

OHS training guide

Cleaning and property services industry

Work skills matrix and hazard management modules



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hazard management modules



Clean Safe

WorkCover Corporation

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Contents

Section

1	Introduction	3 - 14
	OHS work skills matrix	7
	Flowchart	9
	Appendices A-D	11
2	OHS legislation	1 - 21
	For managers/supervisors and employees	1-9
	Overheads 1- 11	OH 1-11
	Case studies	11-20
	Level of understanding exercise	21
3	OHS hazard management	1 - 20
	For managers/supervisors	1-9
	For employees	11-18
	Overheads 1-12	OH 1-12
	Hazard management exercise	19
	Level of understanding exercise	20
4	SAFER checklists	1 - 26
	Bathroom/toilet	1
	Buffing floors	3
	Carpet cleaning	5
	Chemical use	7
	Clinical/pharmaceutical waste	9
	Dusting	11
	Emptying bins	13
	Mopping	15
	Occupational violence	17
	Stripping floors	19
	Sweeping	21
	Vacuum cleaning	23
	Window cleaning	25
5	Master copies	
	OHS legislation overheads 1-11	
	OHS hazard management overheads 1-12	
	SAFER checklists 1-13	
	CD-ROM: OHS work skills matrix & hazard management modules	

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Disclaimer

This Occupational health and safety work skills matrix and hazard management modules training guide is not intended to reduce your legal liability but rather to assist you to comply with current regulatory requirements. It is not exhaustive in its identification of Occupational Health Safety and Welfare issues or hazards. It still remains your responsibility to ensure that all potential problems are identified and assessed, and controls are put in place to minimise any risks.

1

Introduction

This *Occupational health and safety (OHS) work skills matrix and hazard management modules training guide* has been produced specifically for the South Australian cleaning and property services industry.

Working safely means fewer and less severe injuries, better trained and informed employers and workers, better efficiency and reduced costs to your business.

In 1998, the CleanSafe Committee, industry stakeholders and WorkCover Corporation (SAfer Industries Program) developed an industry OHS&W strategic plan.

A main objective of the plan was to develop a training guide that covered employee-specific OHS training needs and a practical hazard management system that could be utilised by all employers and employees within the industry.

To achieve this goal, the CleanSafe Committee developed a project charter/action plan and submitted it to the Corporation's Grants Department. The project was approved and funding was allocated to hire an external organisation to fulfill the contract. The contract was awarded to the National Safety Council of Australia-SA Division. Senior Consultant Roger Palubinski was chosen to develop the products and conduct the training.

The project was steered by a CleanSafe Committee working party that consisted of:

Jake Prior	Tech-Chem / Douglas Mawson Institute of TAFE
John Bond	City Central Property Services
Shaun Hannam	WorkCover Corporation
Stuart Wright	WorkCover Corporation

The *OHS work skills matrix and hazard management modules training guide* provides the industry with generic industry-specific 'tools' that will assist businesses to improve their OHS performance and also to comply with relevant legislation.

The training guide is part of three new major products that have been developed for the cleaning and property services industry. The other two products are the industry-specific *Injury management guide* and *CleanSafe OHS policies and procedures manual*. For further information on these products or other CleanSafe Committee OH&S initiatives, visit www.workcover.com, click on the SAfer Industries pull-down menu and select 'Cleaning & property services industry'.

As Chairperson of the CleanSafe Committee, I commend the training guide to you, and ask you to use it as an ongoing reference and tools package for your business.

BOB MITCHELL

CLEANSAFE COMMITTEE CHAIRPERSON

About the CleanSafe Committee

The CleanSafe Committee represents the interests of more than 600 cleaning and property services employers in South Australia and many thousands of employees throughout all industries in the State.

The committee comprises representatives from employers, employees, WorkCover Corporation and respective associations.

The CleanSafe Committee meets every month and addresses a wide range of OH&S issues affecting the industry. The working parties associated with the Committee meet very regularly to complete the goals and objectives outlined within the strategic plan.

The members of the committee are dedicated to the improvement of OH&S within the industry and we thank them for their time and energy.

The committee and working party comprise:

Bob Mitchell
Tempo Services
(Chairperson)

Stuart Wright
WorkCover Corporation
(Executive Officer)

Greg Kermeen
Corporate Clean

Karen Johnson
Business SA

Keith Rogers
City Clean

Jayne Barnes
Bunzl

Jake Prior
Tech – Chem

David Frith
Business SA

Janet Halls
Business SA

Shaun Hannam
WorkCover Corporation

Kaye Loechel
WorkCover Corporation

Tony Snelson
LHMU

Linda Smith
Tempo Services

Dianne Snewin
Prestige Property Services

Sharon Weidenbach
SSL Spotless Services

Roger Palubinski
NSCA

Nikki Fergin
WorkCover Corporation

John Bond
City Central Property Services

Hallett Shueard
Hazardous Substances Consultant

OHS work skills matrix

The OHS work skills matrix has been developed with the needs of small-to-medium sized cleaning and property services employers in mind. The OHS work skills matrix is flexible enough to be integrated into established quality assurance systems. It provides a useful guide for determining the relevant training needs of both employers and their employees in the area of occupational health and safety (OHS).

It will encourage both managers and/or supervisors to:

- 1. identify their training needs within their organization**
- 2. develop a training plan for all employees**
- 3. develop some training modules on topics not provided as part of this package**
- 4. implement the training**
- 5. maintain a training record.**

Statistics have clearly identified various trends occurring within the cleaning and property services industry. Data relating to the number of claims, injury costs, nature of injury, mechanisms of injury and the agencies of injury has been analysed. The results show that manual handling; slips, trips and falls; hazardous substances; and occupational violence-type injuries account for the majority of claims within the industry.

The OHS work skills matrix is designed as a simple reference guide. The table format will assist managers and supervisors to identify what OHS skills are required for their employees and their respective position description. The OHS work skills matrix aims to compile a list of OHS training modules necessary to equip employees with the skills, knowledge and information to effectively manage hazard exposures during their working day.

The OHS work skills matrix has divided the range of training modules into two key elements:

1. essential
2. employer specific

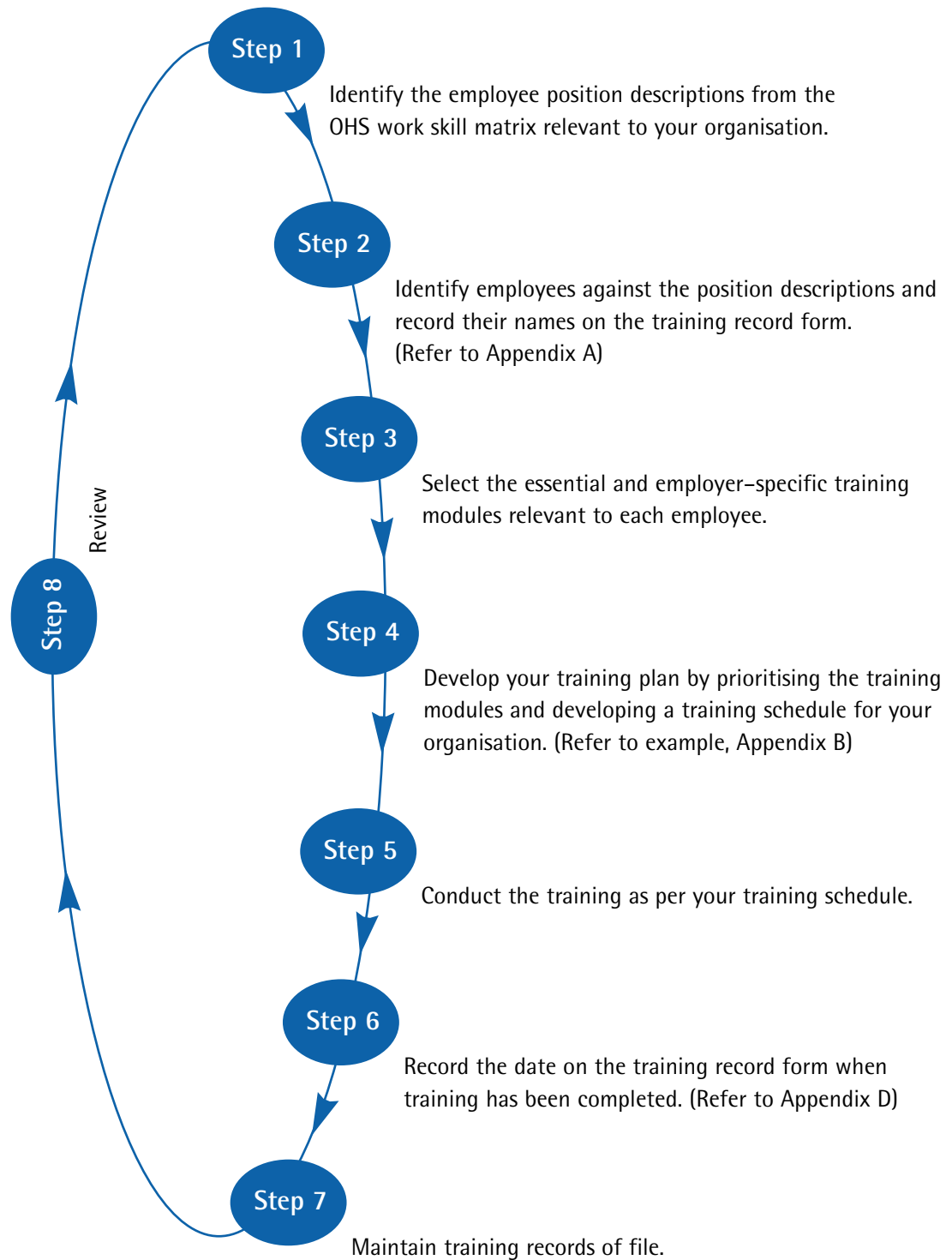
The essential training modules are modules that include legislation and hazard management, and cover the major areas identified by the statistics discussed earlier. It is recommended that the training modules be delivered in the order given and that these form the core OHS training modules within your organisation.

You will have an opportunity to be trained in each of the training modules provided. Alternatively, you may purchase the kit. Complete training modules have been developed for the OHS topics covered within the essential element. The training modules include session plans, overhead transparencies and employee activity sheets. Employers are expected to use the training materials provided to train their own employees. Each individual training session will range from 30 and 60 minutes in duration and can be run at a time convenient to the operation of your business.

The site-specific listed training modules are additional topics you should consider when identifying your employees' training needs and may relate to the specific management system requirements of your organization; safe operating procedures associated with plant and equipment; and other hazard exposures. Training modules and materials are not provided. You will need to develop training modules. However, you can copy the format of session plans supplied in the essential modules.

Supporting the OHS work skills matrix are additional document outlines which can be used for training plans and training records.

Flowchart



Flowchart steps

Step 1

The employer will need to nominate who is responsible for the coordination of OHS training for their organisation. Refer to the OHS work skills matrix (Appendix A) and determine the designations that are comparable within your organisation. The designations are listed in the first column of the matrix. This will assist you in deciding which OHS training modules are required for each employee.

Step 2

List and record your employee names on the OHS work skills matrix opposite to their designations in the second column.

Step 3

The OHS work skills matrix now indicates what training is required for each employee within your organisation. This includes the OHS modules in both the essential and the employer-specific elements.

Step 4

You will need to develop your OHS training plan for the year. This will require you to prioritise and schedule your training over a 12-month period. It is recommended that the legislation and hazard management training modules are delivered first. The other modules listed within the OHS work skills matrix can be delivered in an order appropriate to the employer's needs.

The OHS training plan provides an example format that can be integrated into your quality assurance systems (See Appendix B).

Step 5

Train your employees in accordance with your training plan and schedule. Complete training modules in the essential OHS elements are provided within this training guide for you to use.

You will be required to develop your own training modules for the topics covered within the employer specific elements. This gives you the ability to integrate your own policies, procedures, arrangements and additional hazards in the workplace. It is suggested that training modules are developed in a similar layout to those provided.

Step 6

The nominated training coordinator will need to keep a record of training. List employees names on the training record form (Appendix D). Enter the date into the appropriate cell when your employee has been trained.

Step 7

Maintain records on file either in a hard copy form or electronically.

Step 8

Review your OHS training needs as required.

