BUSINESS SERVICES

Mandatory Focus Area: Safety

Welcome. This module will assist you to review and revise the content of the mandatory focus area ‘Safety’. Each focus area prescribes the scope of learning for the HSC and is drawn from associated units of competency.

You will have studied one of these competencies, both of which address the scope of learning:

[BSBSUS201 Participate in environmentally sustainable work practices](https://training.gov.au/Training/Details/BSBSUS201)

or

BSBSUS401 [Implement](https://training.gov.au/Training/Details/BSBSUS401) and monitor environmentally sustainable work practices

This module is broken up into:

* Important notes
* Key terms and concepts
* Activities
* Putting the theory into practice
* HSC Focus Area

## How to use the resource

Work through the notes and the suggested activities. Great revision techniques include working through how a problem is solved, explaining the concept, testing yourself and retrieving information from your memory. Spread your revision over a number of sessions rather than sitting at one subject for lengthy periods.

Discuss your responses with your teacher, fellow students or an interested family member.

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# Important Notes

You should use the information here as a prompt and guide when revising your study notes or text-book information or other resources provided by your teacher.

**BSBWHS201 Contribute to health and safety of self and others** describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others and to respond to emergency incidents. It covers following work health and safety (WHS) and emergency procedures and instructions, implementing WHS requirements and participating in WHS consultative processes.

**BSBWHS302 Apply knowledge of WHS legislation in the workplace** describes the skills and knowledge required to understand and comply with work health and safety (WHS) Acts, regulations and codes of practice in the workplace.

The HSC Content for this industry curriculum framework is organised into focus areas. The outcomes of the mandatory focus area ‘Safety’ require that the student:

* demonstrates an understanding of work, health and safety (WHS) compliance, participation and consultation in the business services industry
* explains workplace policy, procedures and practices that ensure the safety of the business services worker and their colleagues and customers
* applies risk management in a business services workplace
* proposes appropriate responses to emergency situations.

You should use the following information as a prompt and guide when revising your study notes or text-book information or other resources provided by your teacher.

## Work health and safety

### Health, Safety and Duty of care

Work health and safety (WHS) involves the management of risks to the health and safety of everyone in your workplace. This includes everyone who does work for the business as well as customers, visitors and suppliers.

Everyone has a duty of care to make sure their workplaces are safe. Employers have the significant responsibility for ensuring everyone’s health and safety at work.

Creating a safe work environment is a legal requirement and is crucial to the long term success of a business. Under Australian WHS laws a business must ensure the health and safety of workers and not put the health and safety of other people at risk.

### Roles in WHS

The PCBU has a legal duty of care to provide a safe and healthy workplace for their workers, customers and the wider community. Therefore, the PCBU must train and supervise staff, control hazards and risks, provide and maintain equipment, ensure safe use and storage of substances, and provide facilities for welfare at work (for example first aid, toilets).

Workers have a responsibility to: follow reasonable instructions given by the PCBU, report hazards and injuries to appropriate people in the organisation (for example supervisor, health and safety representative), take reasonable care of their own health and safety, take reasonable care to ensure their conduct does not adversely affect others, and when required wear PPE.

Management must consult with employees and consider their input about WHS issues. Two way communication must be in place. For example, an opportunity to discuss WHS issues at every staff meeting.

### Costs of workplace injury

**Human**- personnel may not be able to participate in their normal activities like playing sport, walking the dog or driving a car; relationships with partners, friends and family may be affected; the injured worker may suffer from depression or have other health problems.

**Social**- over half the costs of workplace injury are borne by the community. Injured workers can no longer contribute to the community and may need occupational rehabilitation services, pain management or counselling services before being able to return to work.

**Economic** - medical costs, increased insurance premiums, fines, downtime and/or loss of productivity for firm and loss of income.

**Organisational** - replacement worker may need to be found, costing time and money; retraining may be required.

## WHS Compliance

### WHS legislation

An Act is a formal decision by a legislature governing the actions of people.

Regulations give details on how certain sections of an Act are to be implemented.

Codes of Practice are [best practice](http://www.businessdictionary.com/definition/best-practice.html) guidelines that give practical advice on how the required standard of health, safety and welfare can be achieved in an area of work.

Codes of Practice relevant to the business services industry include:

* [How to manage work health and safety risks](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=how+to+manage+work+health+and+safety+risks&sort_by=field_publication_date_value&sort_order=DESC&=Apply)
* [Managing the work environment and facilities](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=managing+the+work+environment+and+facilities&sort_by=field_publication_date_value&sort_order=DESC&=Apply)
* [Hazardous manual tasks](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=manual+tasks&sort_by=field_publication_date_value&sort_order=DESC&=Apply)
* [Managing risks of hazardous chemicals](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=managing+risks+of+hazardous+chemical&sort_by=field_publication_date_value&sort_order=DESC&=Apply)
* [First aid in the workplace](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=first+aid&sort_by=field_publication_date_value&sort_order=DESC&=Apply).

Compliance of Acts and Regulations is compulsory whereas Codes of Practice contain information for voluntary guidance.

