BSBCMN106A:
Follow Workplace Safety Procedures

Student Handbook
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Forms Control:

All documents related to the delivery or assessment of ICA20105: Cert II in Information Technology will have a version number displayed in the footer of the document. This Modification History page will appear after each title page of a handbook to ensure that the materials involved in the delivery and assessment of the certificate remain in a constant state of ongoing review and improvement. Comments on changes will only show sufficient detail to enable a user to identify the nature and location of the change. Documents will be reviewed at least on an annual basis at the official internal review and fellow instructors and industry representatives will be consulted throughout the year in informal discussion.
UNIT CODE: BSBCM106A

UNIT TITLE: Follow workplace safety procedures

Description

This unit covers general Occupational Health and Safety requirements in business organisations and is relevant for employees working under direct supervision with no responsibilities for other people.

Elements of Competency

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<td>1.1 Hazards in the work area are recognised and reported to designated personnel according to workplace procedures.</td>
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<td>1.2 Workplace procedures and work instructions for own area of responsibility, for assessing and controlling risks are followed accurately while under direct supervision.</td>
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<td>1.3 Workplace procedures for dealing with incidents (accidents), fire and other emergencies are followed under direct supervision, whenever necessary within the scope of responsibilities and competencies.</td>
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<th>BSBCM106A/02 Contribute to Occupational Health and Safety in the workplace</th>
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<td>2.1 Occupational Health and Safety issues are raised with designated personnel in accordance with workplace procedures and relevant Occupational Health and Safety legislation.</td>
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OHS Regulations and Governing Bodies

Introduction

Workplace injuries and accidents occur too frequently despite the legislative requirements for employers to ensure all reasonable steps are taken to protect the health and safety of employees at work.

Occupational accidents, injuries and diseases can require staff to be hospitalised, undergo treatment for a period of time, or can cause death. The impact of accidents or incidents can range from:

- Physical injuries, eg. Cuts, bruises, breakages to limbs
- Psychological, eg. Trauma caused by an armed hold-up or stress from a range of contributing factors, or fear of further accidents.

Workplace accidents are not limited to the farming, construction, mining, transport and manufacturing industries, however, many accidents occur within those industries – office employees can also be victims of workplace accidents or workplace incidents.

It is therefore an essential requirement of all new employees that they understand correct workplace practices to assist the organisation to keep to a minimum the number of workplace accidents and incidents.

Workplace Accidents

1. **Cost of Occupational Accidents**

The potential cost of not establishing and following safe workplace procedures justifies the effort involved in keeping the workplace safe. Employer costs include possible prosecution, increased insurance premiums, workers’ compensation for lost earnings and medical expenses, cost of accident investigation, lost production, damage to property and equipment, staff turnover, retraining and reduced employee morale. For victims of workplace accidents or illnesses the costs can include devastating impacts on physical amenity, income, future opportunities and personal, family and social life.

2. **Causes of Workplace Accidents**

Occupational and workplace accidents or incidents can be caused by a range of contributing factors:

- Faulty work practices
- Faulty planning of work processes
- Poor housekeeping
- Poor plant and equipment maintenance
- Inadequate training
- Inadequate supervision
- Personal factors such as stress, error or inappropriate behaviour
- Miscellaneous conditions, such as weather (eg. Excessive heat) or time of day (eg. At the end of the shift)
- Systems failure
- Poorly designed work systems
- Human error (eg. Tiredness, forgetfulness, ignorance of risk, absent-mindedness).
Accidents are generally not caused by one factor alone but due to a number of factors which may include technical, physical or psychological in nature.

3. Location of Accidents

The following table provides details of high-accident areas:

<table>
<thead>
<tr>
<th>Wherever people walk</th>
<th>Eg. Stairs, ladders, aisles and scaffolds</th>
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<tbody>
<tr>
<td>Wherever material is handled</td>
<td>Eg. Where forklift trucks, cranes and hoists are involved and manual handling is a common source of back injury</td>
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<tr>
<td>Around machinery</td>
<td>Eg. Machines that are unguarded or with poorly guarded moving parts</td>
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<tr>
<td>Wherever hand tools are used</td>
<td>Eg. Hand and eye injuries result from improper use, poor maintenance or poor design or hand tools and lack of personal protective equipment</td>
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Health and Safety Legislation in Australia

Occupational Health and Safety is a Commonwealth government policy, administered through the Commonwealth Department of Workplace Relations. The *Occupational Health and Safety (Commonwealth Employment) Act 1991*, is the legal basis for all Commonwealth government employees employed in various government departments, statutory authorities and government business enterprises.

The Commission for Safety, Rehabilitation and Compensation of Commonwealth Employees (COMCARE) administers the Act for commonwealth employees, through the statutory authority *National Occupational Health and Safety Commission (NOHSC)*, or better known as *WorkSafe Australia*.

Each State and Territorial Government has their own legislation which is managed through each State Department of Industrial Relations. Legislation has been developed through consultation with unions and employer organisations over many years. All parties are committed to promoting safe work practices and ensuring that all persons, employers and employees, have responsibilities and obligations under the OHS legislation.

The legislation under the Acts generally states that *all employers should do all that is reasonably practicable to set up and maintain a working environment that is safe and without risks to the health of employees, contractors and other persons in or near the workplace, including customers*.

1. The Acts

The Acts impose a duty of care on employers, who may be individuals, partners, directors of a company, government departments, government authorities or government business enterprises to safeguard the health, safety and welfare of employees and others. The Act also imposes a duty of care on employees to safeguard their own and other people’s safety.

2. OH&S Regulations

OH&S Regulations are laws produced under an Act and are written to provide further detailed information. Failure to comply with a regulation could result in prosecution.
3. **OH&S Codes of Practice**

A Code of Practice is a documented guide under the Regulations. Failure to comply with the Code of Practice does not mean that the person can be prosecuted under the Code, however, the Code of Practice can be used as evidence that a person did not fulfil their general duty under the Act or Regulations, which can lead to prosecution.

4. **Australian Standards**

Standards exist for office environments and work in an office environment. Standards stipulate a basic requirement in the design, development and use of equipment, furniture, plant and work practices in an office. The standards are not bound by law, unless they are stipulated in the Regulations.