OHS work skills matrix Appendix A

	Position description	Employee names	Employer specific (employer to develop)																		
✓ = Recommended training module required X = Training in this module not required			Legislation	Hazard management	Manual handling	Hazardous substances	Occupational violence	Slips, trips and falls	Site induction	Emergency procedures	First aid	Accident/incident reporting	Safe operating procedures	Electrical	Needle stick	Working at heights	Noise	Working in isolation	Drugs and alcohol	Personal protective equip.	Housekeeping & storage
	Owner/ Managing Director/ State Manager		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Operations Manager		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Area Manager		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Administration Manager		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Building Supervisor		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Industrial Cleaning Operator		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Office Cleaning Operator		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Medical Cleaning Operator		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Hospitality Cleaning Operator		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Retail/ Public Facilities Cleaning Operator		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Subcontractors		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

ABC Cleaning and Property Services Group

Denotes the scheduling of OHS training plan

OHS Training Modules	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Legislation												
Hazard management												
Manual handling												
Hazardous substances												
Occupational violence												
Slips, trips and falls												
Site induction												
Emergency procedures												
First aid												
Accident/incident reporting												
Safe operating procedures												
Electrical												
Needle stick												
Working at heights												
Noise												
Working in isolation												
Drugs and alcohol												
Personal protective equipment												
Housekeeping and storage practices												

OHS training plan and schedule (year) Appendix C

ABC Cleaning and Property Services Group

Denotes the scheduling of OHS training plan

OHS Training Modules	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Legislation												
Hazard management												
Manual handling												
Hazardous substances												
Occupational violence												
Slips, trips and falls												
Site induction												
Emergency procedures												
First aid												
Accident/incident reporting												
Safe operating procedures												
Electrical												
Needle stick												
Working at heights												
Noise												
Working in isolation												
Drugs and alcohol												
Personal protective equipment												
Housekeeping and storage practices												

ABC Cleaning and Property Services Group

		Employee names																
Employer specific	Housekeeping & storage																	
	Personal protective equip.																	
	Drugs and alcohol																	
	Working in isolation																	
	Noise																	
	Working at heights																	
	Needle stick																	
	Electrical																	
	Safe operating procedures																	
	Accident/incident reporting																	
	First aid																	
	Emergency procedures																	
Site induction																		
Essential	Slips, trips and falls																	
	Occupational violence																	
	Hazardous substances																	
	Manual handling																	
	Hazard management																	
	Legislation																	

- Step 1: Enter your employees' names in column 1
- Step 2: Enter the date in the appropriate cell when your employee has been trained in the OHS module
- Step 3: Where training is not required in an OHS module, mark the cell with an X

2

Training module for managers/supervisors and employees

Preface

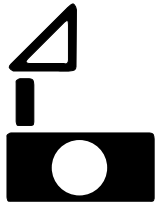
This guide has been specifically designed and developed for both managers and supervisors of the cleaning and property services industry who are required to provide training, advice and information in occupational health, safety and welfare.

The guide is aimed at assisting trainers with developing their training programs and materials to meet the legal responsibilities in relation to the *SA OHS&W Act 1986* and the *SA OHS&W Regulation 1995*, which applies to all workplaces in South Australia.

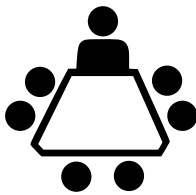
This guide supports the delivery of the learning outcomes listed in the nationally recognised short-course curriculum for legislation.

How to use this guide

This key to the use of icons will provide a quick visual reference to indicate suggested activities during the course of training.



Using overhead transparencies is suggested at this point.



The trainer should lead the entire group in open discussion.



The group should be split in smaller groups (two–three people) to undertake the activities.



Give a handout to the group at this point, either as an individual sheet or sheets, or contained within a participant's workbook.






Introduction to legislation



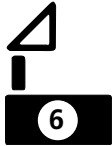

Learning outcome

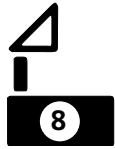

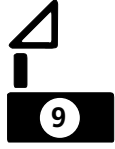
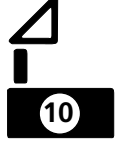

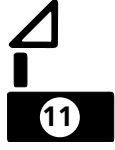
- At the end of this session, participants will have an understanding of the legislation relating to Occupational Health and Safety.




Assessment criteria

- Describe the philosophy and intent of the health and safety law and practice.
- Demonstrate basic knowledge (scope and legal status) of the *SA OHS&W Act 1986*, Regulations and Approved Codes of Practice.
- Understand the legislative responsibilities of employers, employees and contractors.

Time	Content	Process
5 mins	<p>Explain to participants that there is health and safety legislation in this state that protects workers. This applies to anyone who is working full-time, part-time, or has a permanent, temporary or casual job.</p> <p>This legislation also includes home-based workers and volunteers who work in connection with a trade or business.</p> <p>The legislation is to protect workers and the public against risks at, or arising from, the workplace and involving employees and employers in issues (consultation) relating to occupational health and safety.</p> <p>Therefore, it can be said that employers, employees, contractors and others, such as manufacturers and suppliers of machinery or substances used at work, all have an important role to play.</p> <p>Health and safety legislation in South Australia is made up of three parts. These are:</p> <ul style="list-style-type: none"> • The <i>SA OHS&W Act 1986</i> • The <i>SA OHS&W Regulations 1995</i> • Approved Codes of Practices made under the Act 	  
5 mins	<p>Explain that the <i>SA OHS&W Act 1986</i> sets out the general requirements for protecting health and safety in the workplace.</p> <p>Employers' duties (Section 19)</p> <p>The employer has a duty to each employee to, "ensure so far as is reasonably practicable that the employee is, while at work, safe from injury and risks to health".</p> <p>The legislation requires employers to take action to control risks associated with hazards in the workplace by:</p> <ul style="list-style-type: none"> • providing and maintaining a safe work environment • maintaining safe systems of work • ensuring that plant and substances are safe. <p>In addition to this, the employer is required to:</p> <ul style="list-style-type: none"> • provide adequate information, instruction, training and supervision • provide adequate facilities and monitor working conditions at any workplace that is under control of the employer • maintain records. 	 

Time	Content	Process
5 mins	<p>Employers' responsibility (Section 20)</p> <p>Employer consultation with stakeholders in the development of policy and procedures.</p> <p>Employees' responsibilities (Section 21)</p> <p>Employees must take reasonable care to protect their own safety and the safety of others, that may be affected by their actions or omissions at work.</p> <p>The employees' responsibility for health and safety only extends to things that they have control over. However, they must cooperate with their employer by:</p> <ul style="list-style-type: none"> • using the equipment provided to protect health and safety • following any reasonable instruction the employer gives • ensuring that alcohol or drugs does not affect them so as to endanger themselves or others. 	 
2 mins	<p>Duties of employers and self-employed persons (Section 22)</p> <p>An employer or a self-employed person shall take reasonable care:</p> <ul style="list-style-type: none"> • to protect his or her own health and safety at work • to avoid adversely affecting the health and safety of any other person (not being an employee employed or engaged by the employer or the self-employed person) through an act or omission at work. 	
2 mins	<p>Duties of occupiers (Section 23)</p> <p>The occupier of a workplace shall ensure so far as reasonably practicable:</p> <ul style="list-style-type: none"> • that the workplace is maintained in a safe condition • that the means of access to and egress from the workplace is safe. 	

Time	Content	Process
5 mins	<p>Duties of designers and owners of building (Section 23A)</p> <p>The owner of a building that comprises or includes a workplace must:</p> <ul style="list-style-type: none"> ensure so far as is reasonably practicable that a building, and any fixtures or fittings within the building that are under the control of the owner, are in a condition that allows people who might work in, on or about the workplace to be safe from injury and risks to health. 	
5 mins	<p>SA OHS&W Regulations 1995</p> <p>Advise participants that the Regulations are delegated legislation, enabled by the Act, and express the principles of the Act in detail.</p> <p>A Regulation is therefore a legal requirement relating to a specific hazard or activity in the workplace.</p> <p>Explain the five sections of the document briefly and 'walk' the group through the following:</p> <ul style="list-style-type: none"> summary of provisions schedules and appendices index <p>Australian Standards are sometimes included in the actual text of a Regulation and therefore assume the same mandatory status.</p> <p>Demonstrate the layout of the Regulations using a sample page.</p>	  
2 mins	<p>Approved codes of practices</p> <p>Advise participants that Approved Codes of Practices are 'minimum standards'. They describe preferred methods or courses of action to achieve a particular standard.</p> <p>Approved codes of practices can be used to support litigation, and organisations should comply with them unless it can be demonstrated that an equal or better alternative has been adopted.</p> <p>Australian Standards are sometimes designated as Approved Codes of Practices in the Regulation.</p> <p>Therefore, Australian Standards generally have the status of guidance notes and have no legal status. They do, however, provide sensible advice and should be complied with.</p>	 

Time	Content	Process
15 mins	<p>Case study</p> <p>Case study one is provided as part of this training package.</p> <p>Handout the case study, OHS Legislative responsibilities and activity sheet to your employees. Depending on numbers, place employees in groups to complete the activity sheet.</p> <p>Return to the large group and discuss the findings and indicate where non-compliance had occurred.</p>	 
5 mins	<p>Employee level of understanding</p> <p>Ask each participant to complete the employee level of understanding form to answer some basic questions and then to sign off to demonstrate their understanding (optional).</p> <p>Facilitator to check answers to confirm understanding and attend to participants that require clarification.</p>	
	<p>Training module completed</p>	

OHS legislation for managers/supervisors and employees

- South Australian Occupational Health, Safety and Welfare Act 1986
- South Australian Occupational Health, Safety and Welfare Regulations 1995

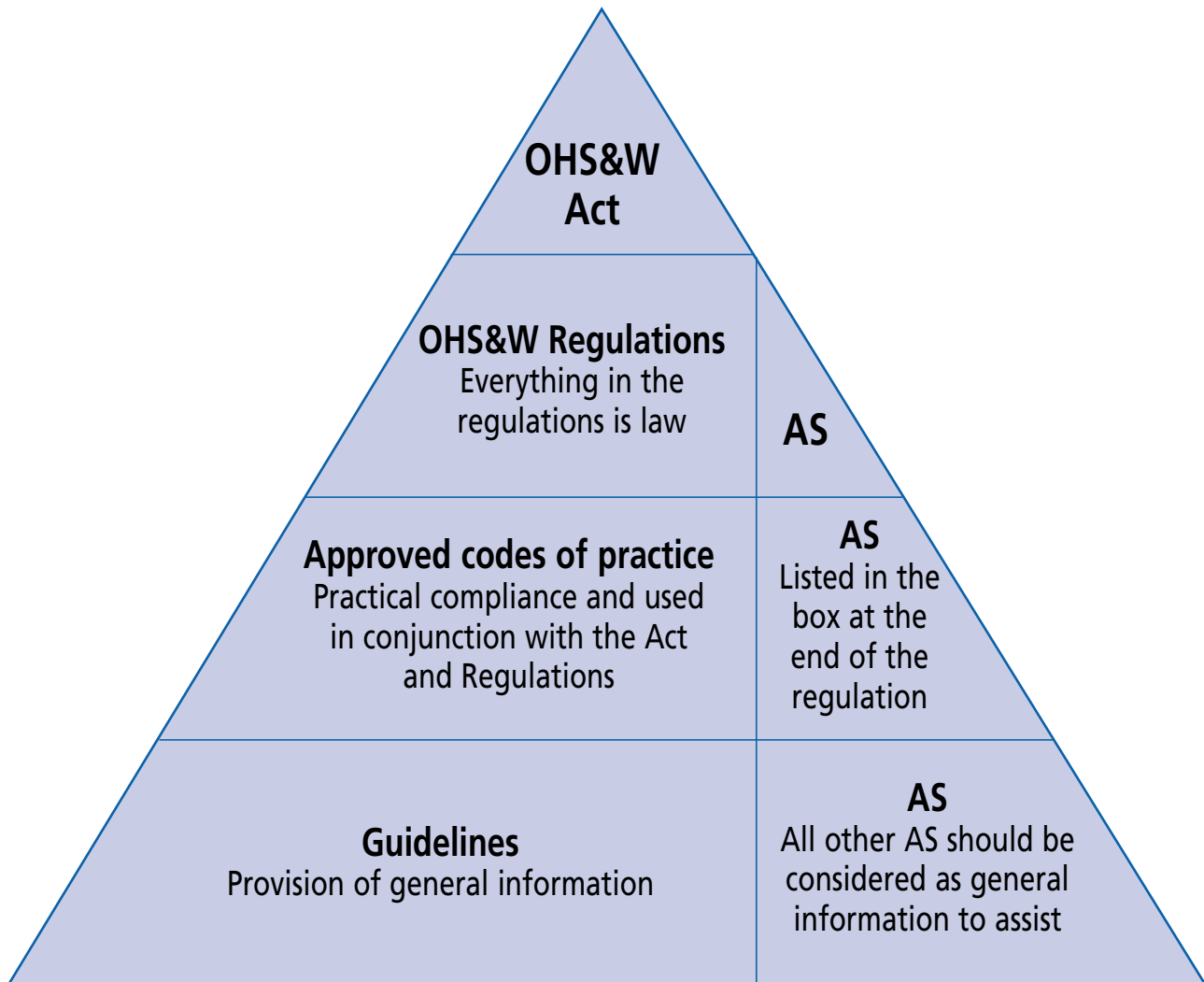


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OHS legal pyramid



The OHS&W Act 1986 describes how to provide health and safety in South Australian workplaces. Everything in the Act is law and must be followed

Australian Standards
(AS) called up on the left hand side of the page of the regulation become a regulatory requirement



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Employers' duties

Section 19

- Provide a safe work environment.
- Provide safe systems of work.
- Ensure plant and substances are safe.
- Provide adequate information, instruction, supervision and training.
- Monitor the working conditions.
- Maintain records.