Standards are documents that provide the minimum acceptable benchmark, aiming to ensure products and services are safe and reliable. For example, Australian Standard 1319 sets the design standard (colour, shape) for safety signs in the workplace. Signs are intended to provide controlled behaviours relating to dangers, hazards, and emergencies. See [Standards Australia](https://www.standards.org.au/about/what-we-do) for further information on standards.

### Work Health and Safety Act (2011)

The [Work Health and Safety Act (2011)](https://www.legislation.gov.au/Details/C2018C00293) replaced the Occupational Health and Safety Act (1991).

It provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work. The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU). The PCBU must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.

The WHS Act also sets out the requirements for: incident notification, consultation with workers, issue resolution, inspector powers and functions, offences and penalties.

Organisations must have a WHS system in place. It may include a WHS policy and WHS procedures.

### WHS authorities

The main WHS authorities are: [SafeWork Australia](https://www.safeworkaustralia.gov.au/), [SafeWork NSW](https://www.safework.nsw.gov.au/), unions, professional organisations, local councils.

### Industry and workplace requirements

Businesses are required to comply with a range of safety standards and guidelines and apply these within the workplace. Examples of these requirement include:

* [business must haves](https://www.safework.nsw.gov.au/safety-starts-here/safety-overview) like emergency plans and first aid
* [physical safety at work](https://www.safework.nsw.gov.au/safety-starts-here/physical-safety-at-work-the-basics)
* [mental health at work](https://www.safework.nsw.gov.au/safety-starts-here/mental-health-at-work-the-basics)
* Codes of practice in relation to hazardous substances, manual handling, risk management and WHS consultation (see page 4)
* Adequate signage
* Procedures for reporting and monitoring in relation to WHS

## WHS consultation and participation

### Participate in WHS consultative processes

[Consultation](https://www.safework.nsw.gov.au/safety-starts-here/consultation%40work) in the workplace is a two way process between the PCBU and workers where they: talk to each other about health and safety matters, listen to concerns and raise their concerns, seek and share views and information.

If a worker has WHS concerns, they could: contact the supervisor, [health and safety representative](https://www.safework.nsw.gov.au/safety-starts-here/consultation%40work/health-and-safety-representatives) (HSR), health and safety committee or health and safety officer, consult the workplace WHS policy and procedures, or complete a [hazard/incident report form](https://www.safework.nsw.gov.au/__data/assets/pdf_file/0003/403959/hazard-incident-report-form-SW08483.pdf).

Workers should be consulted when: identifying hazards and assessing risks to health and safety, making decisions about ways to eliminate or minimise those risks, proposing changes that may affect the health and safety of workers, making decisions about the adequacy of facilities for the welfare of workers.

## Risk management

### Difference between a hazard and a risk

A **hazard** is a source or potential source of death, injury, or illness. Electricity, poorly maintained equipment, working at heights, and poorly trained workers are examples of hazards.

A **risk** is the possibility that death, injury or illness might occur when exposed to a hazard.

### Types of hazards

Physical – for example fire, temperature variations, lighting, noise, hazardous manual handling

Chemical –for example fumes, dangerous substances, poisons, printer toner, explosives

Biological – for example bacteria, parasites, airborne diseases, mould

Mechanical/ Electrical – for example electricity, plant and machinery

Psychological - for example bullying, stress, conflict between workers

### Risk control hierarchy

To manage hazards and thus prevent death, injury or illness, you must **identify**, **assess** and **control** potential risks that these hazards present.

**Step 1 - Identification of any foreseeable hazard**: anything in the workplace that could cause harm to anyone present in the workplace. Hazard identification is best done by inspecting the workplace, talking to workers and asking them what they have noticed, checking records of prior accidents, complaints and reports made by workers.

**Step 2 - Assessment of the risk from the hazard**: To determine how dangerous the hazard is, consider the *consequence* and the *likelihood* by answering these questions.

How severely could it hurt someone? (for example, death, long term injury, lost time injury, first aid needed)

AND

How likely is it to be that bad?

OR

What is the probability of it happening? (for example, very likely, unlikely)

A risk assessment matrix could be used to find the level of risk.

**Step 3 - Elimination of the hazard or strategy control the risk** if the hazard cannot be eliminated.

Risks are managed by starting at the best option and then working down to the least preferred option. This method is called the hierarchy of control.

|  |
| --- |
| The hierarchy of risk control measures includes |
| Level 1eliminate the risk (for example move object that workers might trip over) |
| Level 2minimise the risk by:* substituting the system of work/equipment with a safer alternative (for example replace older machinery with new, safer machinery)
* modifying the system of work/equipment to lessen the risk of harm (for example reorganise work to relieve mental fatigue)
* isolating the hazard by limiting access to that area (for example move noisy printer away from workers)
* introducing engineering control (for example securely store dangerous chemicals)
 |
| Level 3minimise the risk by:* adopting administrative controls and safe work practices (for example train workers)
* as a last resort, supplying personal protective equipment to lessen the impact of any possible hazard (for example hard hat for head protection, ear plugs for hearing protection)
 |

**Step 4 - Review the risk:** to monitor and improve control measures and find safer ways of doing things.

## Safe work procedures and practices

**WHS induction training**- generally occurs when an employee starts a new job. Basic information regarding WHS should be covered so the new employee is aware of the types of hazards that could be faced in the workplace, how they should be dealt with and to whom any problems should be reported.

