

SITXWHS005 Participate in Safe Work Practices (Release 1) – Student Resource



Hospitality

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COURSE INTRODUCTION

ABOUT THIS GUIDE

This learner guide covers the following unit of competency

- SITXWHS005 Participate in safe work practices

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into all workplace activities. It requires the ability to follow predetermined health, safety and security procedures, and to participate in organisational work health and safety management practices.

ABOUT ASSESSMENT

This guide contains a range of learning activities which support you in developing your competence. To apply this knowledge to your assessment you will be required to complete the assessment tools that are included in your program. The assessment is a competency based assessment, which has no pass or fail; you are either competent or not yet competent. This means that if you are deemed not yet competent, you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent.

For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Third-party reports from a supervisor
- Practical demonstration of your skills in a classroom situation
- Projects and assignments
- Portfolio of evidence
- Written or verbal questioning to assess knowledge and understanding of business policies and procedures
- Oral presentation
- A combination of these methods

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer.

To be successful in this unit you will need to be able to connect your learning to your work place, this should be achievable for those who are employed and for those who are not employed within a relevant workplace, you will need to discuss with your assessor what will be required in terms of a work placement in order for you to be assessed.

PERFORMANCE AND KNOWLEDGE EVIDENCE

PERFORMANCE EVIDENCE

To be deemed competent in this unit, you will be required to demonstrate your ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- demonstrate the use of predetermined health, safety and security procedures and safe work practices in work functions on at least three occasions
- demonstrate correct procedures to respond in line with organisational security and emergency procedures during one emergency or potential emergency situation, seeking assistance where appropriate
- participate in one of the following work health and safety (WHS) consultation activities:
 - discussion with, or formal report to, health, safety and security representatives regarding a health, safety and security matter
 - discussion with supervisor or manager regarding a health, safety and security matter
 - staff meeting that involves health, safety and security discussion.

KNOWLEDGE EVIDENCE

To be deemed competent in this unit, you will be required to demonstrate the knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- basic aspects of the relevant state or territory occupational health and safety (WHS) legislation:
 - actions that must be adhered to by businesses
 - employer responsibilities
 - employee responsibilities to participate in WHS practices
 - employee responsibility to ensure safety of self, other workers and other people in the workplace within the scope of own work role
 - ramifications of failure to observe WHS legislation and organisational policies and procedures
- workplace hazards and associated health, safety and security risks
- contents of health, safety and security procedures relating to:
 - evacuation of staff and customers
 - security management of cash, documents, equipment, keys or people
- format and use of template reports for hazards and incident and accident reporting
- safe work practices for individual job roles
- procedures for WHS management practices:
 - hazard identification
 - WHS induction training
 - safe work practice training
 - suggesting inclusions for WHS policies and procedures.

PRE-REQUISITES

This unit must be assessed after the following pre-requisite unit:

There are no pre-requisite for this unit.

TOPIC 1 - WORK SAFELY

FOLLOW ORGANISATIONAL HEALTH, SAFETY AND SECURITY PROCEDURES.

When working in a kitchen or hospitality situation, ensuring safety of all workers is a priority.

You need to know the risks, any dangers (hazards) and how to work safely in what can be busy, noisy situations.

Employers and workers need to work together; recognising hazards, and making sure everyone follows safe work practices, every day, in every situation.

WHY IS WORK PLACE SAFETY IMPORTANT?

The general objective of Workplace Health and Safety (commonly abbreviated as WHS) laws in Australia is to place responsibility on employers in cooperation with employees, to promote secure and safe working environments and to ensure the health, safety and welfare of people at the workplace, thereby reducing work related injury and disease.

INCORPORATE SAFE WORK PRACTICES INTO ALL WORKPLACE ACTIVITIES

Each year in Australia about 133 people die from workplace accidents and diseases. Unfortunately this statistic is just the tip of the iceberg. We also know that each year tens of thousands of injuries will occur in workplaces, around Australia.

The financial cost of these injuries will be about \$20 billion, but more important are the costs that cannot be measured in monetary terms. Loss of a limb, loss of hearing, or a serious back injury is something that no amount of money can compensate for.

The best news about these statistics is that we know they can be changed.

SAFETY LAW

In an effort to make workplaces healthier and safer, government has written Workplace or occupational health and safety WHS (OHS) laws. It is the duty of everyone to ensure they observe these laws.



Each of the state governments and the Australian Commonwealth have developed their own health and safety laws, and these are set out in Occupational or Workplace Health and Safety Acts.

Like the road rules, the acts of each state and the Commonwealth are similar to each other, and cover common ground. Under WHS (OHS) Acts, everyone at a workplace has responsibilities for occupational health and safety. These responsibilities are known as the 'Duty of Care'.

Employers (and their management) have the greater responsibilities. This is because they have control of the workplace, and are in the best position to make changes. Employers and management have responsibilities to:

- Provide a safe environment to work in, for example: safe equipment and materials, safe ways to work
- Provide information, instruction, training and supervision to employees as needed to ensure they can work as safely as possible
- Identify unsafe situations before problems arise, and take corrective action to make them as safe as possible
- Take action to investigate any accidents, and to prevent them from happening again
- Ensure that the work done does not cause harm to any person

The safety law is the...