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Employers' duties

Section 20

Prepare and maintain in consultation with committees, OHS reps, employees and registered associations:

- policies relating to OHS&W that are kept up to date
- brought to the notice of employees.



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Employees' duties

Section 21

- **Protect their health and safety and the safety of others that may be affected by their acts or omissions**
- **Cooperate with the employer by:**
 - using equipment provided to protect health and safety
 - following reasonable instructions
 - not endangering themselves or others by consuming alcohol or drugs.



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Duties of employers and self-employed persons

Section 22

- Protect his or her health and safety.
- Avoid adversely affecting safety of any other person (not being employed or engaged by the employer or the self-employed person) through an act or omission at work.



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Duties of occupiers

Section 23

- That the workplace is maintained in a safe condition.
- That the means of access to and egress from the workplace is safe.



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Duties of designers and owners of building

Section 23A

Ensure so far as is reasonably practicable that a building, and any fixtures or fittings within the building under the control of the owner, are in a condition that allows people who might work in, on or about the workplace to be safe from injury and risks to health.



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Understanding the page layout

Once you have found the information that is specific to you, you will see that the page is also divided into parts.

Information found on the left hand side of the page

The column on the left hand side of the page are the Regulations. These are mandatory requirements. In other words, you must follow them as they are the law.

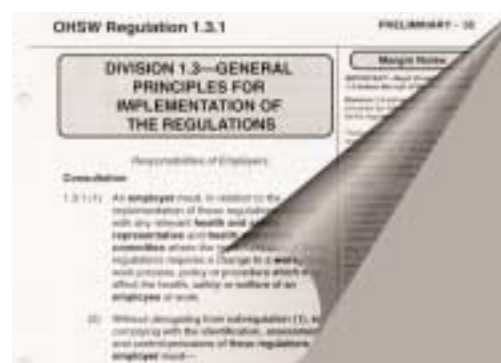
This side of the page will also refer to the relevant approved codes of practice, which will provide guidance on how to achieve compliance with these legal requirements.

Information found on the right hand side of the page

This column of advice and information contains margin notes to assist you while you are reading the regulations.

These notes are for information.

They do not form part of the Regulations.



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OHS Regulation

General principles for the implementation of the Regulations.

Legal requirement relating to a specific hazard or activity in the workplace.



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Approved Codes of Practices

Australian Standards that have been approved by the Minister as Approved Codes of Practices are listed at the end of the Regulation.

Australian Standards that are included in the actual text of a Regulation assume the same mandatory status.



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Case study one

Legislation

A nurse was injured in the course of her employment. She fell one morning when she tripped over an electrical cord that was led across a doorway from a power point on one side of the door to a floor polishing machine in the corridor beyond.

The contract cleaner was operating an industrial polishing machine near the entrance and exit door in such a manner that the electrical cord stretched across the doorway, which caused the nurse to trip and fall.

The nurse was first aware of the existence of the power cord as she fell. No one had advised her that polishing was being performed in the vicinity although generally this task was often conducted during her shift. The power point in question was at a height between 60 and 90 centimetres above floor level. The power cord was not lying flat on the floor.

OHS legislative responsibilities – handout

Employers' duties (Section 19)

The employer has a duty to each employee to, "ensure so far as is reasonably practicable that the employee is, while at work, safe from injury and risks to health".

The legislation requires employers to take action to control risks associated with hazards in the workplace by:

- providing and maintaining a safe work environment
- maintaining safe systems of work
- ensuring that plant and substances are safe.

In addition to this, the employer is required to:

- provide adequate information, instruction, training and supervision
- provide adequate facilities and monitor working conditions at any workplace that is under control of the employer
- maintain records.

Employers' responsibility (Section 20)

- Prepare and maintain, in consultation with committees, OHS reps, employees and registered associations, policies relating to OHS&W that are:
 - kept up to date
 - brought to the notice of employees.

Employees' responsibilities (Section 21)

Employees must take reasonable care to protect their own safety and the safety of others that may be affected by their actions or omissions at work. The employees' responsibility for health and safety only extends to things that they have control over.

However, they must cooperate with their employer by:

- using the equipment provided to protect health and safety
- following any reasonable instruction the employer gives
- ensuring that alcohol or drugs does not affect them so as to endanger themselves or others.

Duties of employers and self-employed persons (Section 22)

An employer or a self-employed person shall take reasonable care:

- to protect his or her own health and safety at work
- to avoid adversely affecting the health and safety of any other person (not being employed or engaged by the employer or the self-employed person) through an act or omission at work.

Duties of occupiers (Section 23)

The occupier of a workplace shall ensure, so far as reasonably practicable:

- that the workplace is maintained in a safe condition
- that the means of access to and egress from the workplace is safe.

Duties of designers and owners of building (Section 23A)

The owner of a building that comprises or includes a workplace must:

- ensure so far as is reasonably practicable that a building, any fixtures or fittings within the building that are under the control of the owner, are in a condition that allows people who might work in, on or about the workplace to be safe from injury and risks to health.

Case Study 1 – Legislation

OHS work skills matrix and major hazard management modules

Key players	What Sections of the SA OHS&W Act 1986 not complied with?	Why do you think so?
The hospital (principal employer)		
The cleaning company		
The cleaning operator		
The nurse		

Case Study 1 – Legislation

OHS work skills matrix and major hazard management modules

Key players	What Sections of the SA OHS&W Act 1986 not complied with?	Why do you think so?
<p>The hospital (principal employer)</p>	<ul style="list-style-type: none"> • Section 19 (1) a • Section 19 (3) f (i) • Section 19 (3) h 	<ul style="list-style-type: none"> • Failed to provide a safe working environment. • Put at risk by change in any work process or activity (no information). • Monitor working conditions.
<p>The cleaning company</p>	<ul style="list-style-type: none"> • Section 19 (1) a • Section 19 (3) b 	<ul style="list-style-type: none"> • Failed to provide a safe working environment. • Failed to provide a safe system of work.
<p>The cleaning operator</p>	<ul style="list-style-type: none"> • Section 21 (1) b 	<ul style="list-style-type: none"> • Failed to avoid adversely affecting the safety of others through an act or omission.
<p>The nurse</p>	<ul style="list-style-type: none"> • Section 21 (1) a 	<ul style="list-style-type: none"> • Failed to protect their own safety.

Case study two

Legislation

A manager of a local theme park was involved in a fall and was injured during the course of his employment.

On the day of the incident he left his office, which was within an administrative block, by the door leading through the kitchen to a carport area. He began to descend by the step from the landing when he fell, landing heavily on his side on the concrete floor of the car park. He was attended to by a fellow employee and helped to his feet.

The manager and the person who assisted him noticed that the area of the car park appeared to be quite clean and there was an absence of sand, papers and leaves which is a common occurrence, suggesting that the area had recently been cleaned. Both also noticed that the flexible rubber mat that was normally situated on the ground below the step was lying across the step at an angle.

Further investigation identified that the mat had been removed from its usual place below the step during the course of cleaning and left across the top of the step. The mat was in a position that presented an unexpected obstruction to any person using the steps. The mat also was wider than the tread of the step and had overlapped the step by more than six inches or so.

Case Study 2 – Legislation

OHS work skills matrix and major hazard management modules

Key players	What Sections of the SA OHS&W Act 1986 not complied with?	Why do you think so?
The employer		
The manager		
The cleaning operator		

Case Study 2 – Legislation

OHS work skills matrix and major hazard management modules

Key players	What Sections of the SA OHS&W Act 1986 not complied with?	Why do you think so?
<p>The employer</p>	<ul style="list-style-type: none"> • Section 19 (1) a • Section 19 (3) f (i) • Section 19 (3) h 	<ul style="list-style-type: none"> • Failed to provide a safe working environment. • Put at risk by change in any work process or activity (no information). • Monitor working conditions.
<p>The manager</p>	<ul style="list-style-type: none"> • Section 21 (1) a 	<ul style="list-style-type: none"> • Failed to protect their own safety.
<p>The cleaning operator</p>	<ul style="list-style-type: none"> • Section 21 (1) b 	<ul style="list-style-type: none"> • Failed to avoid adversely affecting the safety of others through an act or omission.

Employee level of understanding optional

OHS work skills matrix and major hazard management modules

Employee: _____

Please answer the following questions.

Question 1

Under the health and safety legislation in South Australia, who are the parties that are mentioned with the intention of sharing the OHS responsibilities?

Question 2

Whose responsibilities are covered under this section of the *SA OHS&W Act*?

Section 19: _____

Section 20: _____

Section 21: _____

Question 3

What are my responsibilities as an employee?

1: _____

2: _____

3: _____

4: _____

5: _____

Signed (*Employee*): _____

Date: _____

Signed (*Manager/Supervisor*): _____

Date: _____

3

Training module for managers/supervisors

Preface

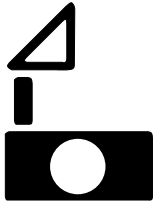
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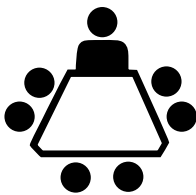
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How to use this guide

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Using overhead transparencies is suggested at this point.



The trainer should lead the entire group in open discussion.



The group should be split in smaller groups (two–three people) to undertake the activities.



Give a handout to the group at this point, either as an individual sheet or sheets, or contained within a participant's workbook.


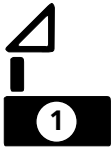
Introduction to hazard management — managers/supervisors






Learning outcome








- At the end of this session, participants will be able to describe the hazard management process.

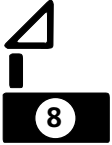
Assessment criteria






- Define the term 'hazard'.
- Define the terms 'risk' and 'risk assessment'.
- Describe the steps of hazard management using the SAfer Approach.
- Describe the application and use of a risk assessment tool.
- Describe and explain the priority order of the hierarchy of controls.

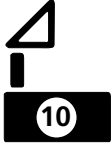


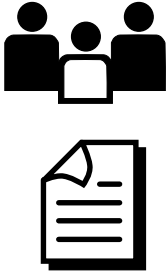
Time	Content	Process
1 mins	<p>Describe the purpose of hazard management.</p> <p>Hazard management is used as a simple problem solving tool.</p> <p>One of the key principles used for the implementation of the SA OHS&W Regulations 1995 is hazard management and essentially consists of three stages: hazard identification, risk assessment and risk control.</p> <p>A very simple way of explaining hazard management can be described this way using the SAfer Approach.</p>	
5 mins	<p>The SAfer Approach</p> <p>See it (<i>hazard identification</i>).</p> <p>Assess it (<i>risk assessment</i>) the likelihood that someone will be hurt, how badly they will be hurt, how they could be hurt, how much, how long and how often a person is exposed to the hazard.</p> <p>Fix it (<i>risk control</i>) how are the hazards going to be controlled? If elimination of the hazard is not possible, other controls should be implemented to reduce potential risks.</p> <p>Evaluate. Once the most appropriate fix has been selected and implemented it is important to evaluate whether the fix has been successful in controlling the hazard. By simply re-assessing the risk again this will establish if the hazard has been eliminated or reduced.</p> <p>Review. After a period of time, when the work environment or when work practices change, a review of this process is needed to continually control the hazard.</p>	

Time	Content	Process
2 mins	<p>Step 1 – See it</p> <p>A hazard is something that has the potential to harm the health, safety and welfare of people at work.</p> <p>There are three ways in which we can identify hazards:</p> <ul style="list-style-type: none"> • check records of injuries and incidents (including near misses) that have occurred in the workplace • observe using checklist inspection or observe someone performing a task or job • ask employees if they have ever had problems with any particular job. 	 
5 mins	<p>Where do hazards come from?</p> <p>Hazard identification should be an integral part of workplace culture. This involves regular workplace inspections in consultation with employee representatives. It encourages employees to report any hazardous situations that may occur in the workplace.</p> <p>Hazards arise from:</p> <ul style="list-style-type: none"> • work environment • plant and equipment • chemicals or hazardous substances • systems and procedures • work/plant design • human behaviour <p>Hazards can be grouped in the following classes:</p> <ul style="list-style-type: none"> • physical • chemical • ergonomic • radiation • biological • psychological <p>5 mins</p> <p>Ask participants to provide an example for each class of hazard.</p> <p>Refer to overhead.</p>	  

Time	Content	Process
5 mins	<p>Divide participants into small groups.</p> <p>Provide each employee with the pro forma for hazard management reporting.</p> <p>Use the example of a cleaning and property service hazard (OHT).</p> <p>Ask the group to identify the major hazard.</p> <p>Discuss findings of each group.</p>	   
10 mins	<p>Risk assessment (assess it)</p> <p>Explain to participants that the next stage of hazard management involves assessing risks associated with the hazard.</p> <p>We generally assess the risk by determining the probability or likelihood of an event occurring and the possible consequences of injury, illness or disease.</p> <p>When performing a risk assessment consider the following:</p> <ul style="list-style-type: none"> • the nature of the hazard • how it may affect health and safety (the type of injury, illness or disease which may result from the hazard) • the likelihood that hazard will cause injury, illness or disease (how much, how often and how long employees are exposed). <p>The risk assessment also takes into account the way that the work is organised; the layout and condition of the work environment; the training and knowledge needed by the person to perform the work safely; and the type of control measures that are available.</p> <p>We can generally suggest that the hazard may be a high, medium or low risk. The risk assessment is a process of gathering information and making decisions. There is no specific right answer, as people will make certain decisions about the risk because they have different ideas about what is acceptable.</p> <p>For this reason it is important that those who will be affected by the decisions made (the employer, relevant employees and their representatives) should be involved in the assessment.</p>	  

