall more than two metres from a scaffold, fixed stairs, landing, suspended slab, formwork, or false work.</li> <li>In any other situation where a person could fall three or more metres edge protection or a fall injury prevention system (eg catch platform, scaffold, safety nets, safety mesh, or fall-arrest system) is in place.</li> <li>Safe means of access to and egress from work at heights is in place.</li> <li>Stairs, walkways, ladders, mechanical lifts are obstruction free.</li> <li>People required to work at height have been provided with adequate information, instruction and training for the work being performed.</li> </ul>			
<p><b>Ladders</b></p> <p>Portable ladders provided are in accordance with AS 1892.1 (metal) or AS 1892.2 (wooden). For working at heights near or on electrical installations, lighting, etc appropriate equipment has been provided.</p>			
<p><b>Mezzanine floors and suspended storage areas (eg on cool room roof)</b></p> <p>Where items are stored on suspended storage areas or on mezzanine floors:</p> <ul style="list-style-type: none"> <li>a competent person has conducted a risk assessment to ensure the structural integrity of the storage area;</li> <li>adequate edge protection has been provided; and</li> <li>the access and egress to and from this storage area is safe.</li> </ul>			
<p><b>Anchorage points and fall injury prevention systems (FIPS) - eg where contractors do maintenance work on the roof</b></p> <ul style="list-style-type: none"> <li>Anchorage points and FIPS of an appropriate design. The and anchorage points and FIPS must be designed, manufactured, constructed, selected or installed so as to be capable of withstanding the force applied to them as a result of a person's fall.</li> <li>An inspection regime is in place for each component of the FIPS and means of attachment (eg harnesses, safety belts, shock absorbers, lanyards, inertia reels) to an anchorage point.</li> <li>If any signs of wear or weakness are found during the inspection, the components or means of attachment are withdrawn from use until they are replaced with properly functioning components.</li> <li>Permanently fixed anchorage points are checked by a competent person in accordance with the manufacturer's instructions. If these are not available, anchorage points should be checked by a competent person at least every six months if in regular use or if not regularly used before it is used.</li> </ul>			

Safe use and movement of vehicles and mobile plant <b>safety checklist</b>			
	yes	no	n/a
Vehicles and mobile plant (ie forklifts) are adequately maintained in accordance with the manufacturer's instructions (or if not available by procedures developed by a competent person).			
Mobile plant (forklift) is kept in a safe condition – for instance the seat is maintained, seatbelt is available, load chart is in place, operator manual or instructions are available, controls are labelled, dangerous parts are guarded, the plant is registered if required, if required roll over protective structure (ROPS) or falling object protective structure (FOPS) is in place.			
Pre-start checks are conducted and logbooks/records are kept of pre-start checks and maintenance. Maintenance records of forklifts are kept and accessible at all reasonable times.			
Training and licences: <ul style="list-style-type: none"> <li>employees driving vehicles hold appropriate driving licences;</li> <li>operators of mobile plant are adequately trained; and</li> <li>where applicable, employees hold High Risk Work Licence.</li> </ul>			
Items, including waste, (empty) gas cylinders are adequately restrained while being moved in a vehicle.			
Movement and speed of vehicles (eg in drive through) and forklift is managed to minimise the risk of collision or crush injury to pedestrians and persons operating vehicles, including: <ul style="list-style-type: none"> <li>loading and unloading areas are adequate, ie surfaces are in good condition, ramps are maintained;</li> <li>pedestrians are segregated from areas where there is vehicle movement or areas where vehicles are being loaded or unloaded;</li> <li>where applicable, pedestrian walkways and/or adequate signage is installed eg speed limits, vehicles in use, no unauthorised entry;</li> <li>personal protective equipment (PPE) is provided where required; and</li> <li>persons working in vehicle movement areas are wearing PPE such as hi-visibility vests or clothing.</li> </ul>			
Where forklift is used, site hazards such as ramps, slopes, rough ground, power lines, excavations, ground load limits, underground services, etc are identified, assessed and controlled.			