**Personal protection equipment**- must be supplied by the employer and the correct way to use each piece of equipment must be explained properly to ensure the safety of the worker.

**Selection of the appropriate tools for a task** - explanation and demonstration of all equipment is necessary so that new employees are informed of the correct equipment to use for each specific task, to enable work to be completed without injury to workers.

**Correct use, maintenance and storage of tools and equipment**- will ensure that tools are kept in good working condition.

**Correct handling, application, labelling and storage of hazardous and non-hazardous material**s - must occur to comply with law so workers are not exposed to dangerous chemicals.

**Correct posture (sitting, standing, bending and lifting)** - explanation and demonstration is required to reduce injuries by workers.

**Correct manual handling** is required to protect the safety of workers when lifting heavy loads.

**Location and use of safety alarms and emergency exits** – is required to enable workers to safely exit the workplace in case of emergency. Emergency exits must be kept clear at all times.

**Correct use of firefighting equipment** (fire blanket, fire extinguisher) - training should be provided so workers can extinguish small fires without harming themselves.

**Hazard identification and risk control** – is required so workers can identify potential hazards that could cause injury or ill health; and know how these hazards can be controlled and/or eliminated.

**Basic first aid training and access to first aid kits** - enables any injured employee to gain basic medical attention as soon as is possible when injured at work.

**Procedures to follow in the event of an emergency** – is necessary so that all employees are trained in emergency procedures to eliminate confusion during an emergency and to enable all employees to reach safety without injury.

**Effective communication and teamwork** - enables all employees to play a specific role in any situation rather than everyone fending for themselves, which could result in chaos and possible injury.

**Adherence to work instructions, workplace/organisation policies and procedures** - are put into place to ensure the safety of employees.

**Housekeeping/clean-up procedures, including waste disposal, with proper considerations of WHS and the environment** - will ensure that all employees are not exposed to dangerous chemicals and the environment will not be adversely affected in an emergency.

### Occupational Overuse Syndrome (OOS)

* also known as RSI (Repetitive Strain Injury).
* generally, shows up as pain, swelling or numbness in or around muscles, tendons or soft tissue.
* commonly affects the neck, back, shoulders, elbows, wrists and hands.
* is associated with movements and postures that are repetitive and/or sustained over long periods of time.
* is often a problem for keyboard operators.

In an office, if the desk height is fixed, then an adjustable chair and footrest should be provided.

To minimise the risk of OOS, office employees should mix repetitive and non-repetitive tasks or take frequent, short rest breaks and be supplied with ergonomic furniture which can be adjusted to suit the needs of each employee.

### Safety data sheets

Legislation requires that labels should convey information to consumers to protect their health and safety when using products. The manufacturer must provide a safety data sheet (SDS) if a chemical is classified as hazardous. SDSs were previously known as material safety data sheets (MSDSs). SDSs must include the chemical’s name and ingredients, any possible safety risks or health effects and advice on how to use and store the chemical safely, emergency procedures and disposal considerations. SDSs should also be kept in a central register and must not be more than five years old. Refer to the [Preparation of safety data sheets Code of Practice](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=safety+data+sheet&sort_by=field_publication_date_value&sort_order=DESC&=Apply) for further information.

### Check systems and equipment

It is important to regularly check that workplace equipment and technology is in good working order and that it is used properly. For example, use an [ergonomic workstation checklist](https://www.ohsrep.org.au/ergonomic_workstation_checklist). In a workplace where a worker has to use plant, procedures should be established on how to clean and operate this plant. Checks on plant working order should be performed at set times, such as at the start of the day. Procedures should be in place to check and record the skill level of the worker (current licences and qualifications), and schedule regular plant maintenance.

### Electrical tagging

Certain types of electrical equipment must be regularly inspected and tested by a competent person such as a registered electrician, to identify damage, wear and detect electrical faults. For more information on electrical testing, go to [SafeWork - electrical testing of equipment](https://www.safework.nsw.gov.au/hazards-a-z/electrical-and-power/electrical-inspection-and-testing).

## Incidents, accidents and emergencies

### Common workplace injuries

Potential workplace injuries in a business services environment include:

* allergic reactions
* dislocations and fractures
* puncture wounds and cuts
* sprains and strains
* poisoning
* shock

These injuries are most commonly caused by:

* workplace hazards
* lack of protection and safety equipment
* slips, trips and falls
* poor ergonomics
* unrealistic time frames
* negligence
* existing medical conditions of employees
* exposure to toxic substances.

Measures to prevent common workplace accidents, injury or impairment include:

* induction training so employees are made aware of safety procedures,
* adopting correct posture and manual handling techniques,
* taking adequate rest breaks, especially when constantly using computers,
* providing ergonomic furniture,
* ensuring chemicals are used and stored correctly and that all required MSDS are readily accessible,
* training in stress management techniques is available,
* training in the safe use of equipment is provided,
* employees are made aware of the procedures in place to deal with emergencies, fires and accidents (and drills are carried out on a regular basis),
* risk assessment is carried out on a regular basis.