Time	Content	Process
	<p>Explain the following risk assessment tool to participants.</p> <p>Consequence</p> <ul style="list-style-type: none"> Likelihood Very Likely Likely Unlikely Highly Unlikely <p>Fatality</p> <ul style="list-style-type: none"> High High High Medium <p>Major injury</p> <ul style="list-style-type: none"> High High Medium Medium <p>Major injury</p> <ul style="list-style-type: none"> High High Medium Medium <p>Negligible</p> <ul style="list-style-type: none"> Medium Medium Low Low 	

Time	Content	Process
	<p>The model incorporates an easy-to-follow table and considers the two factors mentioned before consequence and likelihood. When cross-referenced the table provides a risk score.</p> <p>Use the following definitions to explain the terms used in the matrix:</p> <p>Likelihood</p> <ul style="list-style-type: none"> • Very likely – an event could happen frequently • Likely – an event could happen occasionally • Unlikely – an event could happen, but only rarely • Highly unlikely – an event could happen but probably never will <p>Consequence</p> <ul style="list-style-type: none"> • Fatality – self explanatory • Major injury – permanent disability • Minor injury – temporary disability resuming to normal health • Negligible injury – first aid treatment only 	
5 mins	<p>Ask participants in their groups to assess the risk using the risk assessment tool for the hazard they identified earlier.</p> <p>Complete the form by indicating whether the hazard is a high, medium or low risk.</p>	
5 mins 7 mins	<p>Risk control (fix it)</p> <p>Explain that, when hazards have been identified and risks assessed, appropriate control measures should be developed and implemented. The aim is to eliminate or minimise the risk.</p> <p>There are many ways for employers to control hazards in the workplace. As far as possible a hazard should be controlled at its source rather than trying to make the employee 'work safely' in a dangerous environment. Controlling the hazard at the source is much more effective in preventing injury, illness or disease.</p> <p>To do this, take action to control risks through a preferred sequence of risk control. Refer to the OHT.</p> <p>Ask the groups to determine what they can do to fix the problem using the preferred sequence of risk control.</p>	  

Time	Content	Process
2 mins	<p>Evaluate it</p> <p>Explain to participants that once the control measures have been implemented, it's important to evaluate how effective the control measures have been. This is performed by simply re-assessing the risks associated with the hazard and establishing whether the controls have eliminated or minimised the risk of injury, illness or disease.</p>	
2 mins	<p>Review it</p> <p>Explain that a review of the hazard management process should be performed at regular intervals. This can be part of a regular inspection, when work practices change to ensure no new hazards have been introduced or when the work environment changes.</p>	
1 mins	<p>Advise participants that the training to be provided to their employee is the same, however, the risk assessment matrix is not to be covered.</p>	
5 mins	<p>Employee level of understanding (optional)</p> <p>Ask each participant to complete the following form to answer some basic questions and then to sign off to demonstrate their understanding.</p> <p>Facilitator to check answers to confirm understanding and attend to participants that require clarification.</p>	
	<p>Training module completed</p>	

3

Training module for employees

Preface

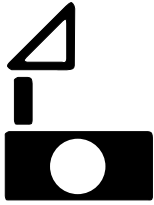
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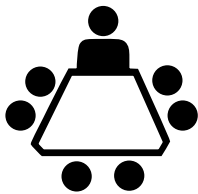
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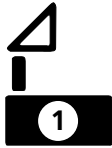
Introduction to hazard management — employees

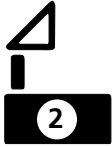
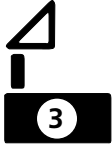


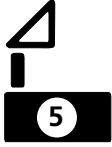
Learning outcome








- At the end of this session, participants will be able to describe the hazard management process.



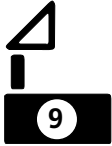

Assessment criteria

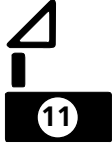
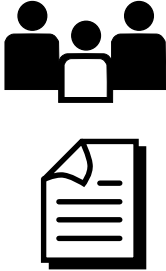
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Time	Content	Process
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7 mins	<p>Ask the groups to determine what they can do to fix the problem using the preferred sequence of risk control.</p>	
2 mins	<p>Evaluate it</p> <p>Explain to participants that once the control measures have been implemented, it's important to evaluate how effective the control measures have been. This is performed by simply re-assessing the risks associated with the hazard and establishing whether the controls have eliminated or minimised the risk of injury, illness or disease.</p>	

Time	Content	Process
2 mins	<p>Review it</p> <p>Explain that a review of the hazard management process should be performed at regular intervals. This can be part of a regular inspection, when work practices change to ensure no new hazards have been introduced or when the work environment changes.</p>	
5 mins	<p>Employee level of understanding (optional)</p> <p>Ask each participant to complete the following form to answer some basic questions and then to sign off to demonstrate their understanding.</p> <p>Facilitator to check answers to confirm understanding and attend to participants that require clarification.</p>	
	<p>Training module completed</p>	

S See it

A Assess it

F Fix it

E Evaluate it

R Review it



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Hazard

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



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See it hazard identification

- Direct observation
- Consultation
- Historical data



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Hazards arise from

- Workplace environment
- Use of plant
- Use of substances
- Poor work/plant design
- Inappropriate management systems and procedures
- Human behaviour



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Types of hazards

Physical Noise, vibration, lighting, electrical, heat, cold, dust, fire/explosion, machine moving parts and working space

Chemical Gases, dusts, fumes, vapours, liquids

Ergonomic Tool design, equipment design, job and task design, workstation design and manual handling

Radiation Lasers (non-Ionising), X-rays (Ionising)

Psychological Shift work, workload, harassment, discrimination, stress

Biological Infections (bacterial/viruses)



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Risk assessment

Measuring

- Likelihood
- Consequence
- Assessing the level of risk associated with the hazard
- Prioritising (high/medium/low)



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Risk assessment tool

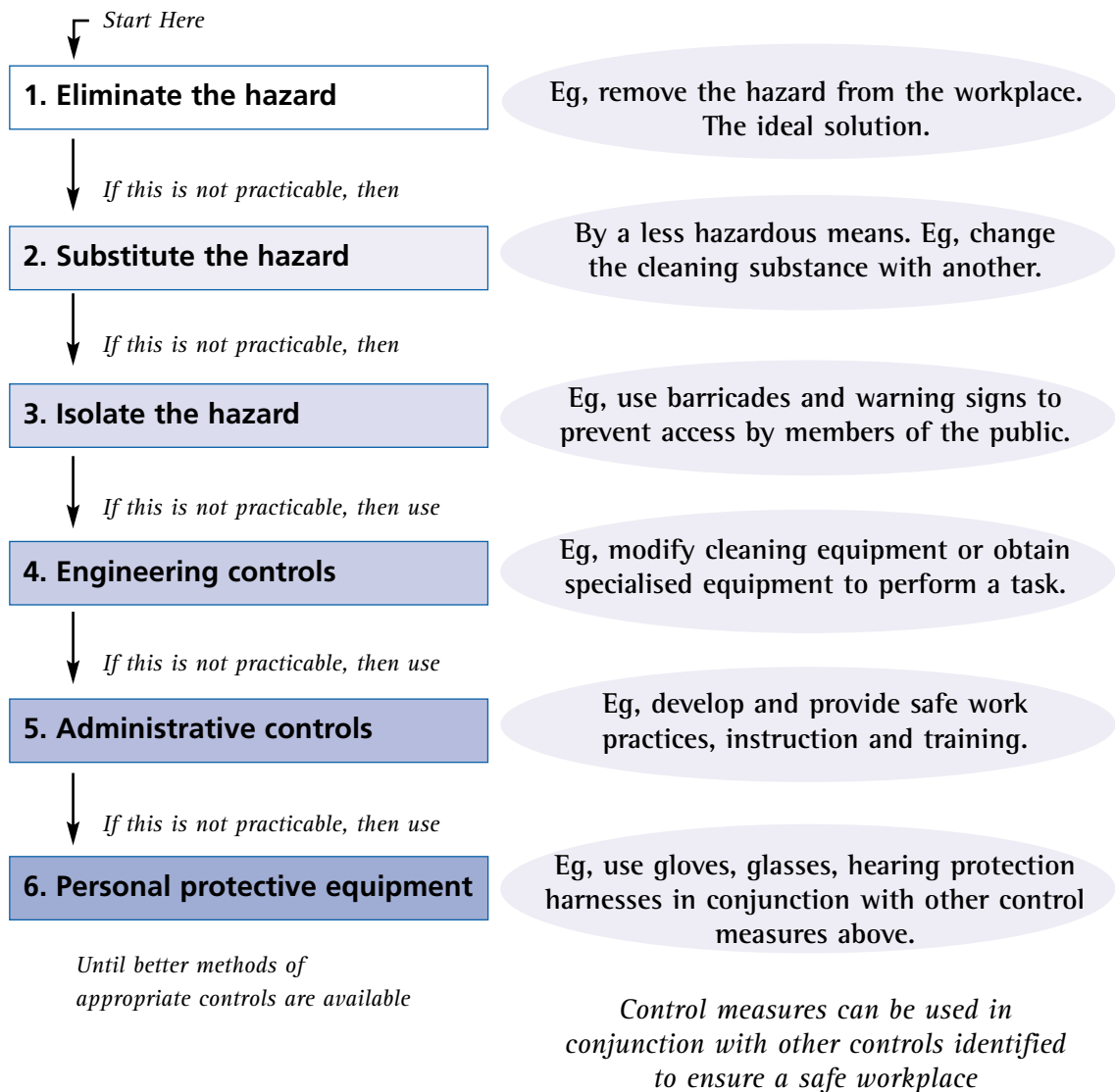
		Likelihood			
		Very likely	Likely	Unlikely	Highly unlikely
Consequence	Fatality	High	High	High	Medium
	Major injury	High	High	Medium	Medium
	Minor injury	High	Medium	Medium	Low
	Negligible	Medium	Medium	Low	Low



Fix it

Risk control

Hierarchy of controls



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Evaluate it

- Once the control measures have been implemented, it's important to evaluate how effective the control measures have been.
- Re-assess the risks by establishing whether the controls in place have eliminated or minimised the hazard.



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Review

- Review the process at regular intervals.
- This can be part of a regular inspection, when work practices or the work environment changes.



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Clean Safe



SAFER
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Exercise — Hazard management

OHS work skills matrix and major hazard management modules

S See it

What is the hazard identified? *Describe it!*

A Assess it

What is your assessment of the risk? Is it high, medium or low risk? *Circle what you think.*

High	Medium	Low
------	--------	-----

F Fix it

Can we eliminate the hazard, substitute or engineer the problem out, or do we require administrative controls and personal protective equipment? How can we fix it?

E Evaluate and

R Review it

How effective is this control measure(s) and what is the best way to keep an eye on this problem in the future?

Employee level of understanding optional

OHS work skills matrix and major hazard management modules

Employee: _____

Please answer the following questions.

Question 1

What is a hazard?

Question 2

What are the steps of hazard management?

S: _____

A: _____

F: _____

E: _____

R: _____

Question 3

What are the preferred ways to fix the problem?

El: _____

S: _____

En: _____

A: _____

P: _____

Signed (*Employee*): _____

Date: _____

Signed (*Manager/Supervisor*): _____

Date: _____

SAFER task checklist

OHS work skills matrix and major hazard management modules

Bathroom/toilet cleaning



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with bathroom and toilet care and recommends actions to minimise the risk of injury whilst performing the task.

