

Managing Occupational Health and Safety in the Hospitality Industry

Medium-sized Businesses



SAFER
Industries



WorkCover
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Acknowledgments

This manual was developed in consultation with the following groups, and their assistance is gratefully acknowledged.

- Australian Hotels Association (SA)
- Clubs SA
- Hotel Motel & Accommodation Association of SA
- Restaurant & Catering SA
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- Liquor, Hospitality and Miscellaneous Workers Union
- Para Hills Community Club Inc.
- Regency Hotel School
- Work Style
- WorkCover Corporation Grant Scheme
- WorkCover Corporation's Marketing & Communications Department

Other individuals and businesses representing a broad cross section of industry



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Contents

1. Occupational Health Safety & Welfare	5
2. Costs of OHS&W	5
2.1. Money	5
2.1.1. Insured costs	6
2.1.2. Uninsured costs	6
2.2. People	6
2.3. Time	6
3. Seven steps to setting up safety	7
3.1. Know your duties	7
3.2. Write a policy	7
3.3. Involving your staff through consultation	8
3.3.1. Health and safety representatives	8
3.3.2. Health and safety committees	9
3.3.3. Other consultation	9
3.4. Managing hazards - the safe way	9
3.4.1. Identifying hazards (see it)	10
3.4.2. Assess the risks	11
3.4.3. Controlling risks (fix it)	12
3.4.4. Evaluate the effectiveness of your controls	13
3.5. Inform your staff	14
3.5.1. Training	14
3.5.2. Induction training	15
3.6. Keeping records	15
3.7. Monitor and review safety	15
4. Workers rehabilitation and compensation act 1986	15
4.1. Rehabilitation	15
4.1.1. Assisting with the return to work program	15
4.2. Compensation	16
4.2.1. Making a claim	16
5. Further information and advice	16
6. Appendices	18

Important Disclaimer

This document has been developed to offer guidance only and is not intended as a substitute for obtaining professional advice when needed.

This series of manuals has been developed to provide small and medium sized employers with information on how you should go about managing health and safety in your workplaces. The manuals have been developed in consultation with WorkCover Corporation and a broad cross-section of representatives from the hospitality industry.

These manuals will help you as employers to:

- understand the law
- manage hazards at your establishment
- maintain all the appropriate paperwork and records
- manage your employee's injuries if they do happen.

The hospitality industry in South Australia is one of the fastest growing industries in the State. It is characterised by a highly mobile workforce that provides employment opportunities not only to young people but also to people of diverse cultural backgrounds and with varying social status and needs. With a large number of part time and casual workers and very irregular work hours it has been difficult for the many employers in this industry to effectively manage the broad range of safety issues that exist in their work places.

The hospitality industry has the fourth highest workers compensation costs of all South Australian industries. The industry recognises the problems encountered by many employers, especially small and medium sized employers, in dealing with these issues. The SAfer Industries program, through WorkCover Corporation, has taken steps to address these problems.

SAfer Industries is an industry-based approach to achieving better workplace health and safety. It focuses on a cooperative approach to tackling industry-wide health and safety issues, to improve productivity and reduce work-related injuries. Through this approach a Strategic Plan and objectives have been established for the industry which affects every person who owns or manages a hotel, bar, cafe, restaurant, kitchen, accommodation or licensed club.

The aim of the Strategic Plan is to prevent injuries and reduce the related costs of workers compensation claims, which will have a flow on effect to workers compensation levies as well as direct benefits for workers.

I encourage you to make full use of this booklet.

Angelo Mignanelli
Chair of Hospitality Industry OHS Committee



Introduction

All employers have a duty of care for the occupational health, safety and welfare (OHS&W) of their employees. This does not only apply to heavy industrial and factory areas, it also applies to the service and hospitality industries.

That duty of care extends to all aspects of the business's activities, and to all its employees, whether they are **part-time, casual, full-time or even people on work experience.**

Sometimes employers do not fully satisfy this duty of care, often because they are not sure what they are supposed to do.

This manual provides a simple step by step guide to setting up and running a safety management system that will not only satisfy these legal requirements, but may actually improve the efficiency of your business.

The manual has been put together by the Hospitality Industry OHS&W Committee with the assistance of WorkCover Corporation under the SAfer Industries program. It has been specifically designed for hospitality-based businesses that employ between 15 and 70 employees.

SAfer Industries is an industry-based program that focuses on a cooperative approach to tackling industry-wide health and safety issues to make South Australian work places safer.

This guide has been developed in consultation with people from the industry to help restaurants, cafes, clubs, hotels and motels meet their legal duties.

It provides information about what you need to have in place so far as OHS&W systems go, and provides samples of the forms that you need to maintain the right paperwork. It is supported by a series of **Info Sheets** that provide detail about managing the more common hazards and other aspects of OHS&W that can threaten your business.



1. Occupational Health Safety & Welfare

Occupational Health, Safety and Welfare (OHS&W) in the hospitality industry is no different to any other industry and irrespective of the size of the business, health and safety must be built in to the normal activities of the business.

In many instances however, businesses do not take action to implement OHS&W systems until somebody has had an injury, but by then it may be too late and the costs may be enough to damage the reputation and the profitability of the business.