# Key terms and concepts

**You can use the following information to revise the key terms and concepts from this unit of competency**. Perhaps you could:

1. Copy the table into your own file, remove all the key terms, then fill in the blanks (without peeking at the original file) with your own answers.
2. Copy the table into your own file and remove the definitions. Write a definition in your own words – it doesn’t have to word perfect but should show you understand the concept.
3. You could add an example of this term or concept which is relevant to the business environment. If the key term was ‘workplace hazard’ your Business Services example might be ‘poorly maintained equipment, such as a photocopier or shredder, may lead to electrical shock’.

|  |  |
| --- | --- |
| Key term or concept | and Definition |
| Best practice | methods and techniques that have consistently shown superior results which are used as benchmarks |
| Codes of practice | Codes of practice are the ‘best practice’ industry guidelines agreed to by unions, employers and government, regarding the safe performance of tasks, enabling organisations to meet legislative regulations. |
| Compliance | obeying a particular law or rule, or of acting according to an agreement |
| Consultation  | Consultation in the workplace is a two way process between the PCBU and workers where they: talk to each other about health and safety matters, listen to concerns and raise their concerns, seek and share views and information. |
| Duty of care | legal duty to protect others from harm while they are in your care, using your services, or exposed to your activities |
| Emergency situations/incidents | Any situation that may arise unexpectedly that could cause injury or harm to any person in a workplace environment, including bomb threats, fire, robbery/armed hold-up, flood, external threats or if a number of people suddenly fall ill. |
| Environmentally sustainable work practices | practices which reduce harm to the environment and reduce wastage of resources |
| Hazard | anything which can harm or damage someone or something |
| Legislation  | Legislation is law passed by Federal or State Parliaments regarding safety in the workplace, and enforceable through the court system.  |
| Organisational plans | business documents developed to identify where the business wants to go and what it needs to do in order to achieve these goals. |
| Personal protective equipment (PPE) | equipment that has been designed to protect the wearer from hazards (for example goggles used to protect eyes)  |
| Persons conducting a business or undertaking (PCBU) | Previously known as ‘employer’ in legal documents. PCBU may be an individual (for example self-employed, sole trader) or organisation (for example private company, government department)  |
| Plant | machinery, equipment, appliances and tools |
| Policy | rules, guidelines and organisation’s goals (for example what an organisation intends to do about something) |
| Procedure | set of instructions that must be followed to complete a task correctly |
| Recycle | to treat or process (used or waste materials) to make them suitable for reuse; use products to make new products |
| Reduce | make something smaller (eg use less) or lowering the amount of a waste product |
| Regulations | Legislation is supplemented by Regulations that detail safety standards and penalties incurred if these standards are not met.  |
| Re-use | to use again, especially in a different way; use materials repeatedly |
| Risks | likelihood of a hazard resulting in injury or disease to a person; possibility of loss or injury |
| Safe work practices and procedures | These provide practical guidance to business on how to fulfil their duty to provide a safe and healthy workplace; and for employees to follow to ensure their safety and the safety of others. |
| Worker and PCBU responsibilities | Workers must take reasonable care to ensure the safety of themselves and others and comply with all WHS requirements. PCBU must maintain premises in a safe condition, provide adequate facilities and equipment. |
| Workplace accidents, injury or impairment | Unexpected events that cause physical harm or damage to people or property. |

# Activities

### Activity 1 - research

1. Go to Comcare’s [virtual office](https://www.comcare.gov.au/virtual_workplaces).
2. Inspect each area of the office and then complete the table with at least ten additional hazard entries.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Hazards | Potential harm | Likelihood of it happening | Control measure |
| Main office | Electrical cords | Burns, shock, death | Likely | Remove/replace faulty cable or appliance |
| Photocopy room | Manual handling | Back strain | Unlikely | Train staff on correct lifting procedures |
|  |  |  |  |  |

1. Scroll down [the page](https://www.comcare.gov.au/virtual_workplaces) and select a job role. Identify hazards, risks and control measures associated with the selected job role.
2. Outline procedures to follow in response to an evacuation of a business services workplace.
3. Watch [SafeWork - Consultation requirements](https://www.youtube.com/watch?v=PN8SVJJJR6A&feature=emb_rel_end) video. Under the WHS Act (2011), when must a business owner consult with workers? How can the consultation take place?
4. Provide advice on how to set up an office workstation. (Hint: read [Worksafe QLD office-workstations](https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0009/82791/office-workstations.pdf) pdf)
5. Refer to the [Hazardous manual tasks Code of Practice](https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice?combine=manual+tasks&sort_by=field_publication_date_value&sort_order=DESC&=Apply).
6. What is a hazardous manual task?
7. Who has a role in managing the risks of hazardous manual tasks?
8. List 4 ways to identify hazardous manual tasks (see page 12).
9. List 4 ways to control hazardous manual tasks (see page 33).
10. Watch the SafeWork NSW video [A day in the life of a HSR](https://www.safework.nsw.gov.au/safety-starts-here/consultation%40work/health-and-safety-representatives). List roles and responsibilities of the HSRs.
11. [SmartMove](https://smartmove.safetyline.wa.gov.au/certificate/) is a Work Health and Safety online educational program for senior high school students and young workers entering the workforce for the first time. Registering to use the resources and quizzes and work towards achieving a SmartMove Certificate is free and only takes a few minutes. Access [SmartMove](https://smartmove.safetyline.wa.gov.au/certificate/)and undertake the ‘general’ and ‘busines and information technology’ modules.
12. Find examples of the type of safety signs you would see in the business services environment. Look for signs which:
	* indicate you must **not** do something (stop signs: white background, red circle with cross bar)
	* warn you of a danger (caution signs: yellow background, black symbol)
	* provide emergency information (green and white)
	* indicate what you must do (mandatory signs: circle with a blue background and white symbol)