The 'SAFER task checklist' is to be used by cleaning operators who may clean amenity areas. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Chemical use
- Poor labelling of decanted substances in bottles
- Repetitive arm movements when wiping down surfaces and mopping
- Pushing and pulling trolleys
- Disposing of rubbish
- Possible needle stick injuries
- Falls from excess water on floors
- Exposure to bodily waste ie, faeces/urine/blood
- Exposure to bacteria/virus infections
- Odours
- Lifting
- Twisting action of back
- Bending and stooping
- Slips, trips or falls

Bathroom/toilet cleaning

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select the correct commercially prepared chemicals for the cleaning task ie, disinfectants and cleaning solutions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Where chemicals are to be prepared use the correct amounts as directed on labels/procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Select the appropriate equipment for the task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Wear personal protective equipment when cleaning urinals, toilet bowls, hand basins and mirrors ie, gloves at all times and non-slip rubber soled shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. When working at floor level, kneel or squat down.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Avoid reaching into semi-hidden areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When working at bench height, get close to the area you're cleaning. Start at the nearest point then work outwards, using even strokes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Empty bins by removing liners only or directly pouring contents into the collection container.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. When mopping, only half fill buckets to reduce weight.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Remove any excess water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Place warning signs 'Danger wet floors' to warn others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

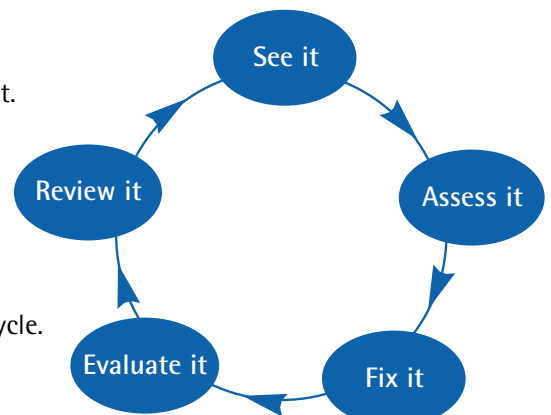
• Has the 'fix it' recommendations eliminated or reduced the risks associated with bathroom and toilet cleaning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Can an alternative chemical substance be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Buffing floors



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with buffing floors and recommends actions to minimise the risk of injury whilst performing the task.

Buffing is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform buffing tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the buffing task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of plant and equipment
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Poor preparation of the area
- Possibility of electric shock
- Size of the floor area
- Available power source
- Poor maintenance of equipment
- Manual handling difficulties
- Vibration
- Incorrect pad type fitted for floor surface and conditions
- Poor preparation of buffing solution
- Lack of training or experience in the use of equipment
- Number and type of obstacles
- Flexible cords may present tripping hazards to the operator and others
- Warning signs not used
- Personal protective equipment not used
- Slips, trips and falls

Buffing floors

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select a well maintained polisher.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select and fit an appropriate pad or brush to suit the floor surface and condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Visually inspect the cord and plug for damage. If damaged, replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Place "Danger wet floor" signs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Prepare the work area ie, sweep and damp mop the floor area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Use the recommended amount of detergent in water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Prepare buffing solution in spray bottle wearing the recommended personal protective equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Spray the buffing solution approximately half a metre from the floor, using a fine mist ahead of the buffer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Machine burnish over the sprayed area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Buff the edges first.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Buff the floor using a sweeping action.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Avoid reaching too far whilst burnishing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Avoid burnishing for long periods of time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Sweep floors after burnishing if required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Wash and clean equipment thoroughly, remove pad or brush before storage.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

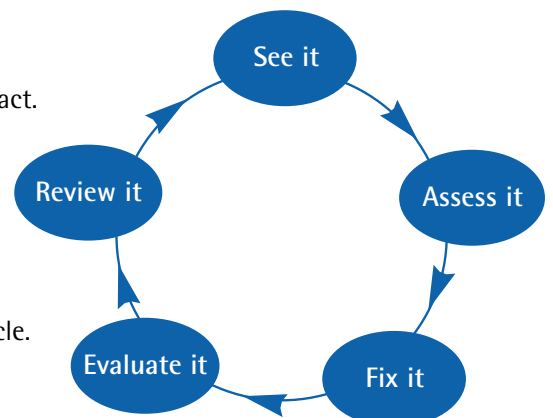
- Has the 'fix it' recommendations eliminated or reduced the risks associated with the buffing?
- Has the 'fix it' recommendations created a new hazard?
- Is there a need for information, instruction and training for people at the time of implementing the control measure?

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Carpet cleaning



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with carpet cleaning and recommends actions to minimise the risk of injury whilst performing the task.

The 'SAFER task checklist' is to be used by cleaning operators who are required to clean carpets, whether it be dry, shampoo or steam on a regular basis. Cleaning operators are encouraged to use the checklist before commencing work to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Use of chemicals ie, decanting/mixing/spraying/spills
- Electrical
- Damage to floors/paint work/furniture
- Manual handling involving shifting furniture
- Use of equipment ie, vacuum cleaner (upright/backpack), dry cleaning buffing machine and carpet rake
- No material safety data sheets supplied with substance
- Procedures not followed
- Personal protective equipment not worn

Carpet cleaning

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select a well maintained dry cleaning buffing machine.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select and fit an appropriate pad.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Visually inspect the cord and plug for damage. If damaged replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Check the safety requirements on material safety data sheets or labels of chemicals used and follow manufacturer's instructions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Wear appropriate personal protective equipment ie, gloves.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Inspect the carpets and report faulty joints, delaminating holes and stains.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Remove light furniture and obtain assistance where heavier items require shifting.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Place plastic squares under legs of remaining furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Vacuum the area with suitable vacuum cleaner for the job ie, backpack preferred.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Wear gloves when spot cleaning.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Avoid spraying dry cleaning fluid on paintwork and furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Buff carpet in a circular motion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ventilate rooms if necessary.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

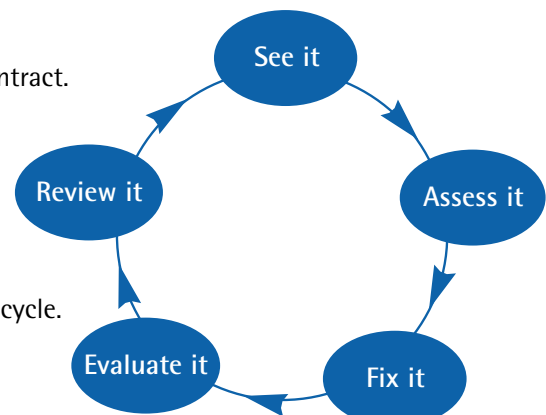
• Has the 'fix it' recommendations eliminated or reduced the risks associated with chemical use?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Can an alternative chemical substance be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Chemical use



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with chemical use and recommends actions to minimise the risk of injury whilst performing the task.

The use of chemicals is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who may use, handle, prepare, store and transport chemicals in the workplace. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Hazardous chemical
- Poor labelling
- Decanting of chemical
- Mixing of chemicals
- Exposure to splashes
- Exposure to fumes or mists
- Exposure to powders or dusts
- Poor storage practices of chemicals
- Handling of bulk chemicals
- Spills of chemicals
- No material safety data sheets supplied with substance
- Procedures not followed
- Personal protective equipment not worn

Chemical use

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Chemicals are labelled.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Material safety data sheets are kept near the workplace.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Select correct commercially prepared chemicals for the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Where chemicals are to be prepared, use the correct amounts as directed on labels/procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Where chemicals are prepared, ensure the area is well ventilated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wear personal protective equipment when handling or preparing chemical solutions ie, eye protection, gloves, mask (if required) and foot wear.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When substances are decanted into smaller containers or spray bottles, label them correctly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. First aid equipment and procedures are in place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Procedures are in place to contain large spills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Lock and store chemicals away.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. In bulk storage areas, containers with taps are not leaking or drip buckets are used to contain minor leaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

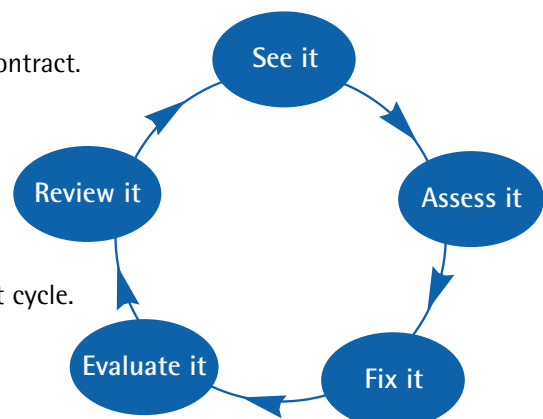
• Has the 'fix it' recommendations eliminated or reduced the risks associated with chemical use?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Can an alternative chemical substance be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Clinical/pharmaceutical waste



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with handling and removing clinical waste and recommends actions to minimise the risk of injury whilst performing the task.

The handling and removal of clinical/pharmaceutical waste is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who may work in these type of environments. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- The handling, storage, transport and disposal of clinical waste
- Skin penetrating objects ie, needles/sharps
- Contact with infectious waste
- Contact with blood products/animal carcasses
- Soiled linen/dressings
- Chemicals from laboratories
- Discarded prescribed drugs
- Waste or residue generated from producing and preparing drugs
- Personal protective equipment not worn
- Disposing of material in the wrong receptacle

Clinical/pharmaceutical waste

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Avoid using and handling needles and sharp objects.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use rigid, puncture-proof containers for disposing of needles and sharps.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Label containers correctly for specific types of wastes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Avoid handling linen or soiled laundry items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use heavy gloves when emptying bins.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wear suitable protective clothing, such as overalls, gloves, face mask and footwear.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. A procedure is in place for staff when treating cuts or using dressings on wounds.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Staff are immunised ie, for hepatitis, tetanus or Q fever.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Maintain high standards of personal hygiene.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Spill absorption material is available for use in liquid spills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Disposal procedures are in place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

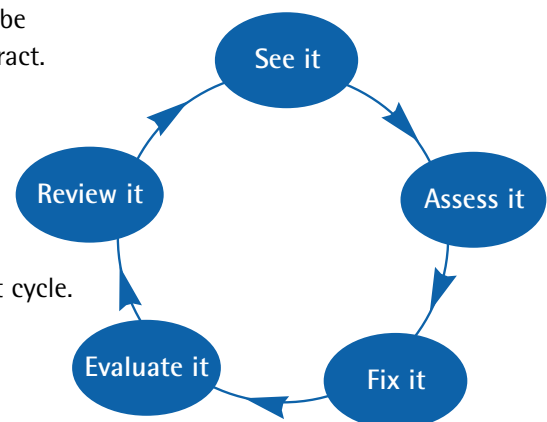
• Has the 'fix it' recommendations eliminated or reduced the risks associated with clinical/pharmaceutical waste?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Dusting



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with dusting and recommends actions to minimise the risk of injury whilst performing the task.

The 'SAFER task checklist' is to be used by cleaning operators who may be required to perform dusting duties in the workplace. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Repetitive arm movements
- Dust exposure
- Stretching
- Falling objects from tall furniture
- Falls from furniture

Dusting

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select appropriate equipment for the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Dust from the top to the bottom.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Remove items or waste that are left on top of tall furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Use duster with long handle to avoid reaching or stretching for tall furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use a stepping stool or step ladder to reach any high places.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Start at the nearest point, working outwards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Use even strokes to cover the entire area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Move your feet and stand as close as possible to the area that you are working on.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

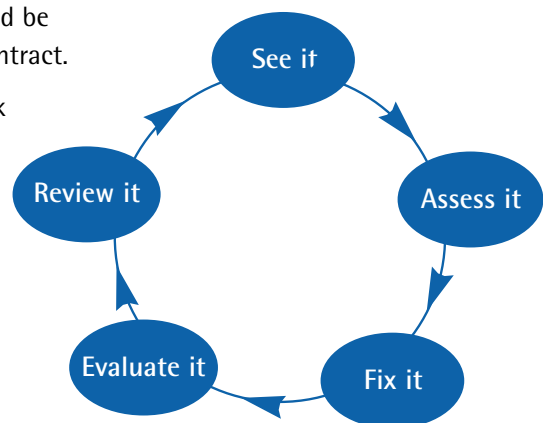
• Has the 'fix it' recommendations eliminated or reduced the risks associated with dusting?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Emptying bins



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with emptying bins and recommends actions to minimise the risk of injury whilst performing the task.

Sprains, strains and back injuries associated with the manual handling of bins is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform cleaning duties involving lifting, carrying and emptying bins. Cleaning operators are encouraged to use the checklist before removing rubbish to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Collecting and emptying rubbish into industrial bins
- Pushing and pulling trolleys and sulo bins
- Carrying and dragging drag bags
- Removing filled bags on trolleys
- Frequent bending and lifting
- Overloaded bags on trolleys and drag bags
- Height of industrial waste bins
- No spring lids or lockable positions of lids on industrial bins
- Poorly maintained or damaged bins
- Weight of bins
- Cuts and abrasions from bins and waste
- Cluttered workplace causing falls
- Carrying drag bags up and down stairs
- Poor external lighting
- Terrain
- Needle stick injury
- Slips, trips and falls

Emptying bins

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Plan the task ahead.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select the appropriate equipment trolley verses drag bags.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Place industrial bins in a suitable location to minimise the distance travelled to empty bins.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Industrial bins have spring loaded or lockable lid positions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use lifts in high rise buildings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Use trolleys and bins with handles, ball castors or wheels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Use bins made from light-weight materials.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Avoid overloading drag bags and trolley bags by emptying bags and trolleys frequently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ensure regular maintenance of trolleys, with special attention to castors and wheels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Carry out warm up exercises prior to, and warm down exercise on the completion of, the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Receive training in manual handling techniques.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Wear appropriate footwear eg, heavy duty non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Wear gloves when handling rubbish bins.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Adequate lighting provided for external areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. External terrain is in good condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

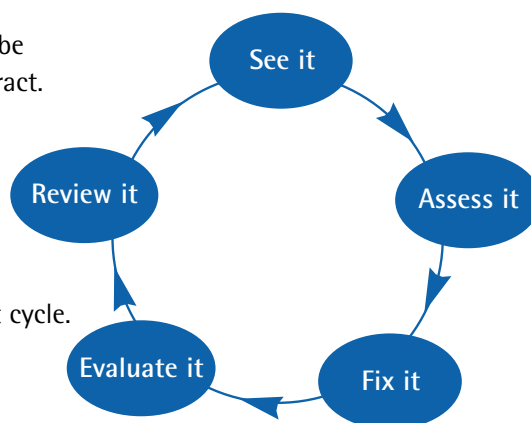
• Has the 'fix it' recommendations eliminated or reduced the risks associated with emptying bins?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Mopping



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with mopping and recommends actions to minimise the risk of injury whilst performing the task.