So what is OHS&W, and what does it mean to your business?

OHS&W is the management of hazards associated with work so that employees and others do not get hurt. In the same way that a business has a duty of care to customers and the public they also have a duty of care to their staff.

As an employer or manager you are responsible for having in place a system to manage the OHS&W of your business so that your employees will not get injured or become ill. You also need to have a system in place to manage any injuries that do happen so that the injured worker can return to work as soon as possible.

Why do you have to do anything about it?

2. Costs of OHS&W

The costs of not having a system in place can be very damaging and having an accident and an injury will cost your business.

2.1. Money

Every time an employee has an injury it costs the business money. Even small injuries where there is no claim or lost time will cost. Just the time that two people take putting a band-aid on a cut will cost the business money and the more employees and band-aids the more it will cost.

If there is actually a claim the costs are likely to escalate significantly. Even though you pay your levy, WorkCover does not pay all the costs associated with an injury. It has been estimated that for every \$1 that WorkCover pays out in insured costs, somebody else (usually the employer) is paying up to \$9 in hidden costs.

For example – a chef cuts the top off his thumb at about 8pm on a Friday evening. It is bleeding badly and is going to require stitches. Another chef helps to stop the bleeding while a taxi is called to take the injured chef to hospital.

The hospital is busy so the chef is there for about two hours before their thumb is seen to. The chef is going to have trouble doing his work for about a week, especially as he cannot get the stitches wet and will have to wear a bulky glove on that hand. It is better the chef does not work that week.

What will this accident cost your business?



2.1.1. Insured Costs

WorkCover Corporation will pay the medical bills but because the chef has only taken five days off and the first ten days lost time is the employer's cost they will not reimburse any income maintenance.

The total WorkCover pay out will be about \$200, which would include two visits to the doctor and the dressings.

2.1.2. Uninsured Costs

On the other hand, your business is going to have to cover the costs of:

- the chef's wages for that week – about \$600
- a temporary chef's wages, at casual rates – about \$700
- the cost of the taxi for the chef to the hospital – about \$15.00.

Already the costs are over \$1,300 and these are just the obvious up front costs.

What about some of the other hidden costs such as:

- getting by for the rest of that shift without the chef
- losing customers because of the mess that was caused
- the damaged food that the chef was preparing at the time
- the time it takes other staff to clean up the mess
- the time for the waiter to help with the chef's injury
- the time you will spend filling in claim forms, interviewing replacement chef, etc
- increases to your WorkCover levy.

While some of these costs are hard to estimate, they are still costs and somebody is going to have to pay them. WorkCover Corporation will not.

It does not take long for the \$200 to turn into \$1,800.

This money has to come out of the business's profit margin, it does not come out of gross turnover. *How many meals or drinks are going to have to be served to break even and recover from a simple cut finger?*

That is the true cost when an employee gets injured.

2.2. People

Experienced staff are hard to find and getting them trained and working with the culture of the business takes time. When one of the better or more experience staff can't come to work that resource is lost and the cost of all the training and experience is wasted.

If a number of staff get injured, how are the rest going to feel?

Good staff is likely to go to where they get better looked after.

2.3. Time

You and your business will also be losing time. As a manager or owner you will be spending time filling in forms and managing a claim instead of managing the business. Your staff will lose time not only when the injury happens but also over the next week while they are covering for the person who is not at work.

You will also lose time repairing the damage at a time that was not planned for those repairs or modifications to be done.

What do we have to do?

You need to have an OHS&W management system in place, that effectively identifies hazards and puts controls in place before somebody has an accident and gets injured or ill.



3. Seven Steps to Setting up Safety

The following system outlines seven simple steps that you can take to improve and maintain the OHS&W practices of your business.

3.1. Know your Duties

Every business, through its management, has a duty of care to customers, staff and visitors to make sure they are not injured or otherwise affected by the activities of the business. This is common sense, as the business will lose customers if there are accidents and injuries.

As an employer or manager, your duty is to do everything reasonably practicable to make sure your staff are not injured at work. These duties are explained in the legislation.

The main things that you as an employer have to do are to:

- **provide a safe place of work**

All work environments such as the kitchens, customer areas and back of house or bar areas must be free of hazards and associated risks to the health and safety of staff.

- **provide a safe system of work**

This means the way that work is done, including such things as the work instructions and procedures that your staff use have to minimise their risks of accident, injury or illness.

- **provide safe plant and equipment**

This means that machinery and equipment such as cookers, mixers, washers, ovens and even the hand tools such as knives and other implements have to be supplied and maintained in safe condition.

- **make sure your staff gets training and supervision for the job they are doing**

You cannot just hire a staff member and leave them to do their job. You have to give them training in the way you want them to do their job and you have to provide supervision for period of time until you are sure they can do the work safely.

- **provide adequate welfare facilities**

Your staff should have access to adequate meals areas, toilets and first aid facilities. When they have a break, you staff should be able to relax away from the hazards and pressures of their work.

It does not matter whether your staff are part-time, full-time, casual or temporary, or even whether or not they are being paid – you must make sure that they are not put at risk because of the work they do.

Your management system will also need administrative functions such as:

- keeping records of accidents and injuries
- making sure staff are given information about hazards
- making sure supervisors know what they have to do about hazards and the risk control measures.