### Activity 2 – answer ‘true’ or ‘false’

1. A safety sign with a green square on it means safety equipment is stored here.
2. In an office, noise is a physical hazard.
3. Occupational Overuse Syndrome (OOS) used to be called Repetitive Strain Injury.
4. An HSR must give 24 hours’ notice before inspecting a workplace.
5. Codes of practice support the WHS Act.
6. Most injuries that occur in offices are caused by falls.
7. Retraining an employee to take the place of someone injured is an example of an organisational cost.
8. Using Personal Protective Equipment is an example of Level 2 in the hierarchy of risk control measures.
9. Taking adequate rest breaks will lessen the number of slips, trips and falls in an office environment.
10. An emergency incident may include the sudden illness of a number of employees.

### Activity 3 – Multiple choice questions

1. How can an office worker avoid Occupational Overuse Syndrome?
	1. Take a break at least every five hours
	2. Make sure they leave the office for lunch
	3. Work beyond capacity to get the job done
	4. Take frequent rest breaks
2. On what factor does the height of a workstation depend?
	1. The task being completed
	2. The reach requirements of the user
	3. The height from the floor
	4. The task being completed and the reach requirements of the user
3. What stage of risk management is risk control?
	1. 1st stage
	2. 2nd stage
	3. 3rd stage
	4. 4th stage
4. What is the likelihood of harm occurring if the risk is classified as unlikely?
	1. Could happen any time
	2. Could happen sometime
	3. Could happen but very rarely
	4. Could happen but probably never will
5. When must employers identify possible workplace hazards?
	1. When the need arises
	2. When directed to by authorities
	3. Before workers return from lunch
	4. Before making changes to work practices
6. Which of the following is an example of the human cost of a workplace injury?
	1. Being unable to drive a car
	2. Retraining may be necessary
	3. Increased insurance premiums
	4. The need for ergonomic furniture
7. What responsibility does an employee have under the WHS Act?
	1. Provide safe systems of work
	2. Ensure safe entrances and exists
	3. Ensure health and safety of visitors
	4. Not create false health or safety fears
8. Where would an employee find information on the legal requirements for weight limits?
	1. Statute law
	2. Common law
	3. Code of Practice
	4. Procedures manual

### Activity 4 - Role plays

Working in pairs, discuss then act out the following situations in order to show your understanding of this competency.

1. You have just started a new job in a real estate office. Your supervisor is explaining to you the importance of setting up your workstation correctly. You ask questions to make sure that you fully understand what is being said.
2. Your desk is situated near the photocopier in an area with inadequate lighting. You often leave work with a headache and feeling sick. You decide to talk to your supervisor about this problem.
3. You are a member of the WHS Committee. You have identified four possible safety hazards in a safety audit of the office. Discuss the importance of risk control with your employer.
4. Another employee notices that you are not using correct manual handling and lifting techniques. She comes over to explain to you what you are doing wrong and shows you the correct technique you should be using. You ask many questions before you fully grasp the concept.

### Activity 5 – match the term to the definition

From the following list of terms, select the one that best fits each definition below. Complete the table below with the correct answers.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Use these words |  |  |  |  |
| workplace procedures | safety data sheet | hazard symbols | supervisor | personal protective equipment |
| accident | code of practice | risk | emergency | negligence |

|  |  |
| --- | --- |
| Term | Definition |
|  | An unexpected occurrence causing physical harm or damage to someone or something. |
|  | Easily recognisable signs used to mark areas that present a safety concern. |
|  | Policies that employees of a certain workplace must follow. |
|  | A situation of sudden danger which requires immediate action to ensure the safety of workers. |
|  | The likelihood of injury or illness if exposed to a hazard. |
|  | Lack of attention that can lead to injury. |
|  | Where information can be found on correct manual lifting techniques. |
|  | Type of safety information that must be less than five years old. |
|  | The person who receives the first report on a workplace injury. |
|  | Using ear-muffs around noisy equipment is an example. |

### Activity 6 –

Match the two halves of each sentence. Draw a line between each or write (or cut and paste) the corrected sentence in full below the table.

|  |  |
| --- | --- |
| Match the sentence components |  |
| An employer  | is the responsibility of an employer.  |
| Hazards  | law must provide workers with training and supervision and a safe and healthy workplace.  |
| Safety Signs  | employers and employees to consult and cooperate (work together) to make their workplace safe.  |
| The title of the NSW safety legislation (laws) that protect workers is  | should follow safety procedures, work safely and not put the safety and health of others in the workplace at risk.  |
| The control of hazards  | warn people of danger and provide safety information.  |
| NSW safety and health laws encourage  | The NSW Work Health and Safety Act 2011 (WHS Act) and the NSW Work Health and Safety Regulation 2017 (WHS Regulation).  |
| An employee (worker)  | Is available from SafeWork NSW.  |
| Information on safety and health at work  | must be controlled by the employer, manager or supervisor. |