Mopping is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform mopping tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the mopping task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Twisting of the back repetitively
- Mops are usually wet, making them heavy and demanding on the muscles of the hands and arms
- Requires operator to empty, fill, lift and carry buckets of water
- Wrong selection and/or amount of detergent used in buckets
- The overloading of equipment on trolleys
- Wrong type of trolley for the task may cause a loss of control of them, causing injury to the operator or others in the area
- Poorly designed or poorly maintained equipment and tools eg, splinters from wooden mop handles
- Hurrying to complete the task
- Equipment may present tripping hazards to others
- Moving equipment or trolleys over different floor surfaces or floor levels
- Contaminated floor surfaces or excess water
- Slips, trips and falls
- 'Danger wet floor' signs are not displayed

Mopping

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Check the condition of the mop handle. Replace older items with more appropriate equipment for the task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use approved detergent and amount as pre-determined in your instructions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Use wheel-based trolleys and buckets on wheels that make transportation easier and minimise lifting.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. When filling the bucket with warm water, use a hose attachment for the tap if the tap fitting is high.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Fill the bucket up half way only.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Use a plastic bucket to minimise weights lifted.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Place 'Danger wet floor' signs at either end of the area to be mopped.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Wring the mop as dry as possible to minimise excess water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Change solution in the bucket as required to avoid the water becoming too dirty.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Allow an area for a dry passageway for pedestrian use. Half a corridor should always be free for pedestrian traffic.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Mop sections of approximately two metres only.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Place equipment within the 'Danger wet floor' area to reduce tripping hazards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Train operator in manual handling techniques	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Wear appropriate footwear ie, rubber soled, non-slip shoes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

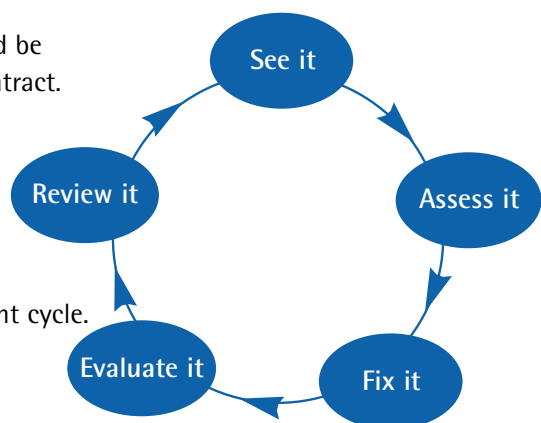
• Has the 'fix it' recommendations eliminated or reduced the risks associated with mopping?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Occupational violence



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with occupational violence and recommends actions to minimise the risk of injury whilst performing the task.

Exposure to occupational violence is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform cleaning duties when working in isolation. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Occupational violence can be defined as:

- workplace violence deals with a broad range of behaviours and circumstances that can be present both inside and outside the workplace
- any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising from his or her employment
- violence include acts or verbal, physical and psychological intimidation.

Assess it

- Reported incidents of violence in the business district or industry
- Working in isolation or alone
- Working after hours ie, early morning or at night
- Poor lighting in the workplace/premises
- Where cash is being handled on the premises
- Cluttered work environment
- Access by poor security measure ie, inappropriate door/window locks
- Lack of security equipment
- Lack of training
- Lack of policy and procedures
- Arguments or conflicts with workmates

Occupational violence

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. A policy and procedure is in place at your workplace to deal with occupational violence in the workplace.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. There is adequate lighting both inside and in the surrounding areas of the premises/building.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The locks on doors and windows are suitable and good quality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Doors are securely locked and of solid construction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Where possible change routine ie, vary the times when you commence work.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Access controls are fitted to doors.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Alarms and sensors are activated on arrival.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Procedures are in place to contact security, provide access codes and timeframes when alarms are deactivated and monitored by security organisations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Staff have been trained in policies and procedures for occupational violence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. A mechanism is in place for staff to be contacted at regular intervals.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Communication devices are provided to staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Staff are aware of building alarms and evacuation procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. There are safe areas for staff to retreat to in the event of an emergency.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Staff have been informed of any night tenants.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Where possible leave premises or buildings in groups or with others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

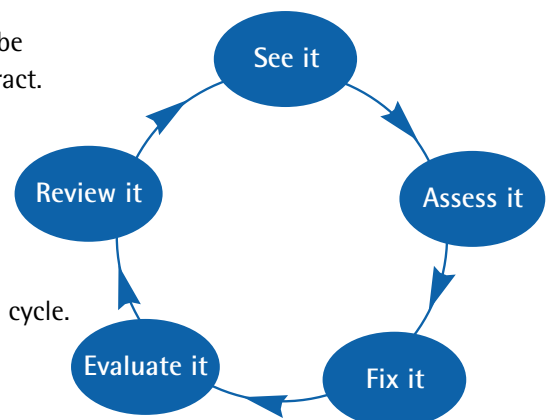
• Has the 'fix it' recommendations eliminated or reduced the risks associated with occupational violence?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Stripping floors



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with stripping floors and recommends actions to minimise the risk of injury whilst performing the task.

Stripping floors is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform stripping floor tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the stripping of floors to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Possibility of electric shock
- Size of the floor area
- Available power source
- Poorly maintained equipment
- Having difficulty or losing control of the auto scrubber
- Vibration
- Chemical exposure
- Poor preparation of stripping solution
- Poor ventilation
- Poor preparation of floor surface and damage to other floor coverings
- Lifting and moving any obstructions or furniture items
- Shifting equipment between floor levels, up and down a flight of stairs
- Flexible cords may present tripping hazards to the operator and others
- Warning signs not used
- Personal protective equipment not used
- Slips, trips and falls

Stripping floors

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select a well maintained auto scrubber and doodle bug.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select appropriate pad to suit the floor surface and condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Use padded handles to reduce adverse effects from vibrations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adjust handles to suit the operator.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Visually inspect the cord and plug for damage. If damaged replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Place 'Danger wet floor' signs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Prepare stripping solution as directed in a well ventilated area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Apply solution to area and avoid contact with other floor coverings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Avoid drying off before slurry is removed, approximately five minutes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Whilst using auto scrubber, avoid reaching too far.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Ensure the flexible cord is kept behind the operator and auto scrubber.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Scour off any bad marks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ensure the area is double scrubbed and overlapped.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Remove any slurry using squeegee, mop and bucket.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Allow floor to dry.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Allow floor to dry before commencing burnishing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

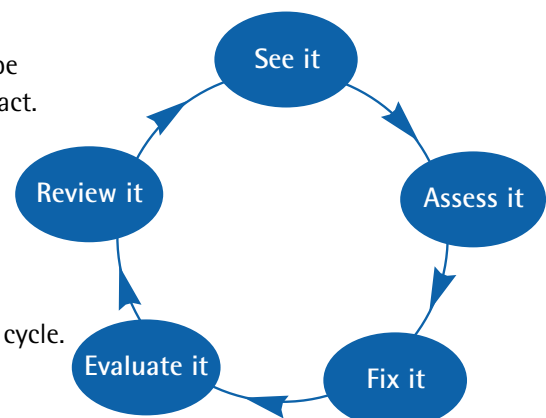
• Has the 'fix it' recommendations eliminated or reduced the risks associated with stripping floors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Sweeping



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with sweeping and recommends actions to minimise the risk of injury whilst performing the task.

Sweeping is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform sweeping tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the sweeping task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Often performed for long periods of time and on a frequent basis
- Leaning forward and reaching
- Poor or wrong selection of equipment for the task
- The equipment is too heavy for the person
- Broom handles in poor condition
- Pushing, pulling and lifting furniture and items in the area to be swept
- Bending under low heavy furniture
- Larger and various types of waste in the work area
- Excess dust in dirty areas
- Not following standard practices in procedures
- Poor storage practices of equipment
- Slips, trips and falls

Sweeping

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select suitable equipment to complete the task ie, broom, dust mop most suited for the surface.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select equipment that is not too heavy for you to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Check that equipment is in good condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Remove larger items of waste prior to sweeping.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Avoid handling any syringes or medical or chemical spill wastes with your hands.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Sweep following a straight line, pushing the broom and dirt away from you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Use overlapping strokes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Maintain an upright posture at all times. This can be achieved by minimising the length of the broom stroke.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. When sweeping, place dirt in smaller piles and remove frequently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Move or shift only lighter items of furniture. Get assistance for larger and heavier items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Kneel when using a banister brush and dust pan under low items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Use safety glasses or a dust mask in dirty environments.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Store equipment appropriately when not used.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

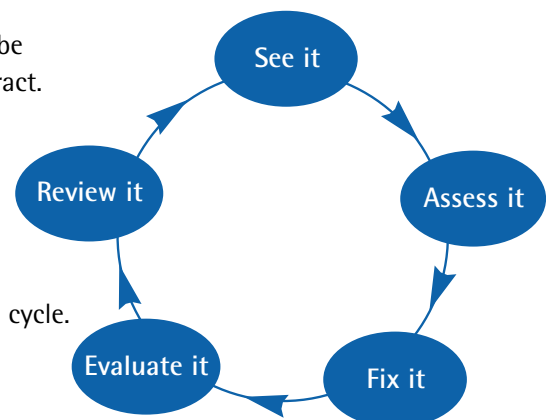
• Has the 'fix it' recommendations eliminated or reduced the risks associated with sweeping?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Vacuumping



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with vacuuming and recommends actions to minimise the risk of injury whilst performing the task.

Vacuumping is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform vacuuming tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the vacuuming task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Often performed for long periods of time and on a frequent basis
- Reaching forward and twisting the back
- Vacuum cleaners need to be carried to, and between, work locations
- Some vacuum cleaners need to be dragged behind operators
- No rollers on the head of the hose
- Attachments not adjustable
- Possibility of electric shock
- Incorrect wearing and fitting of backpacks
- Poor selection of vacuum type and poor adjustment of units to suit the person
- Not following standard practices and procedures
- Cluttered workplace, awkward or cramped positions
- Carrying equipment between floor levels up and down a flight of stairs
- Flexible cords may present tripping hazards to the operator and others
- Exposure to dust

Vacuuuming

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select suitable vacuum unit to complete the task. Back pack units are preferable to increase the freedom of movement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ensure attachments are complete and adjustable fittings are used where possible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Visually inspect the cord and plug for damage. If damaged replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. When fitting the backpack unit, place the unit onto shelf or bench, back into it and then do up the harness.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When using the vacuum cleaner, ensure that the cord is always behind the machine.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Alternate vacuum cleaning duties with other cleaning tasks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Use arm movements as much as possible so as to minimise twisting the back.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Maintain an upright posture at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Shift light pieces of furniture only.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Carry out warm up exercise prior to, and warm down exercise on the completion of, the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Empty cleaner bag in a well ventilated area and/or wear a dust mask.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Cleaning operators have been trained in the correct selection, adjustment and fitting of backpack units to suit the individual.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

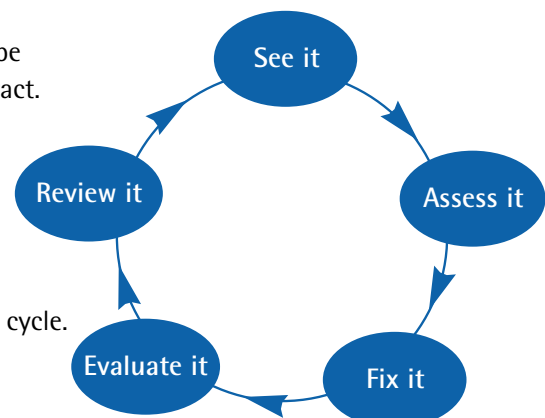
• Has the 'fix it' recommendations eliminated or reduced the risks associated with vacuuming?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Window cleaning



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with window cleaning and recommends actions to minimise the risk of injury whilst performing the task.