Workplace Health and Safety Act 2011 and/or Occupational Health, Safety Act 2004.

All workers, casual, part-time, full-time, contract and even students, are protected by the safety law.

Who is responsible for making the workplace safe?

Everybody!

Workplace Health and Safety is everyone's business.

The reason WHS is so important is for a variety of reasons:

- To protect you in the workplace
- To protect everyone else in the workplace
- To ensure productivity of the business is optimised
- To reduce claims for down time due to injury
- But the most important reason is that everyone wants to go home safely from the workplace to their families, so that they can come to work tomorrow and remain healthy



It is unlawful to provide an unsafe workplace and therefore employers and supervisors need to be well aware of their legal obligations to their workforce. Ignorance is not acceptable and can result in unnecessary accidents and prosecution. Employers have a duty of care and the law is very clear on the requirements. Employers have an obligation to be familiar with the Act and the Regulations.

In 2012, OHS became Workplace Health and Safety under a National Act (except in Victoria & WA)

FOLLOW SAFETY DIRECTIONS OF SUPERVISORS

When working in a hospitality venue whether it is a commercial kitchen or a small café you will always have workplace safety procedures to follow, and this includes following the safety direction of your supervisor and of work signs.

At times there will be a situation that will arise in your kitchen when you have to evacuate and follow the directions of either your supervisor or an alarm or workplace safety signal?

All employees must know when and how to raise the alarm as well as what steps to follow. Whilst there are variations between stores/locations due to differing shopping centre procedures the following rules should be adhered to in the case of an emergency:



- Stop work and leave the building IMMEDIATELY when the fire alarm sounds or when you are instructed to do so!
- Follow instructions, avoid panic, and cooperate with those responding to the emergency
- Proceed to the designated or nearest exit
- Turn off computers, equipment, fans, etc
- Do NOT delay your exit from the building by looking for belongings or other people.
- When leaving the building, go to a clear area well away from the building. Do not obstruct fire hydrants or the responding fire/rescue workers and their equipment
- Do not re-enter the building until instructed to do so by your supervisor or fire/rescue worker
- The above rules will be enforced. Periodic fire emergency drills may be conducted. Your life and the lives of others will depend on your cooperation
- Remain calm

Warning signs are sometimes found in the commercial kitchen letting you know if there is a hazard, such as a spill, wet floors, hot water, chemicals, no naked flames allowed. All these signs are placed there for the one main reason:

“YOUR PERSONAL SAFETY”

These signs should be followed and obeyed. Failure to do this can result in either you or someone else being injured or even worse death. A restaurant can be fined for breaching the WHS or OHS regulation and/or acts. It is therefore vitally important that you follow all safety directions from your supervisor or other safety signs and or warning signals.



Think Safety!

Ensuring injuries and illness are prevented is an ongoing process. Identifying potential hazards, training and inducting staff, sharing responsibility for health and safety, and ongoing improvement and maintenance are all central to a safe work environment.

Below are some specific work practices designed to keep you safe, when working in a hospitality environment.

THINK SAFETY



PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal protective equipment must be worn as protection from potential injury. Common examples of PPE in hospitality workplaces include:

- Gloves
- Goggles or glasses - eye protection
- Aprons - body protection
- Hairnets - hair protection and containment
- Safety boots - foot protection
- Masks - fumes, infection protection



CHEMICALS MANAGEMENT

- Chemicals should be stored in a separate, well ventilated, secure area, away from other supplies

- All chemicals should be stored in their original containers, with accurate labelling and warnings
- Material safety data sheets (MSDS/SDS) should be available for all chemicals and be referred to before using any chemical. The MSDS/SDS will also provide information to be used in an emergency
- Chemicals should never be mixed or stored in food/ beverage containers
- Protective equipment should be used when handling chemicals, such as gloves, masks and automatic dosing pumps or taps

Manual handling:

- Care should be taken when moving items
- Use trolleys or team lifts for heavy or bulky loads, or separate into smaller loads or weights.
- Work areas should be free from obstacles and well organised. Shelving should be strong, secure and within comfortable reach.
- Work areas should be a comfortable height
- Change tasks regularly and avoid repetitive movements