5. **Worker’s Compensation**

Employers are required by law to take out workers’ compensation insurance to cover all employees for accidents or injuries. Heavy penalties or imprisonment are imposed on employers who fail to take out workers’ compensation insurance.

Employers pay a premium for workers’ compensation insurance and that premium is calculated on the basis of the type of industry in which the organisation operates and the employer’s safety record. A lower rate of compensation claims enables the employer to obtain a reduced annual premium, however, a high rate of compensation claims or reports of accidents will increase the premium.

The requirements of the Workers Compensation Acts, ensures that employees are provided with appropriate and necessary rehabilitation, medical attention or compensation as required, following injury or illness that occurred due to work performed in the workplace.

Workers’ compensation insurance provides cover for income lost as the result of an industrial accident or disease and associated medical expenses and retraining costs if the injured person must establish a new career as a result of the accident.

When you have an accident or injure yourself at work, you should complete an *Accident Report Form* as soon as possible to ensure a record is kept of the accident, whether you intend to make a claim or not.

Employees who provide false information or fake injuries or illness relating to the workplace, will face severe penalties. Employees who are involved in unscrupulous activities, such as setting up situations that may cause injuries to themselves or others, will also face severe penalties and possibly imprisonment.

If you are injured at work or need time off work, you are required to undergo medical examinations, by a specialist nominated by the insurance company. The aim of the Act is to get you to a fit state to return to work to undertake duties, of any kind, until you are fit to return to your normal duties.

6. **WorkSafe Australia**

The objectives of WorkSafe Australia are:

- To assist the adoption of uniform OH&S standards by the states, territories and Commonwealth
- To improve OH&S performance and reduce the incidence, severity and costs of occupational injury and disease in selected national industries
To provide a national focus for Australian OH&S research, responsive to industry needs and new knowledge, that will improve OH&S performance in Australian industry.

WorkSafe Australia’s resources are concentrated on the six most serious injury and disease problems confronting Australian workers. These are: occupational back pain, noise-induced hearing loss, chemicals, skin disorders, occupational cancers and mechanical equipment injuries.

Queensland Legislation

The Workplace Health and Safety Act 1995 is the principal legislation in Queensland. The Act sets a standard of conduct throughout Queensland by clearly describing health and safety rights and responsibilities of everyone at the workplace. By focusing on the management of health and safety at work and emphasising accident prevention, the Act requires employers, employees and others to take adequate care to ensure healthy and safe work methods are always practised.

The Act applies to all people at workplaces (including the State Government) throughout Queensland. Industries exempt from this Act are: Mining (health and safety provisions of Queensland mining laws continue to apply to the operation of mines and oil wells, while the Workplace Health and Safety Act applies during major construction projects) and Road Transport (driving operations on state roads are exempted).

Generally, these industries and issues are covered by various provisions contained in other State or Federal Legislation.

Role of Unions in Work Safety

Unions can represent the workers if cases of unsafe working conditions are not resolved in the workplace.

The union can act as a mediator in claims for sickness and accident workers’ compensation, if required.

Union representatives are responsible for checking working conditions in the organisation and reporting any potentially hazardous situations to the employer.

The union for office employees is:

- Australian Services Union (for the private sector)
- Public Sector Union (for the public sector)

Activity 1

Undertake an Internet search to locate:

- WorkCover in your State
- WorkSafe Australia
- Australian Services Union, then go to the link for your own State

1. What are some of the services or information provided on the WorkCover website?
2. What information is provided on the WorkSafe website?
3. What are some of the services or information provided on the Australian Services Union website?
Employer and Employee Obligations

Both employers and employees have responsibilities in relation to Occupational Health and Safety. These are outlined below:

1. **Employer Responsibilities**

An employer must provide, as is practically possible, a safe and hazard-free workplace for employees.

The legal responsibilities of employers are to:

- provide a safe and healthy place in which employees can work
- provide safe plant and equipment
- appoint workplace health and safety officer(s) if more than 30 employees
- establish a workplace health and safety committee with elected representatives
- ensure hazardous substances are stored and handled safely
- protect employees and members of the public from dangers such as electricity, fire, explosion, falling objects and harmful substances
- ensure premises, equipment, operation and processes are safe
- provide personal protective clothing/equipment with adequate training
- provide adequate numbers of workers to perform tasks safely and properly.
- know and understand their legal responsibilities

2. **Employee Responsibilities**

Employees have rights under OH&S and should also be aware of their obligations and responsibilities:

- Use personal protective equipment according to established procedures
- Perform their duties with regard to the Workplace Health and Safety Policy of the organisation
- Not wilfully endanger themselves, other workers or members of the public
- Know and understand their legal responsibilities.

Role of Occupational Health and Safety Persons in the Workplace

1. **Inspectors**

Workplace Health and Safety Inspectors ensure conformity with the requirements of the Act and Regulations through an auditing process. This checks the effectiveness of health and safety procedures and programs. Inspectors also provide advice on training requirements, investigate accidents, and promote workplace health and safety. Where the need arises, inspectors have the power to issue improvement, prohibition or seizure notices. (Infringement notices, - on the spot fines - will apply in less serious situations and where no injury has occurred.) If a serious breach of health and safety requirements has occurred, prosecution action may be initiated.

2. **Occupational Health and Safety Officer**

The Workplace Health and Safety Act requires the appointment by the employer of a "suitably qualified person" as a health and safety officer in all workplaces with 30 or more workers, and in industries where the Health and Safety Authority so directs (eg construction and manufacturing industries). In order to be suitably qualified the officer should complete an accredited training course.
The officer’s duties include:

- conducting inspections of the workplace
- investigating complaints
- recording illnesses and accidents in the workplace
- conducting the meetings of the health and safety committee
- providing advice on health and safety
- conducting training

The workplace health and safety officer is really a management position, and does not provide for workplace consultation.

### 3. Occupational Health and Safety Representatives and Committees

Consultation between employers and employees on occupational health and safety issues is an important part of the Workplace Health & Safety Act. To assist this consultation, employee health and safety representatives may be elected. It is their role to inform the employer about any health and safety concerns that the employees may have, as well as to co-operative with the employer.

A health and safety representative at a workplace assists in informing the employer about health and safety problems so they can be dealt with and resolved.

Unless the employer and employees agree otherwise, only one health and safety representative need be nominated or elected.