3.2. Write a Policy

The law also requires that your business has documentation to prove that you are complying with legal requirements.

Firstly, your business will need a written statement of its intention to keep the workplace safe. This is called a **policy** and while it does not have to be complex it does have to state what management is going to do about managing its safety.



The Policy Statement has to state:

- your management's commitment to maintaining OHS&W for all staff
- that management will ensure the law is complied with
- the responsibilities for management, staff and contractors.

It has to be signed and dated by the responsible officer (the most senior manager on site) and should be reviewed every year to remind management and staff of the involvement in OHS&W. A sample policy statement proforma for developing your own is provided in Appendix A.

Writing your policy in consultation with your staff will help everybody's understanding of OHS&W and show management commitment to creating a safe work place.

The Policy Statement needs to be supported by procedures that tell how your business is going to manage OHS&W. Written Procedures are a way of providing all staff with the same information. When they are written the staff can refer back to them instead of having to remember what they were told.

But that is only part of the commitment, next you have to actually get things moving.

Many employers don't get started because they don't know where to start.

3.3. Involving your Staff through Consultation

Employees need to be involved in the OHS&W management system for many reasons. Apart from the fact that the law requires that employers consult with them, staff are one of the best ways of identifying hazards in the work place. In addition staff are more likely to support activities if they know what is happening and are involved in them from the beginning.

To do this, the business will need some form of consultative system where staff and management liaise with each other. This may require setting up Health and Safety Committees (HSC) or using Health and Safety Representatives (HSR). While your business does not have to have either of these, if a your staff want them the law states that as an employer you may have to assist in setting them up. Both HSRs and HSCs can be of benefit to the business.

3.3.1. Health and Safety Representatives

HSRs are elected by employees in a designated work group to represent them to the employer on matters relating to OHS&W in their work areas. While the employees elect the HSRs, as an employer you are expected to assist them by helping to determine the work groups that the HSR will represent. You will also be expected to allow resources and time for the election of the HSR and for them to do their job.

HSRs can be a valuable asset in identifying hazards, so it is important that management builds a good working relationship with them.

The Act gives HSRs rights, including the right to:

- be involved in accident investigations with the employer
- undertake inspections of the workplace, and to discuss OHS&W matters with the employer
- be present when an inspector or consultant visits the workplace
- be present at any interview the employer holds with an employee that relates to OHS&W (if the employee requests their presence).

If the business has more than ten employees the elected HSRs are entitled to five days approved OHS&W training each year without loss of pay. You may or may not choose to pay the fees for the training course.

As an employer you have a responsibility to consult with the HSR on safety issues in the workplace such as accidents or other hazards.

3.3.2. Health and Safety Committees

If your business employs more than 20 people and at least five of your employees request it, you have to establish and maintain a HSC.

The HSC can be a very effective consultation and communication tool between employees and management.

The Act and the Regulations give guidelines about how the HSC should operate.

The Safety Committee should have:

- equal representation from employees and areas of work
- at least 50% of the membership as employees
- regular meetings held as often as needed and at least once every three months
- minutes and records of the meetings and discussions maintained.

3.3.3. Other Consultation

There are times when you may not need to have the formal consultation systems though and you may be able to consult with your staff through more informal systems. You may be able to consult through more informal staff meetings where you give information about what management is doing and ask your staff for feedback on hazards they have identified.

While these can be informal it is still necessary to keep some record of what was discussed and the actions that arose out of the meeting. A suggested record form is provided in Appendix B.

3.4. Managing Hazards – the SAFE Way

The most effective way of providing a safe work place is to make sure all hazards have been identified, assessed and controlled. The following system describes a simple management process for that process that can be used to set up and maintain the OHS&W management system. It consists of four simple steps.

See it – Walk around the workplace with your staff and look for hazards.
Use a checklist and make a list of all the hazards you can see.

Assess it – Once you have your list, think about how long and how often you or your staff will be exposed to the hazard and what might happen.

Fix it – Develop and put in place controls that will reduce the risk of somebody being hurt. Fix it before it causes damage

Evaluate it – Review how effective the control that you put in place was and consider whether or not you need to take any further action.



3.4.1. Identifying Hazards (See it)

A **hazard** is anything that may cause injury or illness to anyone either in the short or the long term. Your business needs to list all the hazards in the work place on a **Hazard Register** (Appendix D provides a sample that you may be able to use).

The Hazard Register will change from time to time as the workplace and processes change and a regular process of reviewing it needs to be set up.

Three methods can be used to identify hazards that will be included in Column A of the Hazard Register.

3.4.1.1 Inspection

The best way to identify hazards is to see them before they cause an accident.

This can be done by physically inspecting the work place with your staff.

You should use a checklist similar to the one in Appendix C.

Workplace inspections like this should be conducted regularly and actions should be taken to rectify any hazards identified.

Inspections should not be done to pick fault, they should be to identify hazards that may pose a risk to the people working in the area.

Employees should also be instructed to be aware of their own work environment and if they do see any hazards they should report them immediately. Management must be on the lookout for hazards every time they move through work areas.