### Activity 7 – Investigate emergency plans

Fill in the blanks, using the words provided.

|  |  |  |  |
| --- | --- | --- | --- |
| Use these words |  |  |  |
| effective  | communication  | implementing  | frequency  |
| hazardous  | earliest  | instructions  | activity  |
| emergency  | procedures  | storage  | workers  |

[**What is an emergency plan?**](https://www.safeworkaustralia.gov.au/system/files/documents/1702/emergency_plans_fact_sheet.pdf)

An emergency plan is a written set of ( ) that outlines what ( ) and others at the workplace should do in an ( ). An emergency plan must provide for the following:

* emergency procedures, including: an ( ) response to an emergency
* evacuation ( )
* notifying emergency service organisations at the ( ) opportunity
* medical treatment and assistance, and
* effective ( ) between the person authorised to coordinate the emergency response and all people at the workplace
* testing of the emergency procedures—including the ( ) of testing, and
* information, training and instruction to relevant workers in relation to ( ) the emergency procedures.

**What types of emergencies should be covered?**

The types of emergencies to plan for may include fire, explosion, medical emergency, rescues, incidents with ( ) chemicals, bomb threats, armed confrontations and natural disasters.

The emergency plan should be based on a practical assessment of hazards associated with the work ( ) or workplace, and the possible consequences of an emergency occurring as a result of those hazards. External hazards should also be considered in preparing an emergency plan, for example a chemical ( ) facility across the road.

In developing the plan, consideration should be given to the application of all relevant laws, including public health ( ) (for example, workplaces that are also public places) and state or territory disaster plans.

### Activity 8 – All about fire safety

To complete the following, access websites<http://www.whitecardsafety.com/fire-safety.html> and <https://www.fireequipmentonline.com.au/6-fire-extinguisher-classes-in-australia>:

| Fire is a chemical reaction requiring what three components? |
| --- |
|  |
|  |
|  |
| The way to extinguish a fire is to remove any, or all, of the components of the fire triangle. List four: |
|  |
|  |
|  |
|  |
| The type of alarm needed can range from a simple shout of 'fire', to sophisticated automatic systems. Whatever system is chosen, make sure it: |
|  |
|  |
|  |
| There are six classes or types of fires in Australia. List them below providing an example and indicating what extinguishing agent should be used on each. |
| Class A |
| Class B |
| Class C |
| Class D |
| Class E |
| Class F |

# Putting the theory into practice

The following questions are [**from past years’ NSW HSC examination papers for this subject.**](https://educationstandards.nsw.edu.au/wps/portal/nesa/11-12/resources/hsc-exam-papers) HSC exams are intended to be rigorous and to challenge students of all abilities. To better understand a question, you should look for key words and identify the aspect of the course to which these relate. You are then in a position to formulate your answer from relevant knowledge, understanding and skills.

Questions in ‘Putting the theory into practice’ are acknowledged as © [2019 NSW Education Standards Authority (NESA) for and on behalf of the Crown in right of the State of New South Wales.](https://educationstandards.nsw.edu.au/wps/portal/nesa/mini-footer/copyright)

### Multiple Choice

1. Who should have access to safety data sheet (SDS) records in a business?
	1. All workers
	2. All customers
	3. Only senior management
	4. Only safety committee members
2. A secretary has tripped over an electrical cord in an office and hurt her wrist. Who should be notified of the accident first?
	1. Supervisor
	2. Safety officer
	3. Business owner
	4. Union representative
3. How can office workers participate in work health and safety consultative processes?
	1. By administering first aid
	2. By conducting training sessions
	3. By using ergonomic equipment
	4. By contributing to staff meetings
4. A business services industry employee has spilt a cleaning chemical on the floor.

Which document should the employee consult first to ensure correct safety procedures are followed?

* 1. Safety data sheet
	2. Industry code of practice
	3. Work health and safety policy
	4. Workplace policy and procedure
1. A small fire has started in a wastepaper bin in an office area.

Which of the following should be the first course of action?

* 1. Use a fire hose
	2. Use a fire blanket
	3. Contact the local fire brigade
	4. Evacuate all staff immediately
1. The diagram shows an appliance test tag.


Illustration from NSW Business Services examination 2018

Which piece of information must be added to the tag?

* 1. The type of test carried out
	2. The expiry date of the power lead
	3. The job title of the technician
	4. The date on which the next test is due
1. This safety sign is displayed in an office area under renovation.