10 BASIC MANUAL HANDLING RULES

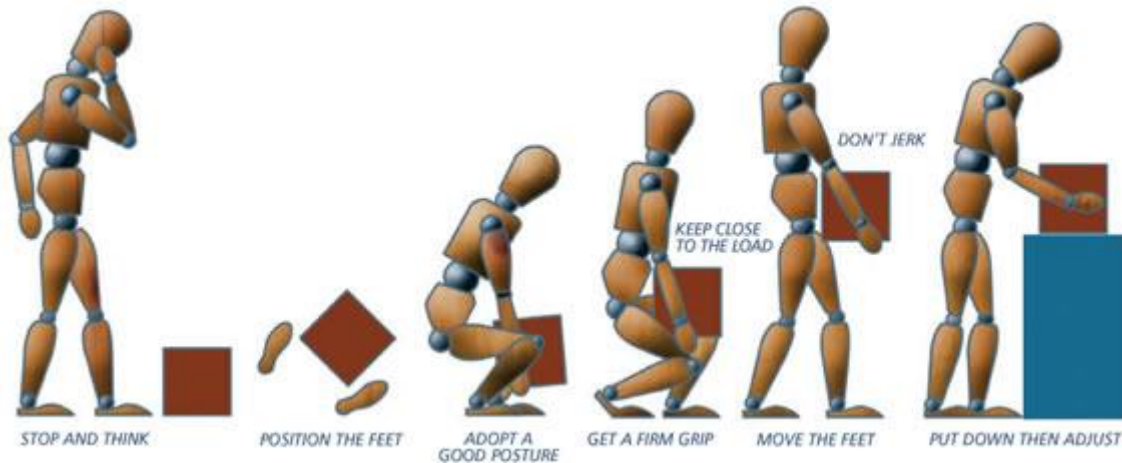
1. Always look for a better way of doing things to avoid manual handling risks:
 - Never lift a heavy box from the floor ... can some of the contents be removed to make it lighter?
 - Is it possible to put a shelf outside the door so you can put down the load before you open the door?
 - Can you get the materials supplied in smaller packages?
 - Is there a lighter tool which will still do the job?
 - Would a small trolley help?
 - Balance the load by carrying equal cases in each hand
 - Is there a safer and better way?
2. Place or store heavy objects at waist level:
 - Avoid picking up heavy objects from the floor where possible
 - Use a hand truck to shift heavy loads from the floor

- If the load is difficult to slide or tip over onto its edge, it is too heavy to lift and you need to manage the risk
3. Use good lifting techniques:
 - Use the following steps to help you lift safely:
 - Keep the load in close to your body
 - Lift smoothly - avoid sudden jerks
 - Use a semi-squat lifting posture - this new approach has replaced the previous recommended method of - crouching down and keeping your back straight - the idea is to half bend your knees and half bend your back to get down to the load
 - Spread your feet apart to provide a good stable base of support
 - Watch where you are going when carrying a load
 - Walk forward
 - Make sure you can see past the load
 - If you need to carry a load down steps, make sure you can see where you are placing your feet
 4. Move your feet to turn. Avoid twisting when bent over:
 - Straighten up first and then step around or swivel on the balls of your feet
 - If you twist your back when it is bent, you will greatly increase your risk of injury
 - Make sure you have a good grip on your load and that it will not fall apart and has no sharp edges
 - Many injuries are caused by people trying to re-grasp a slipping load.
 - Many injuries are caused by people trying to recover a falling load.
 - If a load is slipping or falling, get your feet out of the way and let it fall
 5. Remember to have the right equipment available:
 - If trolleys, lifting aids, or load shifting equipment are needed to minimise the risk, make sure they are nearby when required
 - Prepare for the moving of the load
 - Clear an area near waist height to place the load when you put it down
 - Clear the path you will take in advance
 - Identify any obstructions that cannot be cleared
 - Open doors
 6. Wear old clothes or protective gear when you handle dirty loads
 7. Stop physical work if you are tired and fatigued



8. When you are about to lift any object you should use the following safe lifting techniques:

- Place your feet apart for good balance
- Bend your knees
- Keep the load close to the centre of your body
- Use smooth, gradual motions.
- Avoid twisting your back



Professional and personal hygiene:

- Everyone who handles food needs to be trained in food safety.
- Use the correct equipment for the task.
- Keep work areas clean and well organised.
- Wash your hands correctly after cleaning, using the bathroom, smoking, cash handling, or changing work tasks.
- Wear appropriate clean clothing and personal protective equipment such as gloves, hair covering, aprons and covered shoes.
- Clean and sanitise surfaces and equipment.
- Organise effective and safe waste disposal.
- Keep food at the correct temperature (hot food above 60°C, cold food below 5°C)
- Only minimal jewellery should be worn



REPORT UNSAFE WORK PRACTICES

All workplace hazards especially where a worker has sustained an illness or injury following a workplace accident or near-miss must be reported immediately or as soon as is reasonably practical, and an incident report completed.

It is a legislative requirement that all workplace hazards, incidents and near-misses are reported, especially those involving injury/illness, property damage or a situation with the potential to cause either of these. Reportable incidents also include those which occur on the way to or from work or during authorised breaks (such as lunch).

WHS or OHS requires incidents, accidents, hazards, training and safe work practices to be monitored and documented. Employees must notify their employer of any hazards, safety concerns, incidents or injuries and complete all appropriate reports or documents.

An Occupational Health and Safety Committee is a group of employer and employee representatives who review, advise and recommend on health, safety and security issues in workplaces that have over 20 employees.

Who to report to:

If there is a WHS or OHS incident at work, you will find that there are a number of people that will be involved in responding to and controlling the incident. However there will always be one person you need to report all workplace hazards, incidents and near-misses to this is your supervisor.

They will have the final say and also the responsibility for safety within your workplace. Your supervisor will more than likely not be the person who will fix the workplace hazards, incidents or near-misses, but it will be their job to organise other people to come in and fix the problem, or pass the reporting up the management ladder.