Once a health and safety representative has been nominated/elected, he/she takes on a wide range of functions in the new workplace arrangements.

Health and Safety Committees are usually established in a workplace when they are asked for by either the employer or the health and safety representative. There is also provision in the Workplace Health & Safety Act for the Director of the Division of Workplace Health and Safety to request the formation of a committee, or for such a requirement to be included in the regulations.

These committees should consist of at least two persons and include any Health and Safety Officer and Health and Safety Representatives employed at that workplace or as set down by the industry concerned. A committee member must be an employer, principal contractor or worker at the workplace.

Health and Safety Committees provide a place where discussions of company health and safety policy and practice can take place. Committees may deal with issues like policy development, monitoring programs, emergency procedures, health and safety training, and trends in accident and illness reports. Depending on the workplace’s agreed procedures for resolving issues; the committee may also be required to participate in the resolution of disputes over health and safety issues.

To effectively carry out their functions the Safety Representative/Committee must be able to:

- advise the employer on the over-all state of health and safety in the workplace.
- conduct inspections of the workplace for the purpose of discovering unsafe or unsatisfactory conditions and practices and to ensure by all practicable means the observance of health and safety standards.
- conduct appropriate educational programs in workplace health and safety.
- report to the employer any unsafe or unsatisfactory conditions or practices discovered.
• ensure that all injuries, illnesses and occurrences are investigated and the record is completed.

• assist the inspectors in the performance of their duties.

• in the event of any work injury, work-related illness, dangerous occurrence or immediate risk to the health or safety of any person at the workplace, report the situation to the employer.

Activity 2

1. Locate the OH&S policies and procedures for your workplace or place of study. Copy and read the procedures to ensure you are aware of your responsibilities.

2. Ask your supervisor if you have an Occupational Health and Safety Committee in your workplace or place of study. If you do, find out the role of the Committee and some of the things they have achieved.

Revision exercises

1. Explain the role of WorkSafe Australia.

2. Explain the role of the unions in OH&S.

3. Explain, using your own words, the responsibilities of employers in relation to OH&S.

4. Explain the responsibilities of employees in relation to OH&S.

5. List at least five causes of accidents in the workplace.

6. List five costs of workplace accidents.

7. Explain the difference between the following in relation to OH&S:
   • Acts
   • Regulations
   • Codes of Practice
   • Australian Standards

8. State the correct title for the OH&S legislation and Workers’ Compensation legislation relevant to your State or Territory.

Workplace Hazards

Introduction

A hazard is a source or situation that has the potential for harm in terms of human injury or ill health, damage to property or the environment, or a combination of these factors.

A risk is the probability of a hazard resulting in injury or disease.

Hazards may be classified into four types:
Physical hazards
- Chemical hazards
- Behavioural hazards, and
- Other factors that effect work performance.

Physical Hazards

The types of physical hazards have been classified into four types:

1. Improper use of the computer
2. The workplace environment
3. Work practices
4. Equipment

1. Improper use of the computer

The first group of physical hazards are caused by employees who spend most of their time using the computer to complete workplace tasks. Recommended practices exist to ensure staff whom are required to use a computer to perform the majority of their workplace tasks, use the computer correctly.

**Occupational Overuse Syndrome (OOS)**

OOS was previously called Repetitive Strain Injury (RSI) and is caused by persons undertaking repetitive tasks using incorrect work practices. If you are required to perform repetitive tasks that require you to sit, stand or bend awkwardly or exert yourself for long periods of time, you could eventually suffer from OOS.

OOS can be caused by spending too many hours on using a computer keyboard for data entry or word processing, without taking breaks from keyboarding or changing duties for at least 10 minutes every hour.

OOS can cause physical discomfort or pain, including carpal tunnel syndrome (CTS). Tendonitis and tenosynovitis.

**Ergonomics**

Ergonomics links the use of equipment, the design of furniture and the work environment to human performance and well-being. Ergonomics has been linked to back and neck problems and thus, ergonomists have designed work stations and office furniture to suit the body height, and the length of arms and legs of individuals when they are using a computer keyboard or mouse.

**Posture**

Correct posture when using a computer keyboard or mouse will assist you to reduce pain and discomfort, however, unless you take regular breaks from keyboarding or change your duties every hour, you will still suffer from discomfort in the lower back, hips, shoulders and neck.

When performing other duties not associated with the computer, you should try to avoid reaching too far for tools and equipment, sitting in awkward or twisted positions for too long.

2. The workplace environment

Excessive noise and poor lighting are two environmental factors that may cause physical pain, illness or discomfort.
Excessive noise

Exposure to excessive or prolonged noise causes irreversible deafness or hearing impairment; more stress, leading to headaches and other stress symptoms; misinterpretation of verbal communication and decreased efficiency in your work. A simple indicator of noise levels being too high in a workplace is if the voice needs to be raised to be heard by a person one metre away.

Internal noise in the workplace could be caused by noisy office equipment, such as photocopiers, shredders, and binders. This equipment should be positioned in an area away from staff.

The noise produced by telephones, loud voices and equipment can be reduced by the use of acoustic screens, pot plants, blinds and curtains, carpets, ceiling tiles and bookshelves between work stations.

External noise, such as the constant sound of traffic, trains, or planes can cause a decrease in productivity and efficiency in your work. Offices located near noisy highways, factories or in industrial areas, can reduce their noise by the use of double-glazed windows or other material.

Lighting

Poor lighting in the workplace can affect health and safety of staff as it can make it difficult to identify workplace hazards; cause or contribute to eyestrain; and cause operators to use stressful postures to see properly.

Whilst natural light is a preferred method of lighting, glare on the computer screen can also cause problems with eyesight and posture.

By following some easy guidelines the possibility of glare-induced discomfort and fatigue may be avoided:

- Place the workstations between lines of fluorescent tubes so that the light comes from the side. If this is not possible, the person should face the end of the tube rather than the long side. When reorganising a workstation to reduce the glare from fluorescent lights, make sure that the person does not turn to work facing a window as the glare may be worse.

- Tilting the VDU screen can usually eliminate glare from overhead lights.

- It is also important to decrease direct or indirect glare from the overhead lights by ensuring that they are fitted with diffusers.