Window cleaning is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform window cleaning as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'No' to any of the 'Fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Falls from heights
- Faulty or damaged equipment
- Wrong selection of equipment for the task
- Failure to secure ladders
- Incorrect pitch level for single and extension ladders
- Lifting, carrying and handling ladders
- Failing to place the ladder on firm, level footing
- Placing ladders near door openings
- Inappropriate number of people on ladders
- Inappropriate movement on the ladder
- Chemical use

Window cleaning

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. In the first circumstance, consider other options for working at heights ie, scaffolding, scissor lifts and elevating work platform vehicles. Fall arrest harnesses would be used in conjunction with these alternative devices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use equipment with telescopic handles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Inspect ladder before use. Remove and report any faulty equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Take care handling ladders whilst being raised, lowered or carried.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Place the ladder on a firm and level footing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Avoid placing over or near any door openings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Secure ladders by using hooks, chain or similar means.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Avoid using the top three steps of the ladder.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. One person on the ladder at any one time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Avoid any excessive reaching or leaning from the side of the ladder.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Determine whether glass cleaner is commercially prepared and read the label or the material safety data sheet and follow the instructions provided.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Provide appropriate warning signs advising the public of the work in progress.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

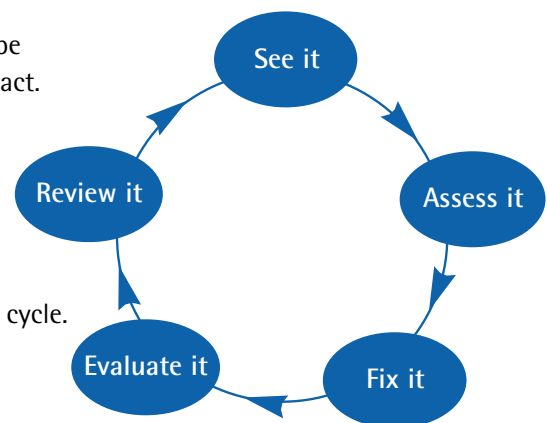
• Has the 'fix it' recommendations eliminated or reduced the risks associated with window cleaning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Bathroom/toilet cleaning



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with bathroom and toilet care and recommends actions to minimise the risk of injury whilst performing the task.

The 'SAFER task checklist' is to be used by cleaning operators who may clean amenity areas. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Chemical use
- Poor labelling of decanted substances in bottles
- Repetitive arm movements when wiping down surfaces and mopping
- Pushing and pulling trolleys
- Disposing of rubbish
- Possible needle stick injuries
- Falls from excess water on floors
- Exposure to bodily waste ie, faeces/urine/blood
- Exposure to bacteria/virus infections
- Odours
- Lifting
- Twisting action of back
- Bending and stooping
- Slips, trips or falls

Bathroom/toilet cleaning

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select the correct commercially prepared chemicals for the cleaning task ie, disinfectants and cleaning solutions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Where chemicals are to be prepared use the correct amounts as directed on labels/procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Select the appropriate equipment for the task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Wear personal protective equipment when cleaning urinals, toilet bowls, hand basins and mirrors ie, gloves at all times and non-slip rubber soled shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. When working at floor level, kneel or squat down.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Avoid reaching into semi-hidden areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When working at bench height, get close to the area you're cleaning. Start at the nearest point then work outwards, using even strokes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Empty bins by removing liners only or directly pouring contents into the collection container.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. When mopping, only half fill buckets to reduce weight.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Remove any excess water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Place warning signs 'Danger wet floors' to warn others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

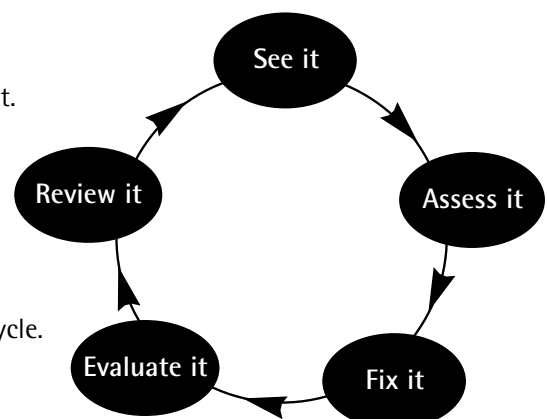
• Has the 'fix it' recommendations eliminated or reduced the risks associated with bathroom and toilet cleaning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Can an alternative chemical substance be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Buffing floors



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with buffing floors and recommends actions to minimise the risk of injury whilst performing the task.

Buffing is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform buffing tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the buffing task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of plant and equipment
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Poor preparation of the area
- Possibility of electric shock
- Size of the floor area
- Available power source
- Poor maintenance of equipment
- Manual handling difficulties
- Vibration
- Incorrect pad type fitted for floor surface and conditions
- Poor preparation of buffing solution
- Lack of training or experience in the use of equipment
- Number and type of obstacles
- Flexible cords may present tripping hazards to the operator and others
- Warning signs not used
- Personal protective equipment not used
- Slips, trips and falls

Buffing floors

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select a well maintained polisher.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select and fit an appropriate pad or brush to suit the floor surface and condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Visually inspect the cord and plug for damage. If damaged, replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Place "Danger wet floor" signs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Prepare the work area ie, sweep and damp mop the floor area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Use the recommended amount of detergent in water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Prepare buffing solution in spray bottle wearing the recommended personal protective equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Spray the buffing solution approximately half a metre from the floor, using a fine mist ahead of the buffer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Machine burnish over the sprayed area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Buff the edges first.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Buff the floor using a sweeping action.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Avoid reaching too far whilst burnishing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Avoid burnishing for long periods of time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Sweep floors after burnishing if required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Wash and clean equipment thoroughly, remove pad or brush before storage.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

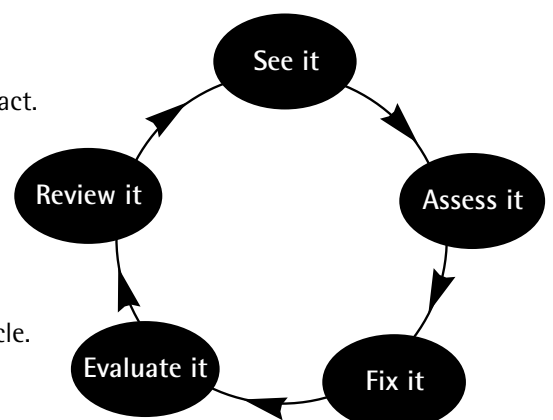
- Has the 'fix it' recommendations eliminated or reduced the risks associated with the buffing?
- Has the 'fix it' recommendations created a new hazard?
- Is there a need for information, instruction and training for people at the time of implementing the control measure?

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Carpet cleaning



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with carpet cleaning and recommends actions to minimise the risk of injury whilst performing the task.

The 'SAFER task checklist' is to be used by cleaning operators who are required to clean carpets, whether it be dry, shampoo or steam on a regular basis. Cleaning operators are encouraged to use the checklist before commencing work to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Use of chemicals ie, decanting/mixing/spraying/spills
- Electrical
- Damage to floors/paint work/furniture
- Manual handling involving shifting furniture
- Use of equipment ie, vacuum cleaner (upright/backpack), dry cleaning buffing machine and carpet rake
- No material safety data sheets supplied with substance
- Procedures not followed
- Personal protective equipment not worn

Carpet cleaning

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select a well maintained dry cleaning buffing machine.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select and fit an appropriate pad.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Visually inspect the cord and plug for damage. If damaged replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Check the safety requirements on material safety data sheets or labels of chemicals used and follow manufacturer's instructions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Wear appropriate personal protective equipment ie, gloves.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Inspect the carpets and report faulty joints, delaminating holes and stains.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Remove light furniture and obtain assistance where heavier items require shifting.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Place plastic squares under legs of remaining furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Vacuum the area with suitable vacuum cleaner for the job ie, backpack preferred.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Wear gloves when spot cleaning.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Avoid spraying dry cleaning fluid on paintwork and furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Buff carpet in a circular motion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ventilate rooms if necessary.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

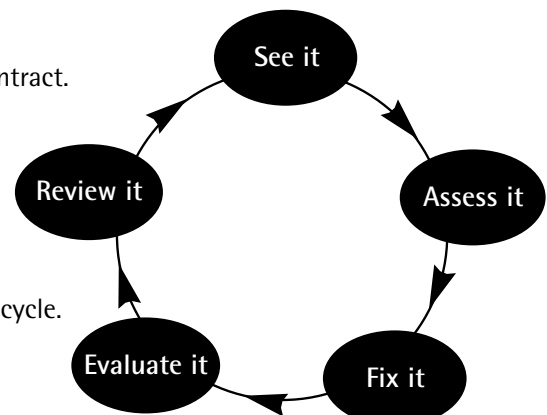
• Has the 'fix it' recommendations eliminated or reduced the risks associated with chemical use?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Can an alternative chemical substance be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Chemical use



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with chemical use and recommends actions to minimise the risk of injury whilst performing the task.

The use of chemicals is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who may use, handle, prepare, store and transport chemicals in the workplace. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Hazardous chemical
- Poor labelling
- Decanting of chemical
- Mixing of chemicals
- Exposure to splashes
- Exposure to fumes or mists
- Exposure to powders or dusts
- Poor storage practices of chemicals
- Handling of bulk chemicals
- Spills of chemicals
- No material safety data sheets supplied with substance
- Procedures not followed
- Personal protective equipment not worn

Chemical use

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Chemicals are labelled.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Material safety data sheets are kept near the workplace.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Select correct commercially prepared chemicals for the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Where chemicals are to be prepared, use the correct amounts as directed on labels/procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Where chemicals are prepared, ensure the area is well ventilated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wear personal protective equipment when handling or preparing chemical solutions ie, eye protection, gloves, mask (if required) and foot wear.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When substances are decanted into smaller containers or spray bottles, label them correctly.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. First aid equipment and procedures are in place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Procedures are in place to contain large spills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Lock and store chemicals away.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. In bulk storage areas, containers with taps are not leaking or drip buckets are used to contain minor leaks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

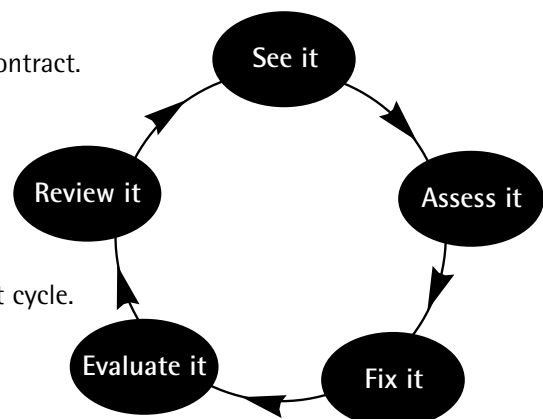
• Has the 'fix it' recommendations eliminated or reduced the risks associated with chemical use?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Can an alternative chemical substance be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

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SAFER task checklist

OHS work skills matrix and major hazard management modules

Clinical/pharmaceutical waste



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with handling and removing clinical waste and recommends actions to minimise the risk of injury whilst performing the task.

The handling and removal of clinical/pharmaceutical waste is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who may work in these type of environments. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- The handling, storage, transport and disposal of clinical waste
- Skin penetrating objects ie, needles/sharps
- Contact with infectious waste
- Contact with blood products/animal carcasses
- Soiled linen/dressings
- Chemicals from laboratories
- Discarded prescribed drugs
- Waste or residue generated from producing and preparing drugs
- Personal protective equipment not worn
- Disposing of material in the wrong receptacle

Clinical/pharmaceutical waste

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Avoid using and handling needles and sharp objects.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use rigid, puncture-proof containers for disposing of needles and sharps.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Label containers correctly for specific types of wastes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Avoid handling linen or soiled laundry items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use heavy gloves when emptying bins.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wear suitable protective clothing, such as overalls, gloves, face mask and footwear.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. A procedure is in place for staff when treating cuts or using dressings on wounds.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Staff are immunised ie, for hepatitis, tetanus or Q fever.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Maintain high standards of personal hygiene.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Spill absorption material is available for use in liquid spills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Disposal procedures are in place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

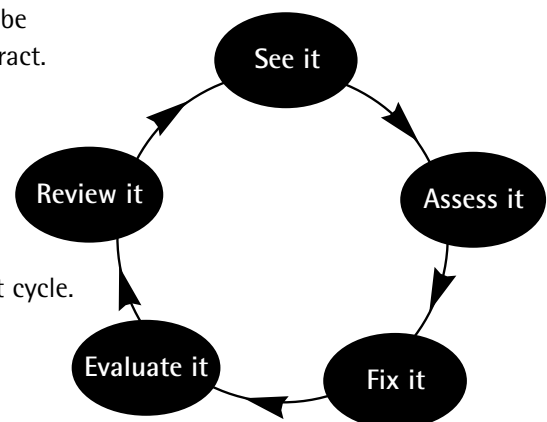
• Has the 'fix it' recommendations eliminated or reduced the risks associated with clinical/pharmaceutical waste?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

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- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Dusting



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with dusting and recommends actions to minimise the risk of injury whilst performing the task.