For example: you notice that oil has been leaking just near one of the store rooms, and as colleagues and delivery people are coming through they can slip and fall causing injury. As you may be aware slips, trips falls account for a large number of workplace injuries.

The first thing you should do is to make the area as safe as possible. This could mean erecting a caution sign or getting another work colleague to warn people as they come past. The next thing you should do is to notify your supervisor. Two things can happen:

- Your supervisor will tell you to get the cleaner to clean it up,
- He will investigate the leakage and if necessary will contact the relevant people to fix the problem.



Once this has been done, by the end of your shift the supervisor will get you to complete an incident report, and submit it to them.

Others who will also be notified will be the organisations management, health and safety representative, and the health and safety committee. Your supervisor will notify them as per organisational policies and procedures.

METHODS OF REPORTING

When completing all incident or hazard identification reports you should complete them thoroughly and accurately:

- Timely, another words they should be written as soon as possible
 - So if you notice a leaking tank and oil has been spilt you should report it immediately, and take relevant action to prevent a further incident.
- Description (to evaluate the situation or incident)

- So in your report you would not say “some idiot left the bleach in with the food. In your report you would write “I saw a bottle of bleach in the food cupboard, I removed it so no-one could mistake it for a drink
- All reports should be made in the persons own hand writing and given to the supervisor, as well as being made verbally.
 - E.g. “Here’s an incident report about what I found today”

On Saturday the 9th February 2013 at 8.00am I found an unmarked bottle of bleach in the food cupboard. I removed that bottle and handed bottle to the supervisor.



This report will then be forwarded to the relevant people and section to be actioned.

This could just mean that a notice goes up advising staff to be aware of correct handling procedures for chemicals, or it could be that this has happened on a number of occasions and that staff need to be retrained.

IDENTIFY AND REMOVE HAZARDS FROM IMMEDIATE WORKPLACE AREA AND REPORT ALL WORKPLACE HAZARDS AS THEY ARISE

WHAT IS A HAZARD?

The meaning of the word hazard can be confusing. Often dictionaries do not give specific definitions or combine it with the term "risk". For example, one dictionary defines hazard as "a danger or risk" which helps explain why many people use the terms interchangeably.

There are many definitions for hazard but the more common definition when talking about workplace health and safety is:

- A **hazard** is any source of potential damage, harm or have adverse health effects on something or someone under certain conditions at work.

Basically, a hazard can cause harm or adverse effects (to individuals as health effects or to organizations as property or equipment losses).

Sometimes a hazard is referred to as being the actual harm or the health effect it caused rather than the hazard. For example, the disease tuberculosis (TB) might be called a hazard by some but in general the TB-causing bacteria would be considered the "hazard" or "hazardous biological agent".

WHAT ARE EXAMPLES OF A HAZARD?

Workplace hazards can come from a wide range of sources. General examples include any substance, material, process, practice, etc. that has the ability to cause harm or adverse health effect to a person under certain conditions. See below table

Table 1 Examples of Hazards and Their Effects		
Workplace Hazard	Example of Hazard	Example of Harm Caused
Thing	Knife	Cut
Substance	Caustic soda	Burns
Material	Pass	Serious dry burns
Source of Energy	Electricity	Shock, electrocution
Condition	Wet floor	Slips, falls
Process	Frying food	Oil burns
Practice	Handling meat	Bacterial Infections

As shown in the above Table, workplace hazards also include practices or conditions that release uncontrolled energy like:

- An object that could fall from a height (potential or gravitational energy)
- A run-away chemical reaction (chemical energy)
- The release of compressed gas or steam (pressure; high temperature)
- Entanglement of hair or clothing in rotating equipment (kinetic energy)
- Contact with electrodes of a battery or capacitor (electrical energy)

What is a risk?

A Risk is the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard. It may also apply to situations with property or equipment loss.

For example

The chef in the kitchen might slip on the floor, from grease.

Factors that influence the degree of risk include:

- How much a person is exposed to a hazardous thing or condition
- How the person is exposed (e.g., breathing in a vapour, skin contact)
- How severe are the effects under the conditions of exposure

You can prevent most workplace injuries and illnesses if you identify workplace hazards and eliminate or minimize the risks from them. Ways to minimize the risks include the following:

- Modify work processes or equipment (for example, evaluate safety features when purchasing or replacing equipment)
- Develop and implement safe work procedures
- Ensure that workers use appropriate personal protective equipment follow safe work procedures



TOPIC 2 - FOLLOW PROCEDURES FOR EMERGENCY

RECOGNISE EMERGENCY AND POTENTIAL EMERGENCY SITUATIONS

You need to be prepared to respond to a range of emergency situations. These may include:

- Bomb threats
- Unlawful entry, theft Fire
- Hazardous substances
- Medical emergencies
- Power failure, electrical faults
- Violent, aggressive behaviour

Employers and workers need to work together to:

- Recognise potential hazards
- Assess the likely risk and damage
- Plan timely emergency responses
- Ensure all persons stay informed and safe

Emergency responses for common situations are outlined below, but you will also need to know the site specific responses for your workplace as each hospitality workplace will have its own plans and procedures.