- Make sure that staff do not face an unshielded window, as even a dark sky can sometimes cause severe glare. Position each person so that the window is on their left or their right. This will reduce the direct glare from the window and the indirect glare from any VDU screen.

- Window coverings, which have a low percentage of light absorption, are not suitable. Vertical blinds with a high percentage of absorption are particularly suitable and allow easy regulation according to outside conditions, while still permitting staff window views.

- The use of screen filters to eliminate VDU screen reflections should be tried only after all of the other measures have failed.

3. Work practices

Work practices, such as lifting of objects and use of storage systems, can also be a cause of discomfort or pain.
Manual handling

"Manual handling" is any work-related physical task, activity, effort or movement which involves lifting, holding, lowering, pushing, pulling or restraining an object or load. This may include carrying boxes, moving furniture, or packing of items in storage areas.

Manual handling is the biggest cause of workplace injury to young people. Manual handling injuries include acute low back pain or serious back injury, strains and sprains, neck injuries, slips, falls and crush incidents, hernia and OOS.

When undertaking manual handling tasks, recommended practices exist to ensure employers meet the Regulation that requires employers to control the risk involved with manual handling.

Storage and shelving systems

Lifting objects to be stored on shelving systems or retrieving items can be a dangerous task if undertaken incorrectly. Recommended practices exist to ensure that items used frequently are placed within easy reach. Heavy items should not be stored at above-height levels. Where possible, use approved step ladders and safety steps, and not office chairs or tables, as an aid to retrieve objects from above-height locations.

Other physical hazards

The general physical conditions of the workplace can contribute to workplace accidents or accidents or injuries to customers or employees. They include:

- Frayed carpet edges or seams
- Objects left on the floor
- Wet floors
- Worn step safety strips
- Highly polished floors
- Excessive temperatures
- Use of bar heaters in the office
- Electrical cords lying across the floor.

4. Equipment

The improper use of equipment in the office can cause injury or accidents. For example:

Filing cabinets

A full filing cabinet is an extremely heavy piece of office equipment and it therefore requires knowledge of correct use of the cabinet to avoid accidents or injury.

Opening more than one filing drawer at a time can cause the filing cabinet to unbalanced and possibly fall on top of the user.

Overloading the top drawer of a cabinet can cause it to unbalance the entire cabinet when opened.

Trying to move the filing cabinet to another position without key locking the drawers can cause the cabinet to fall over as the drawers may open – and they are too heavy to attempt to catch and push back in once they have unbalanced the cabinet.
Activity 3

1. What is Occupation Overuse Syndrome (OOS)?

2. List two (2) ways you could reduce your risk of getting OOS.

3. Look at the way you are sitting now. List what you are doing correctly and what you are doing incorrectly.

4. What is a simple indicator that noise levels in the workplace might be an environmental hazard?

5. List some other noise-generating activities to those listed in the section above.

6. Apart from the risk to hearing, what other safety risks does excessive noise create?

7. What can be done to reduce glare?

8. List two manual handling tasks carried out at your workplace (or a workplace of your choice). Include in your answer what kind of injury could result and what steps might be taken to ensure that no one is injured in carrying out the task?

9. Walk through your own workplace and identify at least five (5) physical hazards that may exist or have the potential to exist.

Chemical Hazards

Chemicals are used in the office in many forms. Chemicals may be:

1. Dust
2. Fumes and smoke
3. Liquids
4. Vapours and gases.

1. Dust

Dust in the workplace can come from external factors such as traffic, construction sites, industry; and internal factors such as renovating, storerooms, unused areas and paper.

2. Fumes and Smoke

Fumes and smoke can be caused by smokers (although smoking has been banned from office buildings); fumes from photocopiers and laser printers; fumes from cooking areas; and from cars, trucks and other heavy transport.

3. Liquids

Liquids include correction fluids and thinners for correction fluids; and cleaning fluids or detergents for use on office desks and office equipment.

4. Vapours and Gas

Vapours and gas may be from other businesses, for example, nail artists, hairdressers; and also from heating equipment.
Air-conditioning that is poorly maintained can be a cause of disease such as Legionnaires’ disease which can be caused from dirty filters in water-controlled systems.

**Behavioural Hazards**

Behavioural hazards are hazards caused by people in the workplace behaving carelessly or creating unsafe or potentially hazardous situations. These include:

- Using improper tools to fix equipment, for example, using knives instead of screwdrivers
- Not following operational manuals and instructions
- Disobeying safety and warning signs
- Using the fire exit as a means of moving from one area to the next or as a smoking area for smokers
- Leaving fire exit doors open or using objects to keep them ajar
- Blocking fire exit doors with supplies or equipment
- Locking fire exit doors from the inside of the building, preventing staff from entering the fire exit.

1. **Other examples**

   - Unlit fire exit signs
   - Storing objects in the fire exits
   - Removing batteries from fire alarm systems
   - Using fire extinguishers for other purposes than extinguishing fires
   - Leaving handbags, briefcases and other objects in walk areas
   - Running through the office or warehouse
   - Playing practical jokes
   - Bullying of staff or manager and supervisors and vice versa.

2. **Fire hazards**

   All organisations should have a fire safety procedure in place and staff should be drilled in emergency evacuations on a frequent basis to ensure they are able to cope with a real emergency should the need ever arises.

   Fires can spread quickly and easily, therefore, it is important for staff to know the correct and safe evacuation procedures.

   A nominated person in your organisation should be the Fire Warden, whom is responsible for ensuring all staff leave a specific work area immediately on the sound of the fire alarm. Another person should be available in their absence. The Fire Warden and other persons should be trained in correct emergency evacuation procedures to ensure the safety of themselves and others. They should also be trained in the use of fire extinguishers and they should know the correct extinguisher to use for each type of fire, eg. paper, chemical or oil fire.

   All staff need to know the location of the nearest exits and the location of the emergency meeting point as the Fire Warden is required to check attendance of all staff at that point following emergency evacuation.

**Activity 4**

1. List the potential chemical hazards that exist in your workplace. Try to find at least three (3).

2. Observe and list all the behavioural hazards that exist in your workplace on any one day.
Other Factors

The other factors that can affect the performance of workers in an office environment include substance abuse (e.g., drugs, alcohol, and excessive use of other stimulants) and stress.