Illustration from NSW Business Services examination 2018

The safety sign indicates that the wearing of personal protective equipment is

* 1. compulsory for any person.
	2. recommended for any person.
	3. compulsory for visitors but recommended for employees.
	4. D. compulsory for employees but recommended for visitors.
1. Petra has been made aware of a desktop printer that was overheating. She immediately replaces it with one from the storeroom. This is an example of which risk minimisation control?
	1. Isolation
	2. Substitution
	3. Modification
	4. Engineering control
2. Which row of the table shows the responsibilities of a Health and Safety Representative?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| a) | Investigates health and safety risks in the workplace | Represents workers in their work group in health and safety matters | Monitors health and safety measures implemented by the company | Investigates complaints from work group relating to health and safety |
| b) | Shows due diligence in meeting health and safety obligations | Investigates complaints from work group relating to health and safety | Keeps all WHS records for a minimum of seven years | Monitors health and safety measures implemented by the company |
| c) | Represents workers in their work group in health and safety matters | Shows due diligence in meeting health and safety obligations | Investigates health and safety risks in the workplace | Ensures work completed does not contain risk |
| d) | Investigates complaints from work group relating to health and safety | Ensures work completed does not contain risk | Shows due diligence in meeting health and safety obligations | Keeps all WHS records for a minimum of seven years |

### Questions from Section II

These questions should be answered in the suggested number of lines (handwritten) as it gives a guide to the length of your response. Plan out your answer and key points before you commence writing.

You may need to bring together knowledge from several areas of study/competencies to do justice to the answer.

Question 1

1. Outline the economic cost to an organisation if an office assistant is deemed unfit for work due to work-related stress. (2 marks)

1. Distinguish between a manageable first aid situation and an emergency situation. (2 marks)

1. The following diagram represents a business services workplace.



Illustration from NSW Business Services HSC examination 2017.

Propose and justify a range of strategies that could be used to reduce accidents and injuries for this business services workplace. (5 marks)

Question 2

While undertaking a routine fire evacuation drill, a worker tripped over exposed cords on his way to the evacuation point.

1. What are TWO actions that will need to be taken following this incident? (2 marks)

1. Outline the difference between risk assessment and risk control, with reference to the scenario. (3 marks)

Question 3

1. Outline the benefits of using adjustable furniture in a business services workplace. (2 marks)

1. How can an employee become involved in the WHS consultation and participation process to introduce adjustable furniture to a business services workplace? (2 marks)

1. Hot desking is the practice of not giving employees their own desk in the office. Instead, the business provides a pool of fully-equipped desks that are occupied as required. Explain the WHS housekeeping implications for maintaining a hot-desking environment. (3 marks)

### Question from Section III

You will note that questions often require you to bring together knowledge from several areas of study/competencies to do justice to the answer. You should allow about 25 minutes for the question in Section III. Map out your answer using post-it notes or a sheet of paper before you start.

Question 1

1. Outline the costs of workplace injury. (3 marks)
2. What are a worker’s responsibilities under work health and safety legislation to reduce workplace injury? (4 marks)
3. Recommend ways in which employers can ensure workers have an understanding of safe work practices and procedures. Support your answer with relevant workplace examples. (8 marks)

### Questions from Section IV

In the Business Services HSC exam –

* there will be one structured extended response question in Section IV worth 15 marks.
* the question will have an expected length of response of around four pages of an examination writing booklet (approximately 600 words) in total.

This will provide you with the opportunity to:

* demonstrate knowledge and understanding relevant to the question
* communicate ideas and information using relevant workplace examples and industry terminology
* present a logical and cohesive response

You will note that these questions usually require you to bring together knowledge from several areas of study/competencies to do justice to the answer. You should allow about 25-30 minutes for a question in Section IV of the exam. Consider why we have included this question within this **safety** module and what other areas of study you would need to draw upon.

Question 1

Explain the role and responsibilities of a health and safety committee in ensuring compliance with work health and safety (WHS) legislation. (15 marks)

# HSC Focus Areas

The HSC Content for this industry curriculum framework is organised into focus areas. Each focus area prescribes the scope of learning for the HSC and is drawn from the associated units of competency.

Students undertaking the 240 indicative hour course from the Business Services Curriculum Framework must address **all of the mandatory focus areas**:

* Customer service
* Financial records
* Innovation
* **Safety**
* Sustainability
* Working in the business services industry and workplace
* Workplace information

How to use the scope of learning for ‘Safety’ (which follows over).

* draw up your own mind map showing the connection between the various concepts listed; examples appear on the last page of this module
* use the key terms and concepts to add to your mind map
* add examples or case study prompts to show how the concept is applied in the information technology working environment

The following information is taken directly from page 38 ff of [Business Services
Curriculum Framework Stage 6 Syllabus based on the BSB Business Services Training Package (version 5) for implementation from 2020.](https://educationstandards.nsw.edu.au/wps/wcm/connect/e5ea12b9-2d53-415c-bdc4-4b0da5ee6a7c/vet-business-services-11-12-syllabus-based-on-BSBv5.pdf?MOD=AJPERES&CVID=)