3.4.1.2 Consulting

You should also talk to your staff regularly about hazards and risks they feel exist in their work place. Regular meetings should be held with employees and it may be necessary to keep some form of record of what was discussed. You can use the form shown in Appendix B for this. This information should complement the information gathered through the inspections because there may be some hazards that were not obvious on the day of the inspection.

3.4.1.3 Accidents and Accident / Injury Records

Accident information is used to identify hazards in two ways.

Firstly, whenever an accident occurs an accident investigation is done to identify what happened and why. When this is identified you can act to make sure it does not happen again.

Secondly, and usually through the Safety Committee, you can review accident and injury records to identify the types of accidents and injuries that are happening to your staff. This will identify areas or the types of jobs where your staff is most at risk, and allow you to look at those areas closer to identify the hazards.

3.4.1.3.1 Investigating Accidents

You have a legal requirement to investigate accidents. To make the investigation effective you should make sure it is done as soon as possible and at least within 24 hours.

When conducting an accident investigation you must make sure they are looking for the cause of the accident – not the blame.

Ideally the investigation should be undertaken together with the HSR or another member of your staff, and you should complete an accident report form such as the one supplied in Appendix E. Most of the information on this form has to be collected, but there is other information you may need for your own internal requirements.

The minimum information you need includes:

- the date and time of the accident
- full personal details of any person injured, including their employment status
- details of how the accident happened including what job they were doing
- the causes of the accident and what actions have been taken to stop similar events happening again.

Other information you may collect can include:

- the length of time the injured person has been working with you
- what job they were doing
- the shift they were on, and how long they had been working
- their experience at the job and what training they have received.

The following events must be reported to Workplace Services within 24 hours:

- any death that happens at work or because of work
- an injury or illness with acute symptoms
- an injury that requires immediate treatment as an inpatient in a hospital
- damage or malfunction to major appliances or equipment
- collapse of parts of the building
- explosions or fire and gas escapes
- electrical short circuits.

Contact details for your nearest Workplace Services Office are in the telephone book.

3.4.2. Assess the Risks

Risk is a combination of the **likelihood** that the hazard will cause an injury and the **severity** of the injury. For each of the hazards identified, the likelihood of an accident occurring and the most likely consequences of an accident have to be estimated.

This table will help by quantifying both the likelihood and the consequence to rate the level of risk.

Likelihood	Consequence				
	Fatality	Critical	Major	Serious	Minor
Frequent	1	1	1	2	2
Could happen	1	1	2	2	3
Rare	1	2	2	2	3
Never	2	2	2	3	3

You should record the number in Column B of the Hazard Register, which will allow you to prioritise the risks.

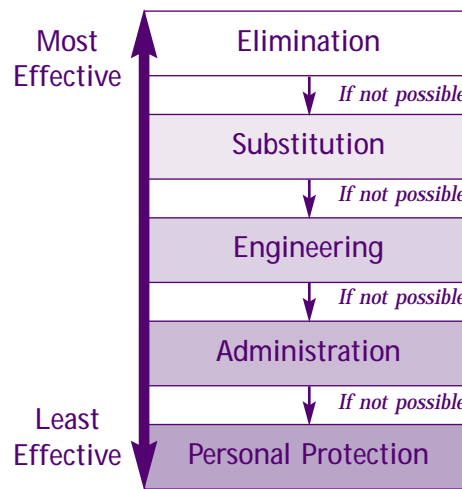
Anything that you rank as a 1 you need to do something about immediately. Hazards that rank at 2 need to be fixed but are perhaps not that urgent, while hazards that rank 3 are not urgent.

3.4.3. Controlling Risks (Fix It)

Controlling hazards is not always easy, but it is not always as hard as it looks. There is usually some cost involved though, and you will have to select the best way to control the hazard depending on available resources and the level of risk.

A series of **Info Sheets** have been provided for the more common hazards your business may have to deal with. The guidelines include information on:

- electricity
- slips, trips and falls
- safety for tools and equipment
- substance control
- first aid
- emergency response.



When there are no guidelines your business will have to develop suitable controls using the hierarchy of controls.

This hierarchy directs you to use more effective methods of control as a first priority.

3.4.3.1 Elimination

As a preferred option the hazard should be eliminated. Elimination means the removal of the hazard completely. This may mean getting rid of a cleaning substance that is affecting people's skin, or disposing of a piece of machinery that cannot be properly guarded.

3.4.3.2 Substitution

If it is not possible to eliminate the hazard you should consider alternatives. In some instances it will be possible to substitute the item with a less hazardous option. For instance, you may be able to find a less toxic cleaning agent that will not affect people's skin. You may be able to change the energy source of machinery, such as moving from 240v to battery operated mixers that reduce the level of potential damage.

3.4.3.3 Engineering

If elimination or substitution is not possible you will need to consider engineering controls. Engineering or re-engineering will often require putting some form of mechanical barrier between the hazard and the person, but can also include re-building, re-structuring the workplace layout or modifying other physical aspects of the workplace.

For example, slippery floors may be able to be re-surfaced with a less slippery surface, or stair handrails and steps repaired or upgraded. Machines such as mixers or slicers may have guards put over them to stop people putting their hands in or you may be able to provide shields over fryers and other hot areas so people don't accidentally put their hands on them.