1. Substance abuse

The use of alcohol and other drugs in the workplace is an occupational health and safety issue. Taking drugs or alcohol on the premises or reporting for work under their influence poses a serious and obvious hazard to others in a work situation, in addition to the personal risks to the drug/alcohol user.

The effects of alcohol or drug use at work include impaired hand/eye coordination, impaired concentration, impaired vision, impaired mental alertness, lower energy levels and slower reaction times. The extent to which alcohol or drug use presents a safety hazard will vary from workplace to workplace. But the personal consequences for the user will be common to all workplaces – being under the influence at work will lead to disciplinary action, dismissal and/or possible prosecution under health and safety or criminal law.

2. Stress

Stress is a psychological process. It is an interaction between the demands put on a person by their environment and the person themselves. People stress differently. An event that you may find enjoyable, someone find very stressful. For example, having lots of work to do by five ay be something that you find challenging, but to another person it may be something that causes them great anxiety.

Stress should be seen as both a positive influence as well as a negative one. For example an athlete will have a certain amount of stress to give a top performance. In this case the stress is a positive influence, but stress can be “distressing” if it stops a person from performing at their peak.

Factors that may affect stress

Some factors that affect worker stress in an office environment include:

- urgency of work completion
- workload - too much or too little
- work constraints - having little discretion over work
- low levels of job satisfaction
- having to constantly rewrite or retype work
- lack of feedback from supervisors
- lack of career direction or opportunity
- low levels of staffing
- inadequate skills or knowledge to conduct the job

Stress is considered an occupational health and safety issue. You may find that there is a management plan in your workplace that sets out a course of action for you to follow if you are feeling stressed by your work. If there is no plan you should consider speaking to your supervisor, health and safety representative or union.
3. **Security**

Workplaces where cash is handled are at risk of robbery. The employer’s duty of care extends to taking all reasonable steps to minimise the risk of armed hold-up and to support victims through any resulting psychological trauma caused by such an event.

**Security arrangements**

- Having more than one staff member on duty at any one time
- Electronic sensors that emit sound when a customer enters or leaves
- Security cameras and signs indicating such devices
- Protective barriers between staff and customers
- Time-delay safes
- Security firm pick-up cash

**Workgroup safety procedures**

- Training in cash handling procedures
- Training in emergency-preparedness procedures and operation of security devices
- Maintaining confidentiality regarding security procedures and security devices
- Training in identification of suspicious behaviour and body language
- Training in how to behave during an armed hold-up

**How to act in the event of armed robbery**

- Stand still
- Obey the robbers' instructions
- Remain calm and quiet
- Observe – if you can without provoking the criminal
- Stay out of the immediate physical danger area
- Do not give chase
- Call the police as soon as you are able
- Seal off the hold-up area
- Ask any witnesses to remain

**Activity 5**

1. Stress can be both positive and negative. Write down a personal example of how stress:
   
   (a) has worked for you  
   (b) has worked against you

2. What are some of the possible causes of stress in an office environment?

3. Research and list strategies (at least three) used to manage stress in the workplace.

4. Find out if your workplace or place of study has safety procedures in place for dealing with:

   (a) handling cash  
   (b) working alone or out of hours  
   (c) armed hold-ups  
   (d) reporting a “security event” such as theft of attempted break in.
5. What is the procedure for reporting a "security even" such as theft or an attempted break-in?

Revision exercises

Answer the following questions and submit your answers to your teacher for marking before you commence the next section.

1. List five potential physical hazards that can exist in an office environment.
2. List three potential chemical hazards that can exist in an office environment.
3. List five potential behavioural hazards that can exist in an office environment.
4. List three other factors that can affect performance in the workplace and explain the impact each can have on an employee’s performance.
5. Explain three causes of stress in the workplace.

Managing Workplace Accidents and Incidents

Introduction

The previous section discussed a range of workplace hazards and practices that may cause accidents and incidents in the workplace. The symptoms and causes of workplace accidents and OOS were also covered.

It is important that you are able to identify potential workplace hazards and unsafe work practices to ensure your own safety and that of others in your workplace.

This section will highlight the key points relating to the prevention of accidents and incidents in the workplace. We will look at the action you could take to reduce the occurrence of hazards in the workplace and to eliminate unsafe work practices.

Risk Management

Risk management is a process adopted by businesses for the sole purpose of minimising risk of injury in the workplace. By managing this process effectively, businesses can reduce the spiralling costs of insurances associated with workplace injury, such as workers’ compensation, public liability and product liability.

Developing an effective risk management process involves:

1. identifying the hazards by consulting employees performing the activities identified
2. analysing the hazards by determining the likelihood and consequences of an event occurring
3. evaluating the risks (from low to extreme) by comparing the levels of risks against established criteria
4. controlling the risks by identifying the options available, assessing their effectiveness, and preparing and implementing risk control plans
5. monitoring and reviewing the risks by checking their effectiveness, collecting data on any new hazards that arise and formulating new control measures for these risks.

The following example highlights the need for a risk management process.
One of your employees regularly moves boxes of A4 paper from where they are stored in one part of the office to different departments on different floors. This task involves manual handling, including lifting and pushing a trolley while negotiating obstacles such as furniture and equipment and avoiding office personnel and visitors to the workplace. While the boxes are not that heavy, they could fall onto someone’s foot if not loaded and moved correctly.

The risk management requirements for this simple task would include a review of manual handling techniques and hazards in loading and moving the paper, analysing the risks and evaluating their severity, putting practices in place to prevent them from occurring, and continually monitoring this process.

The Queensland Division of Workplace Health and Safety has prepared guidelines to assist businesses in developing a risk management policy, part of which includes a Risk Management Form. An example of a Risk Management Form is provided at the back of this booklet.