Critical responses include recognising the danger, assessing the risk, determining any harm or damage, and raising the alarm, whilst not placing yourself or others at risk of further harm. All emergency situations and responses will need to be documented and reviewed.

At all times employers and workers need to work together to:

- Recognise potential hazards
- Assess the likely risk and damage
- Plan timely, controlled emergency responses
- Ensure all persons stay informed and safe

Fire

- All staff should know to access the nearest telephone to contact emergency services by calling 000
- Staff should be trained in the operation of fire-fighting equipment and fire alarms
- All exits should be well signed and clear from obstructions. Fire doors should remain closed.
- Evacuation routes and plans should be clearly documented and practiced
- Shutting down procedures should be documented.
- Use fire exits, or stairwells. Do not use lifts in a fire



Hazardous substances

- All staff should know to access the nearest telephone to contact emergency services by calling 000
- Material safety data sheets (MSDS/SDS) should be referred to for emergency information
- All staff should remain in a well-ventilated area, downwind from any fumes or vapours
- Evacuation routes and plans should be clearly documented and practised



Medical emergencies

- The extent of the injury or illness should be assessed
- Emergency services should be contacted by calling 000 and an ambulance requested
- The first aid officer and first aid supplies should be accessed if appropriate



Aggressive or violent behaviour

Staff may have to deal with aggressive or intoxicated customers or the threat of violence from a theft or robbery. The following steps should be followed:

- Minimise interaction and do not antagonise the aggressor
- Seek assistance from experienced staff or emergency services
- Report all incidents

Cash handling, security access and storage of valuables should be proactive. It is important to minimise risks and maximise the personal safety of staff through use of security systems, surveillance cameras and access to experienced management staff.

Bomb threat

- Do not antagonise the aggressor
- Seek assistance from experienced staff or emergency services
- Try to gain as much information as possible
- Evacuate the premises



WHAT IS A WORKPLACE EMERGENCY?

A workplace emergency is an unforeseen situation that threatens your employees, customers or the public. It may disrupt or shut down your operations. It may cause physical or environmental damage. Emergencies may be natural or manmade.

They include events such as the following:

- Fire
- Fuel spillage
- Gas leaks
- Explosions
- Injury from machinery and equipment (e.g. Cuts, burns, scalds, etc...)
- Fall, climbing accident
- Electrocution, injuries
- Equipment failure
- Emergencies requiring evacuation
- Hazardous substances and chemical spills
- Internal emergencies such as loss of power or water supply and structural collapse
- Serious injury events or medical emergencies
- Bomb threats
- Civil disorder or criminal acts such as robberies and shootings
- Hostage situations or terrorist



FOLLOW ORGANISATIONAL SECURITY AND EMERGENCY PROCEDURES

Probably the best advice in planning for an emergency is to plan for the unexpected. Plan for worst case scenarios that will mean that all response plans are likely to be of sufficient scope to cope with the situation.

Nobody expects an emergency or disaster – yet the simple truth is that emergencies and disasters can strike anyone, anytime, and anywhere. You may be forced to evacuate your facility when you least expect it. The best way to protect yourself, fellow workers and the workplace as a whole, is to expect the unexpected and have well-thought-out emergency plans to implement if an emergency arises.

It is very important that you know exactly what to do if an emergency happens at work. This is so that you stay safe at work, but also so that other workers can rely on you getting help if necessary.

You will need to:

- Know about the emergency standards and procedures for your workplace
- Be able to let the emergency services know your exact location so that they can get to a dangerous situation as quickly as possible
- Use any emergency equipment which is at your workplace
- Let the necessary people know about any accidents or emergency events



EMERGENCY MANUALS

All manuals for emergency devices, solutions to dangerous situations and other emergency instructions etc. should be kept in the same place. They must be clearly labelled, well organised and easy to understand. If instructions are attached to the device, it is advisable to keep a separate copy with the other manuals.

SECURITY

A restaurant can take some simple preventative measures to increase their cash security and to reduce their risk of becoming a victim of robbery.

Some simple steps to ensure the security of cash are:

- Do not count cash with customers around. Do it when they have left or go to an office where they can't see you

- Don't leave cash or keys lying around. Keep them secure
- Don't have excess cash in the till. Empty it out when there are minimal customers around
- Have procedures for moving cash within the premises
- Have protocols for registering money and giving change to customers

Along with the above precautions involved with cash security, other hidden or behind the scenes cash security measures should be taken, for example a strong and reliable cash safe.

A safe should encompass the following basic cash security features:

- Rated for the amount of cash to be kept in the safe
- Provisions for the safe to be bolted or securely fixed to the building or structure it is being kept in
- Not in the view of your customers or general public
- In view of a CCTV system or monitored by a security alarm system, e.g. PIR sensor, reed switch or a seismic sensor
- The safe combination must be able to be changed by yourself as required

Keys should never be kept on site and should be taken home with you each night, regardless of how inconvenient this may become.

Some steps you can take to ensure the security of keys are:

- Restrict the access to the keys
- Make sure people sign for the keys so that you can tell who has them
- Use a key safe
- Have a policy forbidding the lending and copying of keys
- Have a policy forbidding taking the keys off the premises
- Have a Master key system

All personal documents are to be kept in a safe place where they can be locked away to avoid people seeing them. The information on them is to remain private and is not to be given to anyone for any reason.