Infectious diseases <b>safety checklist</b>			
	yes	no	n/a
<b>Infectious diseases hazards have been identified</b> in consultation with employees.			
<b>Risk assessments</b> of the exposure to infectious diseases such as Hepatitis A, B, C, HIV, Tetanus have been conducted.			
<b>Practicable control measures</b> have been implemented and maintained to eliminate or reduce risk of exposure to infectious diseases. Consider: <ul style="list-style-type: none"> <li>development of procedures;</li> <li>information and training for employees;</li> <li>vaccination program; and</li> <li>provision, maintenance and use of personal protective equipment.</li> </ul>			
<b>Procedures</b> are in place for: <ul style="list-style-type: none"> <li>immediate first aid response after exposure to blood and body fluids;</li> <li>reporting of exposure to blood or body fluids including needle stick injuries.</li> </ul>			
<b>Information and training</b> has been provided to employees in relation to: <ul style="list-style-type: none"> <li>what are the risks of exposure to blood and body fluids;</li> <li>infectious diseases (ie Hepatitis A, B, C, HIV, Tetanus);</li> <li>covering open cuts;</li> <li>decanting waste/rubbish;</li> <li>cleaning up blood or body fluids;</li> <li>handling/removal of needles/syringes (tongs, sharps containers);</li> </ul>			

<b>Infectious diseases safety checklist</b>			
	yes	no	n/a
<ul style="list-style-type: none"> <li>cleaning up broken glass (ie using puncture resistant gloves, throwing out the cleaning cloth containing glass);</li> <li>immediate first aid treatment after needle stick incidents or exposure to blood or other body fluids onto mucous membranes or broken skin (ie thoroughly wash the area with soap and water and go to a doctor or nearest emergency department asap); and</li> <li>benefits of vaccinations and the vaccination program.</li> </ul>			
<b>Vaccination program</b> <ul style="list-style-type: none"> <li>Vaccination program (ie for Hepatitis B and Tetanus) is provided.</li> <li>Vaccination program is promoted.</li> <li>Records are kept of employees who have been vaccinated.</li> </ul>			
<b>PPE</b> <ul style="list-style-type: none"> <li>Impermeable sharps containers designated for the disposal of needles are provided and used.</li> <li>Puncture resistant gloves have been provided.</li> <li>Tongs for handling used needles/syringes are provided and used.</li> </ul>			
<b>Follow up care</b> is provided for employees that have been exposed to sharps or body fluids, including visit to doctor or nearest hospital emergency department asap, appropriate tests and counselling.			

<b>Other areas safety checklist</b>			
	yes	no	n/a
<b>Induction, training and supervision</b> <ul style="list-style-type: none"> <li>Induction and training has been provided in relation to:               <ul style="list-style-type: none"> <li>task specific hazards;</li> <li>safe operating procedures;</li> <li>provision, use and maintenance of PPE</li> <li>hazards and injury reporting;</li> <li>emergency and evacuation procedures;</li> <li>fit for work procedures (ie fatigue, alcohol &amp; drugs at work);</li> <li>bullying, aggression and violence procedures.</li> </ul> </li> <li>Staff capabilities are assessed and, where applicable, a training plan is developed in consultation with the employee.</li> <li>Age, experience and non-English speaking background have been taken into account.</li> <li>Adequate supervision is provided to new employees to ensure they follow instructions and safe work procedures and there is no skylarking, initiation ceremonies and bullying.</li> <li>Risk of injury or harm to visitors is eliminated or reduced as far as is practicable (ie visitors are segregated from vehicles, mobile plant and machinery and are accompanied at any time).</li> </ul>			
<b>Gas cylinders</b> <ul style="list-style-type: none"> <li>Gas cylinders are secured and stored in well ventilated areas – if required install a gas monitoring alarm system.</li> <li>Safe work procedures are in place for changing gas cylinders.</li> <li>LPG cylinders are stored outdoors away from ignition sources.</li> <li>LPG cylinders (eg patio heaters) are not used in an enclosed area.</li> </ul>			
<b>Noise</b> <ul style="list-style-type: none"> <li>Where relevant, a noise risk assessment has been conducted.</li> <li>Where practicable, control measures have been put in place to reduce the risk of hearing loss where noise levels &gt; 85dB(A).</li> <li>Hearing protection has been provided to workers and is used.</li> <li>Workers have received information and training in relation to noise at the workplace and the use of hearing protection.</li> <li>Workers have been instructed on the fitting, use, selecting, testing, maintenance and storage of personal hearing protection.</li> </ul>			