Remedial Action

1. Preventative Measures – Physical Hazards

<table>
<thead>
<tr>
<th>Physical Hazards</th>
<th>Injury and Impact</th>
<th>Preventative Measures/Remedial Action</th>
</tr>
</thead>
</table>
| Incorrect use of the computer            | • OOS
• Carpal tunnel syndrome
• Lose concentration
• Sore neck and back
• Sore arms and hands                  | • Use ergonomic furniture
• Use correct posture
• Use ergonomic layout for computer screen, mouse, document holder and keyboard
• Take 10 minute breaks every hour or change type of tasks performed each hour
• Follow ergonomic guidelines for keyboarding|
| External and internal excessive noise    | • Decreased efficiency of your work
• More stress, leading to headaches and other stress symptoms
• Misinterpretation of verbal communication
• Permanent hearing loss                | • Double glaze windows to eliminate external noise
• Locate noisy equipment in an equipment room
• Use sound-deadening materials such as acoustic screens, blinds, curtains, carpets and pot plants to reduce internal noise.|
| Poor lighting                            | • Makes it difficult to see and recognise hazards in the workplace
• Causing and contributing to eyestrain
• Causing people at work to adopt stressful postures to see properly | • Increasing or decreasing the number of lights
• Use blinds to reduce glare
• Use an anti-glare screen to reduce glare on the computer screen
• Change the position of the computer and desk|
| Storage and shelving systems             | • Back strain
• Other muscle strain
• Objects falling on you                | • Use an appropriate foot stool, step ladder or safety step to reach the shelves
• Store frequently used items within easy reach|
<table>
<thead>
<tr>
<th>Wet floor</th>
<th>Slips and falls</th>
<th>Use safety signs near spill or wet floor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Clean up the spill immediately</td>
</tr>
<tr>
<td>Filing cabinet</td>
<td>Cabinets falling on you</td>
<td>Do not open more than one drawer at a time</td>
</tr>
<tr>
<td></td>
<td>Overbalancing of cabinets</td>
<td>Distribute the contents evenly in the drawers</td>
</tr>
<tr>
<td>Compactus or mobile</td>
<td>Moving the compactus</td>
<td>Check for personnel using the compactus</td>
</tr>
<tr>
<td>storage</td>
<td>when someone is inside</td>
<td>Distribute weight evenly in the mobile storage</td>
</tr>
<tr>
<td></td>
<td>the unit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Overbalancing of the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>mobile storage system</td>
<td></td>
</tr>
<tr>
<td>Electrical cords,</td>
<td>People falling over</td>
<td>Keep the office clean and tidy</td>
</tr>
<tr>
<td>floor and in walkways</td>
<td>objects</td>
<td>Remove objects from walkways</td>
</tr>
<tr>
<td></td>
<td>People tripping over</td>
<td>Repair frayed power cords</td>
</tr>
<tr>
<td></td>
<td>carpet and cords</td>
<td>Repair carpet edges and mats</td>
</tr>
</tbody>
</table>

2. Preventative Measures – Chemical Hazards

<table>
<thead>
<tr>
<th>Chemical Hazards</th>
<th>Injury and Impact</th>
<th>Preventative Measures/Remedial Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correction fluids and thinners for correction fluids</td>
<td>• Headaches</td>
<td>• Training in correct use of correction fluids and thinners</td>
</tr>
<tr>
<td></td>
<td>• Eye irritation</td>
<td></td>
</tr>
<tr>
<td>Cleaning fluids or detergents for use on office</td>
<td>• Eye irritation</td>
<td></td>
</tr>
<tr>
<td>equipment</td>
<td>• Skin irritation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Headaches</td>
<td></td>
</tr>
<tr>
<td>Dust, fumes and synthetic mineral fibres</td>
<td>• Allergies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Respiratory diseases</td>
<td></td>
</tr>
<tr>
<td>Cigarette smoke</td>
<td>• Allergies</td>
<td>• Ban smoking in the workplace</td>
</tr>
<tr>
<td></td>
<td>• Respiratory</td>
<td>• Ban smoking near external doorways</td>
</tr>
<tr>
<td>Air conditioning</td>
<td>• Legionnaires’ disease</td>
<td>• Maintain filters in air conditioning</td>
</tr>
<tr>
<td></td>
<td>• Chills and influenza</td>
<td>• Set temperature at appropriate levels</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Authorised persons only to adjust settings</td>
</tr>
</tbody>
</table>

3. Preventative Measures – Behavioural Hazards

<table>
<thead>
<tr>
<th>Behavioural Hazards</th>
<th>Injury and Impact</th>
<th>Preventative Measures/Remedial Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not operating equipment in accordance with instructions</td>
<td>• Equipment breakdown</td>
<td>• Only permit qualified electricians and equipment technicians to repair equipment</td>
</tr>
<tr>
<td></td>
<td>• Electrical shock</td>
<td>• Ensure all staff operating equipment are trained to operate the equipment correctly</td>
</tr>
</tbody>
</table>

Version 1 20
| Leaving bags and other items in walkways | • Falling or tripping over objects, thereby causing injury to the victim | • Staff to place personal belongings in lockers or cupboards  
| | | • Do not store items in walkways |

4. First Aid

As there are different hazards in each workplace the types of first aid facilities that are required at each workplace will be different. The first aid facilities will depend on:

- the type of work performed
- the number of people employed
- the size and layout of the workplace

If you were a welder you may be at risk of burning yourself or getting sparks in your eyes. These kinds of hazards would necessitate quite different first aid requirements to working in an office, where you may be more at risk of stress related headaches or eye strain.

First aid boxes should be readily available and stocked with the medical supplies needed for treating injuries and illnesses likely to occur at each particular workplace.

Inside the first aid box there should be simple instructions on the use of the medical supplies, including the emergency treatment of simple wounds, minor burns, minor haemorrhages and dust or splashes in the eyes.

The contents of first aid boxes should be agreed in consultation between health and safety representatives (representing the employees) and management.

Where is the first aid box kept?

Imagine that your workplace is spread over a large area. Each group of employees and each person who works alone may need to have ready access to a first aid box. For example, if you were to get a job at a:

- large university campus, then the first aid boxes would need to be spread around at appropriate points throughout the site
- local government authority, that has many work areas including vehicles, then each work area and vehicle will need a first aid box
- Multistory building, then each floor may need a first aid box

Each first aid box should be clearly marked 'First Aid'. The Australian Standard 1319, 'Safety Signs for the Occupational Environment', recommends that the first aid boxes be green with the words 'FIRST AID' and a cross painted on the outside in white.

Who looks after the First Aid Box?