3.4.3.4 Administrative

If the engineering controls have not been successful in eliminating the risks associated with the hazard you will have to make changes to the way the job is done.

This will require you reviewing how your staff does the job and then provide them with information and training as to how they should do it. This is a time when you really need to consult with your staff because if they do not agree with how you want it done they may do it another way anyway.

You will need written instructions that you can train existing and new staff members on, and you will need a training program to ensure all your staff know what to do. Administrative changes might include changing the time of day that the job is done or how many people are involved in doing the job. In the hospitality industry an example is counting the till at the end of the day. This may be done in stages at other times or you may decide to keep another person back for half an hour while it is being counted. To solve manual handling problems you might have to organise two people to do the job of lifting.

3.4.3.5 Personal Protection

The use of personal protective equipment (PPE) is always seen as the last resort. This option is used when there are no other effective controls available and the hazard still poses a risk to the person.

There are some jobs, especially in kitchens, where your staff must wear personal protective equipment such as gloves. It is usually management's duty to supply this equipment and to ensure that staff use it. There is also some equipment, such as non-slip shoes, that your staff should be expected to wear as part of their uniform.

3.4.4. Evaluate the Effectiveness of your Controls

You have to evaluate your controls to see how effective they are. The evaluation process is very similar to the identification process and should be done in consultation with your staff either through the Safety Committee or with the HSRs.

The evaluation should be done as the controls are developed and should be reviewed regularly. You may choose to re-assess the risk rating as part of the evaluation to prove whether the control has been successful.

The following are some of the ways that you may be able to evaluate the effectiveness of the controls:

- **Physical Inspection**

You should inspect the work place after the controls are in place. When you do the regular inspections using the checklist you should be able to review the risks associated with the hazard.

- **Consultation**

Through the Safety Committee or just discussing the matter with your staff you should be able to assess whether or not the hazard has been controlled.

- **Accident Records**

When you review your accident and first aid records you will be able to evaluate whether or not the hazard is still causing problems.



3.5. Inform your Staff

Once controls have been developed your staff needs to be informed. Your staff need to know their duties under the law and how they have to satisfy those duties.

You need to tell them that all staff, including family members, casual and part-time staff and even unpaid or work experience people, have to:

- protect their own health and safety and make sure they don't cause a risk to anybody else either through something they do or don't do
- use all equipment and procedures put in place for their safety
- obey the law
- make sure alcohol or drugs (including legally prescribed drugs) do not affect them while at work.

The consultative systems you set up earlier will be useful here but at times you will have to organise formal training, especially when dealing with major hazards.

3.5.1. Training

As an employer you have a duty to identify what training your staff will need so that they can do their job safely. This may require sending some or all of your staff to external training courses or seminars, or providing internal training programs. For internal training you may use other experienced staff or use the services of a competent industry trainer.

3.5.1.1 Training Needs Analysis

The training needs analysis is a process where you identify the topics that your staff need to know, and evaluate how much your staff already know about them. Your training program will be developed to fill the gaps between what they know and what they need to know.

You need to consider what level of training your staff need.

Apart from duties for OHS&W, the training may include:

- first aid training
- using fire extinguishers
- working with hazardous substances
- violence in the workplace
- manual handling.

You then have to arrange to have your staff get the training. This can be done either by sending your staff to training programs run by one of the training organisations, or by arranging to have the training presented to your staff on your premises.

The training or information has to be presented in a language that your staff are likely to understand.

You also need to make sure that your supervisors and managers are provided with information and training on their role in managing safety.

3.5.1.2 Records

You will also need to keep records not only of the analysis but also of the training that staff undertakes. A suggested format for this register is provided in the Appendix H. If you put the names of all your staff in the left column all you need to do is enter the date that they did the training to maintain a register of who has been trained and when.



3.5.2. Induction Training

Your business must provide induction training for new staff before they start work or staff that are working in new areas or are doing new jobs about the hazards they are likely to be working with. The induction should include information about how your business manages safety and what the employee is expected to do.

3.6. Keeping Records

Your business will need to keep records of what has been done. Most of this can be done on the Hazard Register but at times the business may need to keep other data such as accident records or environmental reports.

By recording this information you are not only letting your staff know that you are committed to their OHS&W but you will also be keeping evidence of what the business is doing if something does go wrong. You are also keeping a record that you can use to review performance from time to time.

3.7. Monitor and Review Safety

The previous six steps have set up the initial program, you now have to set up a regular system for the identification, assessment and control of hazards in your workplace that may emerge or change from time to time. For instance, your business might buy new machinery and equipment or change the layout of the work areas. All of these things might change the hazards and especially the level of Risk associated with the hazard.

4. Workers Rehabilitation and Compensation Act 1986

The OHS&W law is made to prevent accidents happening, but sometimes even in the best run business things may go wrong. If they do go wrong and somebody is injured or becomes ill there is another law your business and your staff will need to be aware of.

The Worker's Rehabilitation and Compensation Act 1986 was developed to make sure that when a person is injured or becomes ill at work that both that person and their employer will try to get them back at work as soon as possible.

4.1. Rehabilitation

Rehabilitation means getting the injured person back to their original work, or as near as possible, as soon as possible.