Some steps you can take to ensure the security of documents are:

- Keep Personal information in a locked filing cabinet
- Ensure work related documents i.e. Incident reports are kept in an easy to access area

SEEK ASSISTANCE FROM COLLEAGUES OR AUTHORITIES.

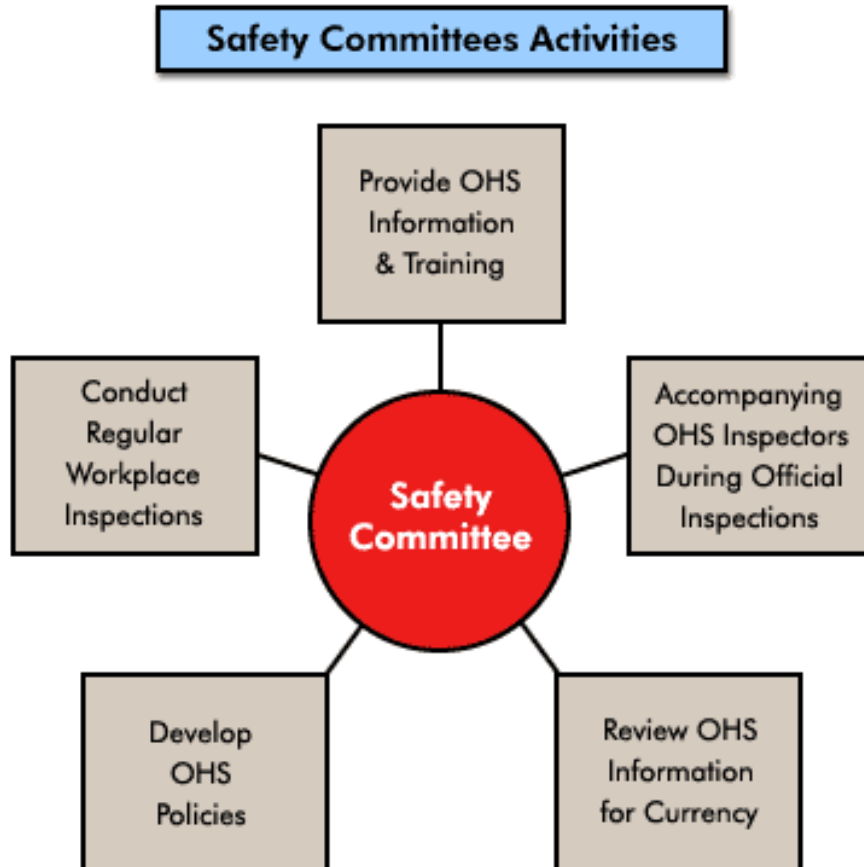
Overall, WHS/OHS legislation is designed to establish a process of consultation between employers and employees on safety related issues. The aim of this consultation is to develop an effective WHS/OHS management system that works and is acceptable to both employees and employers.

In addition to providing staff with access to the store's WHS/OHS policies and procedures, the consultation process also provides an opportunity to involve staff in reviewing the effectiveness of the policies and procedures.

- Involving staff in a joint consultation process can benefit both employers and employees because:
- There is an improved understanding of problems by both employers and employees
- Staff develop expertise and knowledge of health and safety in the workplace
- It provides the opportunity to develop more, and possibly better, solutions to problems because of the wider range of views involved
- The process provides an opportunity to transfer ownership of WHS/OHS solutions to the people most affected by them. This reduces any problems created by any potential to resist change
- There are opportunities to reach a co-operative resolution to WHS/OHS issues
- Employees from different areas of the organisation are represented

While the joint consultation process is generally successful, sometimes an agreement may not be reached. This may result if the problem is complex and needs the advice of an expert or due to an industrial relations issue.

If agreement cannot be reached, the legislation allows a WHS/OHS inspector to assess the problem and make recommendations. If the issue is serious, the inspector is empowered to force the employer to fix the problem and can prosecute if they don't comply.



**COMPLETE EMERGENCY INCIDENT REPORTS ACCURATELY,
FOLLOWING ORGANISATIONAL PROCEDURES.**

WHAT SHOULD I DO IF I NOTICE A HAZARD?

You should report it immediately to your supervisor. You do not need to wait for an inspection team to come by. In fact, health and safety legislation requires employees to report hazards to their supervisor.