It makes good sense to have someone (or several people, depending on numbers) at your workplace appointed to control the first aid box or boxes and contents. A person who has emergency first aid training or is interested in being trained is a good choice for this position. When deciding how many employees are required to control first aid boxes, providing cover during shift work, holidays and sick leave may need to be taken into account.

Some larger firms contract specialist companies to supply and maintain their first aid boxes.
Casualty Rooms

If your workplace employs lots of people there may be a casualty or first aid room. This room is usually private, clean and well equipped to allow for first aid treatment.

Activity 6

1. Imagine that you have just got a new job. On the first morning your boss explains to you the importance of safety. He or she gives you a copy of the “Spot the Hazards” picture below.

   A Write a list of the hazards or dangers you can identify in the picture.

   B Make a note of what action you would recommend to eliminate or minimise the hazard.

2. Who is the First Aid Officer in your workplace? Where are the First Aid facilities and services located?

Reporting Workplace Accidents and Incidents

State/Territorial law requires that employers keep records of accidents and dangerous occurrences in a prescribed format. Accident recording is a key component of accident prevention programs providing valuable information for managing risks and for helping to prevent similar incidents or accidents occurring in the future.
What is a reportable “accident” or “incident”?

An accident includes any event that results in personal injury or disease no matter how minor, to any event that results in death. An incident is any dangerous occurrence or event – including a near miss – that otherwise endangers the health or safety of a person. Reportable incidents include hazardous situations or circumstances arising or dangerous non-conformance with OHS procedures. Reportable accidents include those occurring during travel to and from the workplace and in the course of activities undertaken offsite during paid work hours.

Immediate Threat

Note that if any task poses an immediate threat to the health or safety of any person, the OHS representative or management representative (after consultation) should direct that work shall cease. The employer must report accidents or dangerous incidents to the State/Territorial authorities by filling out an accident/incident report. Death must be reported within two hours by telephone, and serious personal injuries or dangerous occurrences within 24 hours.

Information recorded in Accident/Incident Reports is invaluable for investigation the circumstances of actual accidents/incidents and for preventing similar accidents/incidents happening to other people in the future. The information can be used to review organisational safety over time and to review safety procedures accordingly.

Employee duties

Employees have a legal responsibility to report certain accidents. An employee must complete an accident report form to report any accident resulting in personal injury or disease regardless of severity and all other reportable accidents including near misses of which they are aware. The accident report should be passed to the immediate supervisor with 24 hours (or one working day/shift) of an accident.

Supervisor duties

Supervisors should check the completeness of an accident report form completed by an employee. The agreement of the employee must be obtained before any change may be made to the employee’s factual summary.

A supervisor must complete an accident/incident form to report:

1. Any accident where the employee involved is unable to do so themselves within one working day (or shift) of the accident. The employee’s copy should be given to the injured person as soon as is reasonably practicable.

2. Any accident resulting in a fatality to an employee. The employee’s copy should be given to their next-of-kin as soon as is reasonably practicable.

3. All other reportable incidents including near misses of which the supervisor is aware.

The supervisor should send the Accident Report to the appropriate OHS Unit or Authority within the specified timeframe (normally 24 or 48 hours) of the accident. The Accident Report will then be assessed by an appropriate OHS advisor who will consider whether an external investigation is warranted.

The supervisor must notify the OHS Representative for the relevant designated workgroup as soon as is reasonably practicable following an accident.
Investigation and corrective action

Responsibility for investigation of accidents and for follow-up corrective action lies with line management. The relevant OHS Authority or Unit can be consulted if assistance or technical advice is required. OHS representatives or Committee members may initiate investigation of accidents in line with the organisation’s arrangements.

A sample Incident Record/Report is on the following pages.
### SMS DATA ENTRY WORKSHEET – INJURY/ILLNESS/ DANGEROUS EVENT

**For - Workplace Health & Safety (WHS Event)**

**Event Id.** ____________

**For entry into the SMS – WH&S Module (no later than three days after the incident or being informed of the incident)**

### 1. Details of the Event - for INJURY &/or WORK CAUSED ILLNESS &/or DANGEROUS EVENT

<table>
<thead>
<tr>
<th>Date of Event:</th>
<th>Time of Event:</th>
<th>Event Id.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>/</strong>/ 20____</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Was anyone injured or ill as a result?**
- [ ] Yes – Complete Section 1, 2 & 3
- [ ] No – Complete 1 & 3 only

**Who was first informed of the Event?**
- [ ] Staff
- [ ] Student
- [ ] Other

#### If Staff or Student

<table>
<thead>
<tr>
<th>EQ ID: (if known)</th>
<th>Given Name:</th>
<th>Family Name:</th>
<th>Association with School</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Parent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Volunteer</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Public</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Visitor</td>
</tr>
</tbody>
</table>

**Address:**

**Suburb:**

**Post Code:**

**Phone No.:**

**Location of Event:**

- School Facility

**Detailed Description of what happened**

*(consider the activity, what happened & why)*

### 2. Details of Injury/Illness

<table>
<thead>
<tr>
<th>Who was Injured/Ill?</th>
<th>Student</th>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### If Student or Staff

<table>
<thead>
<tr>
<th>EQ ID: (if known)</th>
<th>Given Name:</th>
<th>Family Name:</th>
<th>Association with School</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Parent</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Volunteer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Public</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>[ ] Visitor</td>
</tr>
</tbody>
</table>

**For Staff only:**

<table>
<thead>
<tr>
<th>Designation:</th>
<th>Basis of Employment: (eg F/T)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Given Name:**

**Family Name:**

**Address:**

**Suburb:**

**Post Code:**

**Phone No.:**

**Reason on EQ Property:**

- Parent
- Public
- Visitor
- Other

**Activity at the time of the Injury/Illness**

- General Admin
- Camp
- Chemicals / Poisons
- Computer Work
- Curriculum (Prac)
- Curriculum (Theory)
- Playground Duty
- Equipment Usage
- Maintenance
- First Aid
- School Activity
- Assisting Student
- Lifting/Manual Handling
- Meeting
- Movement Around School
- Mowing / Grounds Care
- Non-School Activity
- Play - Supervised
- Play – Unsupervised
- Lesson Prep / cleanup
- Restraining Studen
- Sport
- Travel To/From School
- Excursion / Trip
- Tuckshop
- Unauthorised Activity
- Work - General
- Other