Your duties as an employer are to provide suitable work for the injured worker in line with the medical treatment program. Usually this means working with the rehabilitation consultant to develop and implement the return to work plan.

4.1.1. Assisting with the Return to Work Program

In general your role in the rehabilitation program for any of your staff that are seriously injured will be to work with the rehabilitation consultant to provide suitable work and to help your staff member while they are at work.

Of course in some instances the injury will not require a rehabilitation consultant but your staff member might still have trouble getting back to work. You will need to talk to the injured person and perhaps even their doctor to find out what work they can do, and then provide work within those limitations.

4.2. Compensation

The injured person is entitled to compensation for lost income and medical expenses. The Act tells what you need to do and how your injured staff member should go about making a claim.

4.2.1. Making a Claim

To make a claim WorkCover Corporation has to be notified of the injury:

- The injured person has to report the injury to you by filling out a **Worker Report Form (green copy)** within 24 hours of the injury occurring.
- If the injury does not involve medical expenses or time off work, all you have to do is to store the form somewhere – it may need to be retrieved in the future.
- If the work injury involves medical expenses or time off work, the injured person has to fill out the **Claim for Compensation (pink copy)** as well, and give this to you or your doctor.
- You have to complete **Employer Report Form** and forward the following forms to your business's Claims Agent within five days:
 - the Notice of Work Related Injury Form
 - the Claim for Compensation Form
 - the Employer Report Form
 - any medical certificates and accounts.

You should always have some employer and employee report forms available in case someone wants to make a claim. Forms are available from most Post Offices, WorkCover Corporation, or your Claims Agent.

5. Further Information and Advice

Your first contact for more information is your **Industry Association**.

Further information can be gained from:

- WorkCover Corporation
- Workplace Services.



Appendices



6. Appendices

Appendix A

OHS&W Policy

Appendix B

Consultation Meeting Record

Appendix C

Workplace Inspection Checklist

Appendix D

Hazard Register and Risk Assessment

Appendix E

Accident Investigation Report

Appendix F

First Aid Register

Appendix G

Employee Report Form

Appendix H

Training Register

Appendix I

SAFE Guidelines

Appendix J

Hazardous Substances Register

Appendix K

Notification of Election of Safety Representative

Appendix L

Notification of Safety Committee



OHS&W Policy

Policy Statement Proforma, for developing your own OHS&W Policy

At _____
the health, safety and welfare of all employees and visitors is of equal importance to all other operational considerations. The employer, supervisors and employees work together to ensure that the business is a safe workplace.

The employer is responsible for:

Supervisors and managers are responsible for:

Staff are responsible for:

We expect Contractors and Visitors to:

Signed (*Responsible Officer*): _____ Date: _____

Signed (*Staff Representative*): _____ Date: _____

Review Date: _____

Consultation Meeting Record

Date: _____ Location: _____

Present: _____

Topic	Discussion	Action
1		
2		
3		
4		
5		

Workplace Inspection Checklist

Date:

Department:

Item	Y/N	Comment	Corrective Action Taken
Floors			
• Floors are even and clean			
• Pits and drains are covered			
• Floor free of obstructions			
• Mats in good condition			
• Work areas clean			
•			
Aisles			
• Clear and adequately marked			
• Clear of obstructions			
•			
Work Areas			
• Bench tops clear of rubbish			
• Rubbish and scraps cleaned up			
• Sufficient rubbish bins			
• No damaged utensils			
• No damaged power tools			
•			
Stairs and Landings			
• No damaged treads or rails			
• Landings clear			
•			
Windows and doors			
• Clean with no broken panes			
• Ledges free of dust			
•			
Electrical			
• No double adapters			
• All electrical items tagged			
• Electric cables clear of water			
• Switch boards clear			
• Extension cables			
• All lights work			
•			

Workplace Inspection Checklist

Date: _____ Department: _____

Item	Y/N	Comment	Corrective Action Taken
Tools and equipment			
• Good condition			
• Appropriate to task			
• Storage adequate			
•			
Substances			
• MSDS available			
• PPE where needed			
Manual Handling			
• Equipment available			
• Good stored properly			
• Bench heights suitable			
•			
Emergency			
• Fire exits clear			
• Exit signs working properly			
• Extinguishers clear			
• Extinguishers charged			
•			
First Aid			
• First aid kit complete			
• First aid people trained			
• Emergency numbers displayed			
Other			
• Gas cylinders stored properly			
•			
•			
•			
•			

Comment:

Hazard Register and Risk Assessment

Date: _____ Location of Business: _____

Column A Hazard Anything with a potential to cause an injury or illness	Column B Risk Priority			Column C Controls	Person Responsible for Action	Date Completed
	Likelihood	Severity	Risk Rating			

Hazard Register and Risk Assessment

A Guide to Hazard Management

- 1 Identify the hazards in your workplace by reviewing past records, talking to your staff and doing a walk round inspection. Record the hazards in column A on the record sheet.
- 2 Follow the steps below to conduct a risk assessment of the hazards you identified.
- 3 Determine how likely it is someone may be exposed to the hazard you identified.