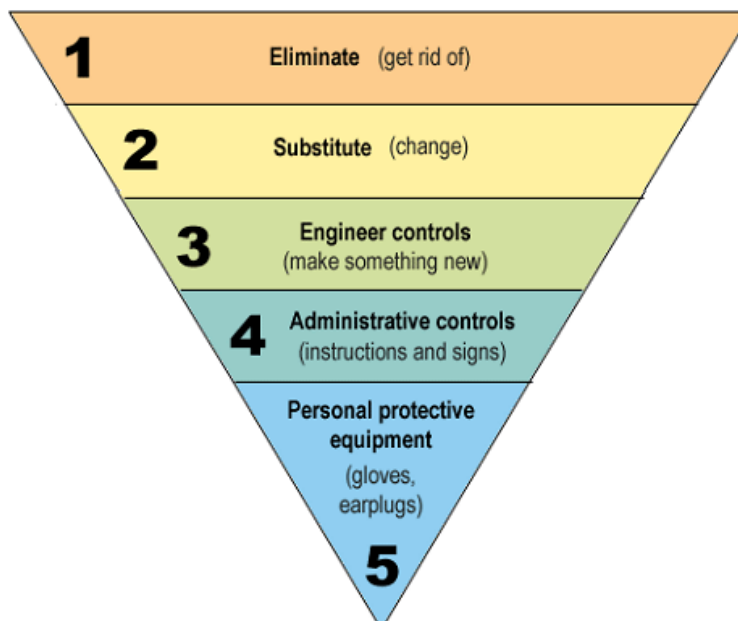
The immediate hazard reporting process allows employees to report hazardous conditions or practices as they notice them. This procedure allows for prompt reporting and subsequent corrective action without waiting for the next round of regular inspections.

Hazards can be reported verbally and by filling a simple form available at bulletin boards or other conspicuous places. The following is an example of such a form.

Hazard Report Form - Example	
Name:	Date:
Location:	
Equipment:	
Description of the hazard:	
Suggested corrective action:	
Signature:	
Supervisor's remarks:	
Corrective action taken:	
Signature of Supervisor:	Date:

HIERARCHY OF CONTROL (THE HIGHER UP THE CONTROL MEASURE, THE BETTER THE SAFETY OUTCOME):

The hierarchy of control is a sequence of options which offer you a number of ways to approach the control of hazards. Work your way down the list, and implement the best measure possible for your situation. Notice that the use of protective equipment is the last resort, to be used when all other control measures have been ruled out in the short term.



Elimination – Completely removes the hazard, or risk of exposure to the hazard.

Substitution – All staff and management involved in replacing a hazardous substance, machinery or work process with a non-hazardous or less hazardous one.

Engineering Controls – If a hazard cannot be eliminated or substituted the next preferred measure is to control the risk. For example:

- Modification of tools and equipment
- Using enclosures (e.g. sound barriers)
- Guarding
- Local exhaust ventilation
- Automation – e.g. forklifts pallet lifters etc

Administrative controls – These are about introducing new work practices which reduce risk. For example:

- Training (e.g. manual handling, equipment, safety legislation, procedures)
- Job rotation
- Adopting policies which take account of health and safety
- Special safety measures to be followed for use of materials handling equipment
- Lockout and tag-out procedures

Personal Protective Equipment (PPE) – The Last Resort

PPE should only be used where other measures are not practicable. Using this control solely is less reliable than using controls higher up on the hierarchy of control and will require more management effort by the user and their supervisors.

WHAT TYPES OF HAZARDS ARE THERE?

A common way to classify hazards is by category:

- Biological - bacteria, viruses, insects, plants, birds, animals, and humans, etc
- Chemical - depends on the physical, chemical and toxic properties of the chemical
- Ergonomic - repetitive movements, improper set up of workstation, etc
- Physical - radiation, magnetic fields, pressure extremes (high pressure or vacuum), noise, etc
- Psychosocial - stress, violence, etc
- Safety - slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions or breakdowns



TOPIC 3 - PARTICIPATE IN ORGANISATIONAL WORK HEALTH AND SAFETY PRACTICES

PARTICIPATE IN WORK HEALTH AND SAFETY MANAGEMENT PRACTICES DEVELOPED BY THE ORGANISATION TO ENSURE A SAFE WORKPLACE.

WHAT IS PARTICIPATION IN WORK HEALTH AND SAFETY PRACTICES?

Any type of method used in a workplace to get employees to take part, or contribute to or take responsibility for some action or function about WHS/OHS. The method could be a regular monthly meeting or daily meetings, perhaps before work starts. Suggestions made during the work day, requests for suggestions form supervisors, reports that you are circulated in work are all part of the participation process.



A safe workplace is more easily achieved when employers and employees talk to each other about potential problems, and work together to find solutions. From their knowledge of the workplace and work practices, employees can provide valuable input on work hazards. Consultation between employers and employees on occupational health and safety matters can result in; healthier and safer workplaces, better decisions on health and safety matters, a stronger commitment by everyone to implementing decisions, and greater cooperation and trust between employers and employees.

WHEN IS CONSULTATION REQUIRED AND WITH WHOM?

One of the objects of the Act is to foster a cooperative, consultative relationship between employers and employees on the health, safety and welfare of employees at work. The Act sets out various workplace arrangements to facilitate consultation between the employer and employees, and where required, their representatives, on health, safety and welfare matters.

These arrangements include:

- Health and safety management arrangements
- Health and safety committees
- Designated work groups
- Health and safety representatives

The WHS/OHS Act provides that an employee may request to be represented by another employee or by an employee representative in their consultations with the employer about the establishment or variation of health and safety management arrangements or designated work groups.