## Other areas safety checklist

	yes	no	n/a
<b>Personal protective equipment (PPE)</b> <ul style="list-style-type: none"> <li>• PPE has been provided (eg gloves, eye protection, hearing protection if required and respiratory equipment if required.)</li> <li>• PPE is provided without any cost to workers and maintained.</li> <li>• PPE is used by employees.</li> <li>• Training has been provided in relation to the selection, instruction, fitting, use, maintenance and storage of PPE as per AS2161.2.</li> </ul>			
<b>Working alone</b> <ul style="list-style-type: none"> <li>• Where employees work alone (eg cleaners working in the morning), safe systems of work are in place for working alone.</li> <li>• Employees are provided with information training and supervision in relation to working alone.</li> <li>• If employees are isolated from other persons, there is a means of communication which enables the employee to call for help and a procedure in place for making regular contact with the employee.</li> <li>• Communication equipment is provided as required.</li> </ul>			
<b>Workplace behaviours – including violence, aggression and bullying</b> <ul style="list-style-type: none"> <li>• Policies and procedures are provided for managing violence, aggression and bullying (including hold ups, cash handling, difficult customers) in the workplace and reporting incidents.</li> <li>• Employees are provided with training and information in relation to violence, aggression and bullying in the workplace.</li> <li>• Reports of violence, aggression and bullying are investigated.</li> <li>• Violence, aggression and bullying are prevented and managed if applicable.</li> </ul>			
<b>Emergency procedures</b> <ul style="list-style-type: none"> <li>• Evacuation procedures and a diagram of the workplace are available, displayed and practiced.</li> <li>• Safe egress is provided in the event of an emergency.</li> <li>• Exit signs are provided and clearly visible.</li> <li>• Portable fire extinguishers are provided in the workplace and in vehicles and are maintained.</li> </ul>			
<b>First aid</b> <ul style="list-style-type: none"> <li>• Adequate first aid facilities (ie first aid kit, eye wash station, emergency shower) are provided.</li> <li>• Adequate number of persons trained in first aid is provided.</li> <li>• Employees know first aid procedures for burn injuries.</li> </ul>			
<b>Workplace racking</b> <ul style="list-style-type: none"> <li>• Racking is maintained and in good working condition (eg secured and no visible signs of damage or bowing).</li> <li>• Safe working load (SWL) is displayed.</li> <li>• Items stored on the racking are within the SWL.</li> </ul>			
<b>Pressure vessels (eg air receivers)</b> <ul style="list-style-type: none"> <li>• Pressure vessels are registered with WorkSafe when the hazard level is A, B or C in accordance with AS 4343-2005.</li> <li>• Registration number is on the plant and is legible.</li> <li>• Copy of evidence of the registration is displayed on or near the plant.</li> <li>• Manufacturer's instructions are available.</li> <li>• Inspection and maintenance records are kept in logbook.</li> </ul>			
<b>General</b> <ul style="list-style-type: none"> <li>• Adequate workplace facilities (eg toilets, wash basins, other facilities) are provided and are in a clean condition.</li> <li>• Areas are monitored for cleanliness and removal of debris/waste.</li> <li>• Warning signs are provided, where appropriate.</li> <li>• Adequate seating is provided, where appropriate.</li> <li>• Smoking is not permitted in the enclosed workplace or in vehicles.</li> </ul>			



# First Aid for Burn Injury

**Remove clothing and jewellery**

**Cool** for **20** minutes

with running **water - NO ICE**

**Cover** loosely with wet towel or cloth

**Keep patient warm and  
seek medical help**