- Very Likely** *Exposure could happen frequently*
- Likely** *Exposure could happen but not frequently*
- Unlikely** *Exposure could happen but only rarely*
- Very Unlikely** *Exposure could happen but probably never will*

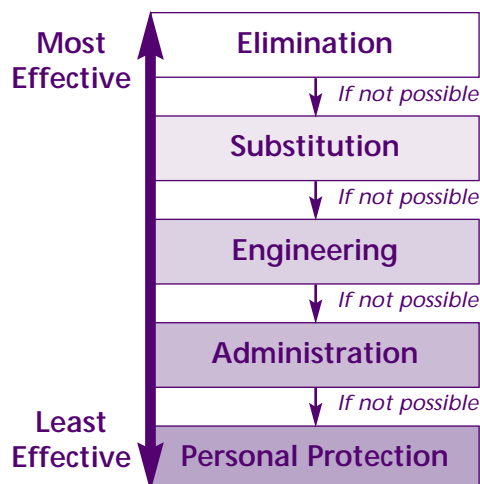
- 4 Determine how severe a potential injury or illness could be.

- Fatal** *A person may be fatally injured.*
- Critical** *A person may suffer a permanent disability.*
- Major** *The injured person will lose time off work.*
- Minor** *The injury will require treatment by a doctor.*
- Negligible** *First aid treatment and no lost time.*

- 5 Match the exposure and the severity on this table.

Likelihood	Consequence				
	Fatality	Critical	Major	Serious	Minor
Frequent	1	1	1	2	2
Could happen	1	1	2	2	3
Rare	1	2	2	3	3
Never	2	2	3	3	3

- 6 Take action, with the lower ranking risks taking priority and using the accepted control hierarchy.



Accident Investigation Report Page 1 of 2

Event Details

All events or accidents need to be reported by filling in this section.

It does not matter who fills it in.

Names do not have to be included if no-one is injured.

The completed report must be handed to the supervisor or the first aid person.

Injury Details

The First Aid person must complete this information and pass the form onto the manager as soon as possible.

Event Report Number: _____

Date of event: _____ Date Reported: _____

Time of event: _____ am/pm Time Reported: _____ am/pm

Type of event:

- Hazard Near miss Damage Injury

Person Reporting: *(Not compulsory for no damage or injury)*

Exact location of event:

Description of event:

Name of injured person *(Complete separate form for each person):*

Date of birth: _____ Gender: Male Female

Employment status:

- Full Time Part Time Casual Temporary

Part of body injured:

Type of injury:

Cause of injury:

Treatment Details:

Accident Investigation Report Page 2 of 2

Investigation

To be completed by the Supervisor within 24 hours of the accident.

Safety Representatives should be involved in the investigation.

The completed report should be presented to the Safety Committee and must be filed.

Event Report Number: _____

Supervisor Name:

What happened?:

How did it happen?:

Why did it happen?:

(What events happened in the lead up to the incident)

Action

What actions are being taken to make sure the accident will not happen again?

Activity	Responsible	Do by Date

Review and Comment

These people should review the outcome and make comment or sign off.

Owner / Manager:

Safety Representative:


Injured Person:

First Aid Register

Name	Injury/Illness	Treatment	Cause	Referred to	Time/Date
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Confidential Do Not Destroy All first aid and medical records are confidential, and therefore must not be disclosed to any person without written permission of the employee involved.

Employee Report Form



Worker Report Form

- Notice of Work Related Injury
- Claim for Compensation

To the worker

Do you wish to claim for expenses e.g. doctor's bills or lost wages?

YES Complete the whole form and give it to your employer **as soon as possible** along with a medical certificate supporting your claim and any accounts you may have. Keep the worker's copy in a **safe place** for your own record.

NO Complete sections 1, 2, 4 and 8 of this form and give the green Notice of Work Related Injury to your employer **as soon as possible**. Keep the pink and blue copies in a **safe place** should you need to make a claim at a later date.

If you need help filling in this form speak to:

- Your supervisor;
- Your employer's workers compensation or occupational health and safety coordinator;
- Your health and safety representative;
- The Customer Information Centre or WorkCover Corporation (telephone 13 18 55 or 1800 888 508 for interstate callers). If you are unable to fill the form because it is in English staff from the Customer Information Centre will arrange interpreting services. This interpreting service is free;
- Your union representative;
- The Employee Advocate Unit of WorkCover (phone 8233 2222)

To the employer

If this notice is for an "immediately notifiable work related injury" you must, if you have not already done so, notify your Local Regional Office of Workplace Client Services of the Department for Administrative and Information Services (DAIS) by telephone or fax pursuant to Reg 6.6.2(1) of the Occupational Health, Safety and Welfare Regulations, 1995.

Additional Note for Employers with a Claims Agent

Notices of Work Related Injury (green page) must be forwarded to your Workers Compensation Claims Agent within five business days of receiving it unless:

- the disability does not, or is unlikely to, require medical treatment; **and**
- the disability is only temporary and not of a recurrent nature; **and**
- no time is lost other than the time required for treatment

Claims for Compensation (pink page) must be forwarded to your Workers Compensation Claims Agent within five business days of receipt together with an **Employee Report Form**.

To receive further copies of this form, contact Customer Information Centre or WorkCover Corporation on 13 18 55 or 1800 888 508 for interstate calls.