HEALTH AND SAFETY COMMITTEES

A key function of health and safety committees (HSCs) is to facilitate cooperation between employers and employees on health and safety matters. HSCs assist the employer to develop, implement and review measures to protect employees' health and safety at work.

HEALTH AND SAFETY REPRESENTATIVES

Health and safety representatives (HSRs) represent the interests of employees. HSRs play an important part in facilitating communication/consultation between employers and employees. If requested by the HSR, the employer must consult the HSR on the implementation of changes at the workplace that may affect the health and safety of employees at work.



If there is no HSC, the HSR can represent employees in consultation with the employer concerning the development, implementation and review of measures to ensure the employees' health and safety at work.

REPORT WORK HEALTH AND SAFETY ISSUES AND CONCERNS AS THEY ARISE

WHAT ARE SOME HEALTH AND SAFETY ISSUES FOR IN HOSPITALITY?

Working with food presents its own unique set of potential hazards. Some of the main ones are:

- Handling raw meat and poultry
- Exposure to cleaning products, pest control products, or other chemicals
- Working in awkward positions or performing repetitive manual tasks
- Lifting or carrying heavy trays
- Risk of accidental radiation leaks from microwave ovens
- Working in extreme temperatures

- Working with knives, mincers, and other dangerous tools or equipment
- Risk of burns or fire from ovens, deep-fat fryers, and steam from pots
- Slips, trips and falls
- Stress
- Working alone



WHAT ARE SOME PREVENTIVE MEASURES FOR CHEFS?

- Wash hands frequently
- Know how to work with all equipment and tools required for the job
- Know how to report hazards
- Practice safe lifting techniques
- Exercise caution when working with knives and other sharp equipment.
- Use, maintain and store personal protective equipment according to manufacturers' recommendation.
- Follow company safety rules
- Follow good housekeeping procedures

Read the material safety data sheet (MSDS) for any hazardous product that you use and follow recommended safety precautions.



SUMMARY

Now that you have completed this unit you should have the skills and knowledge required to participate in safe work practices.

If you have any questions please feel free to contact your trainer they will be only too happy to assist you when required

GLOSSARY

Authorised Officer	A person from a union, given legal power to enter a workplace on occupational health and safety issues.
Code of Practice	An approved industry code of practice is a practical guide to achieving the standards of health, safety and welfare required by the OHS Act 2000 and Regulation.
Consultation	The sharing of information and exchange of views on occupational health and safety matters between managers and workers or their representatives. This may include participating in decision-making on OHS issues.
Duty of Care	The responsibility of the employer to look after the health and safety of people at work.
Employee	An individual who works under a contract of employment or apprenticeship.
Employee Representative	A person elected by employees to represent them on the Occupational Health and Safety Committee.
Employer	A person who employs persons under contracts of employment or apprenticeship.
Hazard	Anything that might cause harm to a person.
Hazardous substance	Products that can harm a person's health causing illness, injury or disease. For instance, cleaning solvents and hairdressing chemicals.
Hierarchy of control	A method of deciding what is the best or most practical way to reduce the risk of injury by an identified hazard. For example; stopping the loud noises in a factory is better than handing out ear plugs.
Inspector	An inspector appointed by WorkCover to ensure Occupational Health and Safety law is observed.
Occupational Health and Safety	Keeping people safe and healthy at their place of work by prevention of accidents, injury and illness.
Occupational Health and Safety Act	The main law in Victoria covering the responsibilities and rights of employers and workers. It also outlines fines and penalties for breaking this law.

Occupational Health and Safety Committee	A group formed to allow consultation between employer and employees on workplace safety issues.
Occupational Overuse Syndrome (OOS)	An injury caused when using your body in unnatural positions or carry out repeated actions. For example; working at the computer, on a factory assembly line or playing music for long periods of time, problems occur in muscles.
Personal Protective Equipment (PPE)	Equipment used by workers to protect them from hazards in the workplace. Equipment includes safety boots, gloves, goggles, aprons and sunscreen.
Place of work	Premises where persons work.
Plant	Any machinery, equipment or tools used at work.
Premises	Includes any place, and in particular any land, building or part of a building, any vehicle, vessel or aircraft, any installation on land, on the bed of any waters or floating on any waters or any tent or movable structure.
Regulation	A specific part of the Occupational Health and Safety Law that details how to carry out work safely.
Risk	The probability that harm might come to a person.
Risk management	The process of managing risks caused by hazards in the workplace. Risk management involves hazard identification, risk assessment and risk control.
Safe work method	The way employees should be trained to do a job safely.
Safety Signs	A sign that indicates a hazard or caution.
Self-employed person	A person who works for gain other than under a contract of employment, whether or not employing others.
Stress	Illness caused by mental strain causing psychological illness through negative experiences at work.
Supervisor	The person chosen by the employer to organise and oversee the work carried out by employees.
Training	Instruction on how to do a job safely. For example; operating a forklift.
Ultraviolet radiation	Rays of the sun that can damage the skin and cause skin cancer.

Union	An industrial organisation that represents workers.
Workplace	The premises of the employer and any place where an employee carries out work.
Work health & Safety Act	The main law in NSW and other states covering the responsibilities and rights of employers and workers. It also outlines fines and penalties for breaking this law.