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|  |
| --- |
| work health and safety (WHS) |
| * meaning of health, safety and duty of care
 |
| * implications of the cost of workplace injury:
	+ human
	+ social
	+ economic
	+ organisational
 |
| * acknowledge that WHS is everyone’s responsibility in relation to WHS
 |
| * concept of ‘participation’ and ‘consultation’ in relation to WHS
 |
| * primary role/function of key bodies/authorities involved in WHS:
	+ SafeWork NSW
	+ Safe Work Australia
	+ local councils
	+ unions
	+ professional associations
 |
| * internal and external sources of workplace WHS information
 |
| * importance of acting within scope of responsibility/level of authority in relation to WHS in the workplace:
	+ taking initiative
	+ problem-solving
	+ decision-making
 |
| WHS compliance |
| * difference between an act, regulation, code of practice, guidance material and standard (Australian, industry and workplace)
 |
| * purpose and intent of WHS legislation and codes of practice and their application to the business services industry and workplace and a specific job role:
	+ WHS legislation:
* *Work Health and Safety Act 2011* (NSW) (as amended)
* *Work Health and Safety Regulation 2017* (NSW) (as amended)
	+ codes of practice related to:
* hazardous substances and dangerous goods
* manual handling
* risk management
* WHS consultation
 |
| * purpose and intent of industry safety standards and guidelines and their application to the business services industry and workplace and a specific job role
 |
| * WHS rights, duties and responsibilities of the person conducting a business or undertaking (PCBU), officer and worker (as defined in the legislation)
 |
| WHS compliance cont/d |
| * functions and powers of WHS inspectors
 |
| * consequences of failure to observe (non-compliance) WHS workplace policy and procedures and legislative requirements
 |
| * safety signs, symbols and barricades used in the business services industry and their use in the workplace:
	+ legislative requirements
	+ meaning of colour and shape
	+ placement and positioning
 |
| * business services industry and workplace requirements for monitoring and reporting in relation to workplace safety
 |
| * describe how, when and to whom to report:
* types of reports:

formal and informalwrittenverbal* + reporting to appropriate person(s)
 |
| * purpose and importance of monitoring and reporting
 |
| * apply workplace policy and protocols and regulatory requirements when recording and reporting in relation to WHS
 |
| WHS consultation and participation |
| * opportunities for workers to provide input into WHS consultation and participation processes:
	+ formal and informal discussion
	+ meeting
	+ surveys
	+ training
	+ WHS audit
	+ WHS inspection
 |
| * requirements (including election/formation) of a health and safety committee or health and safety representative (HSR) and their role and responsibilities in the workplace
 |
| * role and responsibilities of relevant personnel in WHS consultation and participation:
	+ PCBU
	+ manager/supervisor/team leader
	+ self
	+ other workers
	+ union
 |
| WHS consultation and participation cont/d |
| * importance of identifying and reporting:
	+ WHS issues and concerns
	+ workplace hazards
	+ unsafe work practices
	+ breaches of health and safety

 and examples of each for the business services industry and workplace |
| risk management |
| * difference between a hazard and a risk
 |
| * risk management and its application in a business services workplace:
	+ hazard identification:
* potential hazards to self, colleagues, customers and others typical to the industry
* range of hazards:
* business equipment
* electricity and cabling
* hazardous and non-hazardous materials
* human factors (self and others)
* manual handling
* work environment
* work processes and practices
	+ risk assessment
	+ risk control (hierarchy):
* eliminate the risk
* minimise the risk:
* substitution
* modification
* isolation
* engineering control
* other controls:
* administration
* safe work practices
* personal protective equipment (PPE)
	+ monitor and review
 |
| safe work procedures and practices |
| * safe work procedures and practices and their purposes:
	+ WHS induction training
	+ adherence to:
* standard operating procedures (SOPs)
* work documentation and plans
* work instructions
* workplace policy
	+ selection, use and maintenance of PPE
 |
| safe work procedures and practices cont/d |
| * + manual handling techniques:
* when working individually, in pairs and with a team:
* moving, lifting, carrying and placing items down
* bending and twisting
* loading and unloading
* undertaking repetitious tasks
* using mechanical aids/lifting equipment
* recommended weight limits
	+ ergonomics and posture:
* correct placement of equipment
* sitting and standing positions
* task rotation
* use of adjustable furniture and equipment
	+ hazardous substances and dangerous goods:
* correct handling, application, labelling, transport and storage
* safety data sheet (SDS)
	+ tools and equipment:
* selection appropriate to task/work activity
* pre-operational checks and correct use
* regular maintenance and correct storage
* safety tags and lockout
	+ working with electricity:
* general electrical safety
* cabling and leads:
* proper placement and securing
* maintenance
* appropriate storage
	+ housekeeping:
* clean-up procedures
* storage and movement of materials
* storage and disposal of waste
* consideration of WHS and the environment
 |
| * importance of safe work procedures and practices
 |
| * propose safe work procedures and practices for a workplace and specific job role within the business services industry
 |
| incidents, accidents and emergencies |
| * meaning of incident, accident and emergency
 |
| * a range of incidents, accidents and emergencies common to the business services industry
 |
| * distinguish between a manageable first aid situation and an emergency situation
 |
| incidents, accidents and emergencies cont/d |
| * range of potential injuries common to a business services industry workplace, their cause(s) and basic first aid for these injuries
 |
| * strategies to reduce workplace accidents, injury and impairment
 |
| * responding to incidents, accidents and emergencies:
	+ emergency situations
	+ seeking assistance
	+ emergency contact numbers
	+ emergency signals, alarms and exits:
* location
* use
	+ procedures to follow:
* notification
* workplace policy and procedures:
* evacuation
* security
* reporting
	+ basic process of fighting a fire and use of firefighting equipment:
* fire blanket
* fire extinguishers
* fire hose and reel
	+ role of personnel in an emergency
	+ first aid:
* basic principles
* personnel responsible
 |
| * apply workplace policy and protocols and regulatory requirements when recording and reporting in relation to incidents, accidents and emergencies
 |