Training Register

ID No	Name	Position	Training Details																		
			Induction	Hazard Management	Manual Handling																
1																					
2																					
3																					
4																					
5																					
6																					
7																					
8																					
9																					
10																					

SAFE Guidelines

S

See it

Walk around the workplace with the staff and look for hazards. Use a checklist if you want and make a list of all the hazards you can see.

A

Assess it

Once the list has been made, consider the likelihood and consequence of an accident.

F

Fix it

Develop and put in place controls that minimise the risk of something happening or of somebody being hurt. Fix it before it causes damage.

E

Evaluate it

Review how effective the control you put in place was and consider whether or not you need to take further action.

Hazardous Substances Register

ID No	Substance Name/ Description	Manufacturer/ Supplier/ Local contact	Use	Package Type	Package Quantity	Number of Packages	Total Quantity	Poison Schedule	HAZCHEM Code	Dangerous Goods Class	UN Number	Package Group	MSDS (Number)
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													

Notification of Election of Safety Representative

WorkCover

Health and Safety Representative Notification of Election

The information contained in this form is required in accordance with the Occupational Health, Safety and Welfare (OHSSW) Act (1989) (Section 26(1)) and Regulation 2.2.8. This information will be treated in the strictest confidence. WorkCover, Corporation will use the information to assist in the development of policies and programmes for health and safety representatives in South Australia.

Is this your:
 First election
 Re-election

WORKER'S PARTICULARS

Title: _____ Surname: _____
 Given Name: _____ Your Occupation/Job Title: _____
 Preferred Name: _____ English: Italian: Greek: Polish:
 Male: Female: What is your preferred language? (Language spoken most in the workplace) Khmer: Chinese: Spanish: Russian:
 Other (please specify): _____
 Postal Address: _____ Post Code: _____
 Please tick this box if you are of Aboriginal/Torres Strait Islander descent:

Home Phone No.: _____ Starting date as health and safety representative (the person): Yes No
 Country of Birth: _____ Are you a deputy health and safety representative? Yes No

EMPLOYMENT DETAILS

Name of Employer/Company: _____ WorkCover Employer Registration No. (if known): _____
 Works/Location Name & Address: _____ Post Code: _____ Location No. (if known): _____
 Work Phone No.: _____
 Date started employment with current employer (in month/year): _____

WORK GROUP INFORMATION

Do you have a deputy health and safety representative? Yes No
 If yes, the name of the deputy representative: _____
 Name of the group of employees that you represent: _____ Number of female employees in your work group: _____
 Number of male employees in your work group: _____ Number of female employees in your work group: _____
 Are there employees in your work group who use a language(s) at work/as part of work other than English? Yes No
 If the answer is yes, approximately how many employees speak the following language(s)?
 Italian: Greek: Polish: Khmer: Chinese: Spanish: Russian:
 Other (please specify): _____

UNION/REGISTERED ASSOCIATION MEMBERSHIP

Are you a member of a Union or Registered Association? Yes No
(As defined by the OHSSW Act 1989)
 Do you hold an official position in your Union/Registered Association such as:
 Name of Union or Registered Association: _____
 Job Representative Delegate
 Shop Steward Other
 Union Official

R.T.O.

Notification of Safety Committee



The image shows a 'Health and Safety Committee Information' form from WorkCover. The form is tilted and contains several sections: 'EMPLOYER DETAILS', 'COMMITTEE DETAILS', and 'CONTACT DETAILS'. At the top right, there is a box for 'Amended Info.' and 'New Info.'. The 'EMPLOYER DETAILS' section includes fields for 'Name of Employer', 'WorkCover Registration No./Location No. (if known)', 'Address of Employer', and 'Post Code'. The 'COMMITTEE DETAILS' section includes 'Organisation's Committee name', 'Date Committee originally established', 'Total number of members on the Committee', and 'Total number of employee representatives on the Committee'. The 'CONTACT DETAILS' section includes 'Contact person for the Committee', 'Title', 'Family Name', 'Address for correspondence', and 'Contact Telephone Number'. A legal notice states: 'You are required by law to provide these Committee details within 14 days of establishment of the Committee.' At the bottom, it says 'When you have completed the form please return it to: WorkCover Corporation, G.P.O. Box 2666, ADELAIDE SA 5001, OR FAX: (08) 8233 2223'.

WorkCover
CORPORATION

**Health and Safety
Committee Information**

Amended Info.
New Info.

EMPLOYER DETAILS

Name of Employer: _____
WorkCover Registration No./Location No. (if known): _____
Address of Employer: _____
Post Code: _____

COMMITTEE DETAILS

Organisation's Committee name: _____
Date Committee originally established: _____
Total number of members on the Committee: _____
Total number of employee representatives on the Committee: _____
(e.g. excluding management representatives)

CONTACT DETAILS

Contact person for the Committee: (generally the Chairperson)
Title: _____ Family Name: _____
Address for correspondence if different to address of employer: _____
Post Code: _____
Contact Telephone Number: () _____

**You are required by law to provide these Committee details within 14 days
of establishment of the Committee.**

When you have completed the form please return it to:
WorkCover Corporation
G.P.O. Box 2666
ADELAIDE SA 5001
OR FAX: (08) 8233 2223