**Cause of Injury/Illness**

- Caught In / Between
- Contact With ...
- Exposure To ...
- Object Falling/Flying
- Person Falling
- Lifting / Handling
- Repetitive Movement
- Running / Jumping
- Stepping On / In ...
- Walking
- Struck By / Against ...
- Other

**Severity of injury/illness**

- Minor (first aid – no time lost)
- Moderate (eg needs medical care)
- Serious (permanent injury/damage)
- Fatal

**Treatment required**

- Nil (none / not applicable)
- First Aid (on site - by staff /ambulance officer)
- Doctor (eg. medical treatment / out-patients)
- Hospital (overnight stay or longer only)

**Possible Days Absent**

- Staff or Student

**Possible Work Cover Claim**

- Staff only

**Possible Legal Action:**

- Yes
- No

**Injury/Illness Details**

- Part of Body:
- Part of Body:
- Part of Body:

---

*Injury/Illness Options (choose from the list provided below)*

---

*Part of Body Options (choose from the list provided below)*
### 1. First Aid / Defibrillator Details

<table>
<thead>
<tr>
<th>Location</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 2. Initial / General Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td><strong><strong><strong>/</strong></strong><em>/</em></strong>_</td>
</tr>
<tr>
<td>Time</td>
<td><strong><strong><strong>/</strong>__/</strong></strong></td>
</tr>
<tr>
<td>Name</td>
<td>__________________</td>
</tr>
<tr>
<td>Designation</td>
<td>__________________</td>
</tr>
<tr>
<td>Association with School</td>
<td>__________________</td>
</tr>
<tr>
<td>Suburb</td>
<td>__________________</td>
</tr>
<tr>
<td>Post Code</td>
<td>__________________</td>
</tr>
<tr>
<td>Phone No.</td>
<td>__________________</td>
</tr>
<tr>
<td>Comment</td>
<td>__________________</td>
</tr>
</tbody>
</table>

### 3. Emergency / Services Details

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td></td>
</tr>
<tr>
<td>CHEM Unit</td>
<td></td>
</tr>
<tr>
<td>Div WHS</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

### 4. Details of Contributing Hazards

<table>
<thead>
<tr>
<th>Hazard Type Options</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal / Insect</td>
<td></td>
</tr>
<tr>
<td>Blood / Body Substance</td>
<td></td>
</tr>
<tr>
<td>Building Fixtures</td>
<td></td>
</tr>
<tr>
<td>Built Environment</td>
<td></td>
</tr>
<tr>
<td>Electrical / Gas</td>
<td></td>
</tr>
<tr>
<td>Electrical Appliance</td>
<td></td>
</tr>
</tbody>
</table>

### 5. Details of Witnesses (if any)

<table>
<thead>
<tr>
<th>Who was Witness No 1 (please tick)</th>
<th>Student</th>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>EQ ID:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Given Name:</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Family Name:</td>
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<td></td>
<td></td>
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<tr>
<td>For Staff only:</td>
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<tr>
<td>Designation:</td>
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</tr>
<tr>
<td>Basis of Employment: (eg F/T)</td>
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<tr>
<td>If Other:</td>
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<td>Given Name:</td>
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<td>Family Name:</td>
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<td>Address:</td>
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<td>Suburb:</td>
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<tr>
<td>Phone No.:</td>
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<tr>
<td>Location of Statement:</td>
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</table>

<table>
<thead>
<tr>
<th>Who was Witness No 2 (please tick)</th>
<th>Student</th>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>Given Name:</td>
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<tr>
<td>Family Name:</td>
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<tr>
<td>For Staff only:</td>
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<td>Designation:</td>
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</tr>
<tr>
<td>Basis of Employment: (eg F/T)</td>
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<td>If Other:</td>
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<td>Family Name:</td>
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<td>Address:</td>
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<td>Phone No.:</td>
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</tr>
<tr>
<td>Location of Statement:</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

If there are more than 2 witnesses please complete these details on another form and attach to this one.

Signature of person completing form: __________________________ Date: ______/____/____

Name: ___________________________ Designation: ___________________________

(please print)
Activity 7

1. Write down the location of the register where incident/accident reports are filed at your workplace or place of study.

2. What is the procedure for reporting an accident, incident or emergency at your workplace or place of study?

3. Ask your supervisor for a copy of your workplace’s Incident Record/Report. Complete the Incident Record/Report for the following scenario:

A student was working in the Manual Arts woodwork room (E5). It was Monday the 15th of June 2007 at 10:30 am. He was holding a piece of wood in his hand and was trying to chisel the edge off the board. The chisel slipped and cut his left hand between his thumb and forefinger. The cut was deep and bleeding profusely.

The teacher applied a cotton pad to the cut to stop the bleeding and sent the student to the office with the assistance of two more students.

The first aid officer cleaned the cut and bandaged his hand. It was decided the cut was severe enough to warrant a visit to the doctor. The parents were called at 10:50 am and asked to come and collect their child.

You can make up fictitious names for the people involved

Fire and Emergency Evacuation

It is essential that all staff are shown on the first day of work, the location of all Fire Exits in case of fire or other emergency. Staff should also be aware of the meeting point for staff from your area/floor so the Fire Warden can check that everyone has evacuated the building safely.

Your workplace should have a procedure for evacuation from your building and staff should be drilled in this procedure regularly so they are prepared for any emergency evacuation.

The main points to remember during an evacuation procedure is:

- Turn off your computer and leave the building immediately
- Do not stop to collect your personal belongings or any cash
- Close the office door behind you if you are the last to leave
- Use the Fire Exit stairs and head to the ground floor and the exit point from the fire stairwell – do not stop until you reach a safe area
- Do not leave a Fire Exit door open as fire could enter the stairwell and cause harm to others.
Hazard Warning and Safety Signs

Examples of safety and hazard warning signs displayed in the workplace are shown below.

Activity 8

1. Locate and copy the fire evacuation procedures in your own workplace. Read them. If you have not been drilled in the fire evacuation procedures, ask your supervisor to show you those procedures and the location of your nominated meeting point.

2. Locate all Fire Exits in your building or in your workplace. State how many you found.

3. Locate three safety or hazard warning signs at your workplace (or a workplace of your choice). Briefly describe the hazard each alerts against and the location in which each is displayed.