The 'SAFER task checklist' is to be used by cleaning operators who may be required to perform dusting duties in the workplace. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Repetitive arm movements
- Dust exposure
- Stretching
- Falling objects from tall furniture
- Falls from furniture

Dusting

OHS work skills matrix and major hazard management modules

Fix it

1. Select appropriate equipment for the cleaning task.
2. Dust from the top to the bottom.
3. Remove items or waste that are left on top of tall furniture.
4. Use duster with long handle to avoid reaching or stretching for tall furniture.
5. Use a stepping stool or step ladder to reach any high places.
6. Start at the nearest point, working outwards.
7. Use even strokes to cover the entire area.
8. Move your feet and stand as close as possible to the area that you are working on.

	Recommend	Actioned	
		Yes	No
1. Select appropriate equipment for the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Dust from the top to the bottom.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Remove items or waste that are left on top of tall furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Use duster with long handle to avoid reaching or stretching for tall furniture.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use a stepping stool or step ladder to reach any high places.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Start at the nearest point, working outwards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Use even strokes to cover the entire area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Move your feet and stand as close as possible to the area that you are working on.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

- Has the 'fix it' recommendations eliminated or reduced the risks associated with dusting?
- Has the 'fix it' recommendations created a new hazard?
- Is there a need for information, instruction and training for people at the time of implementing the control measure?

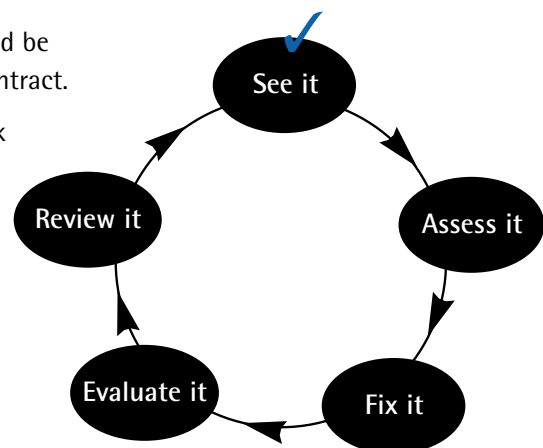
• Has the 'fix it' recommendations eliminated or reduced the risks associated with dusting?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Emptying bins



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with emptying bins and recommends actions to minimise the risk of injury whilst performing the task.

Sprains, strains and back injuries associated with the manual handling of bins is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform cleaning duties involving lifting, carrying and emptying bins. Cleaning operators are encouraged to use the checklist before removing rubbish to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Collecting and emptying rubbish into industrial bins
- Pushing and pulling trolleys and sulo bins
- Carrying and dragging drag bags
- Removing filled bags on trolleys
- Frequent bending and lifting
- Overloaded bags on trolleys and drag bags
- Height of industrial waste bins
- No spring lids or lockable positions of lids on industrial bins
- Poorly maintained or damaged bins
- Weight of bins
- Cuts and abrasions from bins and waste
- Cluttered workplace causing falls
- Carrying drag bags up and down stairs
- Poor external lighting
- Terrain
- Needle stick injury
- Slips, trips and falls

Emptying bins

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Plan the task ahead.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select the appropriate equipment trolley verses drag bags.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Place industrial bins in a suitable location to minimise the distance travelled to empty bins.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Industrial bins have spring loaded or lockable lid positions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use lifts in high rise buildings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Use trolleys and bins with handles, ball castors or wheels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Use bins made from light-weight materials.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Avoid overloading drag bags and trolley bags by emptying bags and trolleys frequently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ensure regular maintenance of trolleys, with special attention to castors and wheels.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Carry out warm up exercises prior to, and warm down exercise on the completion of, the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Receive training in manual handling techniques.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Wear appropriate footwear eg, heavy duty non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Wear gloves when handling rubbish bins.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Adequate lighting provided for external areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. External terrain is in good condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

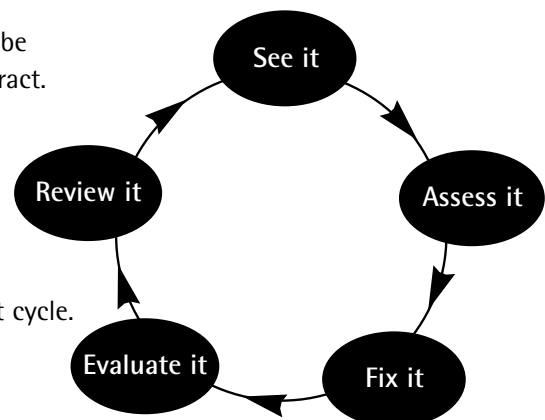
• Has the 'fix it' recommendations eliminated or reduced the risks associated with emptying bins?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Mopping



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with mopping and recommends actions to minimise the risk of injury whilst performing the task.

Mopping is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform mopping tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the mopping task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Twisting of the back repetitively
- Mops are usually wet, making them heavy and demanding on the muscles of the hands and arms
- Requires operator to empty, fill, lift and carry buckets of water
- Wrong selection and/or amount of detergent used in buckets
- The overloading of equipment on trolleys
- Wrong type of trolley for the task may cause a loss of control of them, causing injury to the operator or others in the area
- Poorly designed or poorly maintained equipment and tools eg, splinters from wooden mop handles
- Hurrying to complete the task
- Equipment may present tripping hazards to others
- Moving equipment or trolleys over different floor surfaces or floor levels
- Contaminated floor surfaces or excess water
- Slips, trips and falls
- 'Danger wet floor' signs are not displayed

Mopping

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Check the condition of the mop handle. Replace older items with more appropriate equipment for the task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use approved detergent and amount as pre-determined in your instructions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Use wheel-based trolleys and buckets on wheels that make transportation easier and minimise lifting.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. When filling the bucket with warm water, use a hose attachment for the tap if the tap fitting is high.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Fill the bucket up half way only.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Use a plastic bucket to minimise weights lifted.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Place 'Danger wet floor' signs at either end of the area to be mopped.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Wring the mop as dry as possible to minimise excess water.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Change solution in the bucket as required to avoid the water becoming too dirty.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Allow an area for a dry passageway for pedestrian use. Half a corridor should always be free for pedestrian traffic.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Mop sections of approximately two metres only.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Place equipment within the 'Danger wet floor' area to reduce tripping hazards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Train operator in manual handling techniques	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Wear appropriate footwear ie, rubber soled, non-slip shoes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

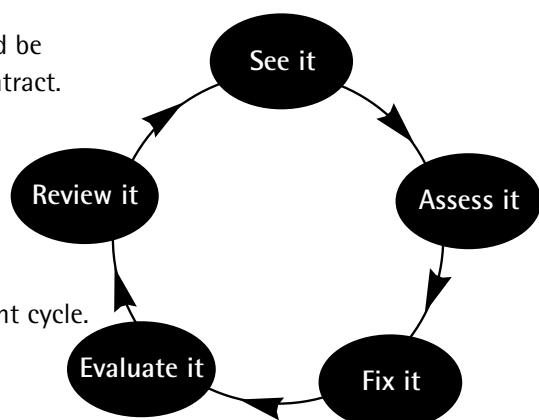
• Has the 'fix it' recommendations eliminated or reduced the risks associated with mopping?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Occupational violence



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with occupational violence and recommends actions to minimise the risk of injury whilst performing the task.

Exposure to occupational violence is a growing concern to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform cleaning duties when working in isolation. Cleaning operators are encouraged to use the checklist before commencing work in this situation to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Occupational violence can be defined as:

- workplace violence deals with a broad range of behaviours and circumstances that can be present both inside and outside the workplace
- any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising from his or her employment
- violence include acts or verbal, physical and psychological intimidation.

Assess it

- Reported incidents of violence in the business district or industry
- Working in isolation or alone
- Working after hours ie, early morning or at night
- Poor lighting in the workplace/premises
- Where cash is being handled on the premises
- Cluttered work environment
- Access by poor security measure ie, inappropriate door/window locks
- Lack of security equipment
- Lack of training
- Lack of policy and procedures
- Arguments or conflicts with workmates

Occupational violence

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. A policy and procedure is in place at your workplace to deal with occupational violence in the workplace.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. There is adequate lighting both inside and in the surrounding areas of the premises/building.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The locks on doors and windows are suitable and good quality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Doors are securely locked and of solid construction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Where possible change routine ie, vary the times when you commence work.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Access controls are fitted to doors.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Alarms and sensors are activated on arrival.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Procedures are in place to contact security, provide access codes and timeframes when alarms are deactivated and monitored by security organisations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Staff have been trained in policies and procedures for occupational violence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. A mechanism is in place for staff to be contacted at regular intervals.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Communication devices are provided to staff.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Staff are aware of building alarms and evacuation procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. There are safe areas for staff to retreat to in the event of an emergency.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Staff have been informed of any night tenants.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Where possible leave premises or buildings in groups or with others.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

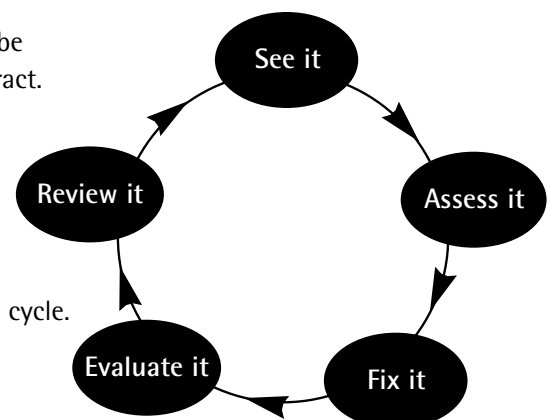
• Has the 'fix it' recommendations eliminated or reduced the risks associated with occupational violence?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Stripping floors



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with stripping floors and recommends actions to minimise the risk of injury whilst performing the task.

Stripping floors is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform stripping floor tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the stripping of floors to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Possibility of electric shock
- Size of the floor area
- Available power source
- Poorly maintained equipment
- Having difficulty or losing control of the auto scrubber
- Vibration
- Chemical exposure
- Poor preparation of stripping solution
- Poor ventilation
- Poor preparation of floor surface and damage to other floor coverings
- Lifting and moving any obstructions or furniture items
- Shifting equipment between floor levels, up and down a flight of stairs
- Flexible cords may present tripping hazards to the operator and others
- Warning signs not used
- Personal protective equipment not used
- Slips, trips and falls

Stripping floors

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select a well maintained auto scrubber and doodle bug.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select appropriate pad to suit the floor surface and condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Use padded handles to reduce adverse effects from vibrations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Adjust handles to suit the operator.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Visually inspect the cord and plug for damage. If damaged replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Place 'Danger wet floor' signs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Prepare stripping solution as directed in a well ventilated area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Apply solution to area and avoid contact with other floor coverings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Avoid drying off before slurry is removed, approximately five minutes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Whilst using auto scrubber, avoid reaching too far.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Ensure the flexible cord is kept behind the operator and auto scrubber.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Scour off any bad marks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Ensure the area is double scrubbed and overlapped.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Remove any slurry using squeegee, mop and bucket.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Allow floor to dry.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Allow floor to dry before commencing burnishing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

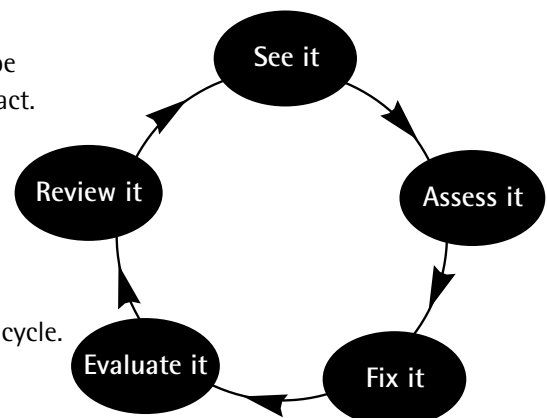
• Has the 'fix it' recommendations eliminated or reduced the risks associated with stripping floors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Sweeping



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with sweeping and recommends actions to minimise the risk of injury whilst performing the task.

Sweeping is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform sweeping tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the sweeping task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Often performed for long periods of time and on a frequent basis
- Leaning forward and reaching
- Poor or wrong selection of equipment for the task
- The equipment is too heavy for the person
- Broom handles in poor condition
- Pushing, pulling and lifting furniture and items in the area to be swept
- Bending under low heavy furniture
- Larger and various types of waste in the work area
- Excess dust in dirty areas
- Not following standard practices in procedures
- Poor storage practices of equipment
- Slips, trips and falls

Sweeping

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select suitable equipment to complete the task ie, broom, dust mop most suited for the surface.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Select equipment that is not too heavy for you to use.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Check that equipment is in good condition.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Remove larger items of waste prior to sweeping.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Avoid handling any syringes or medical or chemical spill wastes with your hands.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Sweep following a straight line, pushing the broom and dirt away from you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Use overlapping strokes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Maintain an upright posture at all times. This can be achieved by minimising the length of the broom stroke.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. When sweeping, place dirt in smaller piles and remove frequently.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Move or shift only lighter items of furniture. Get assistance for larger and heavier items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Kneel when using a banister brush and dust pan under low items.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Use safety glasses or a dust mask in dirty environments.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Store equipment appropriately when not used.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

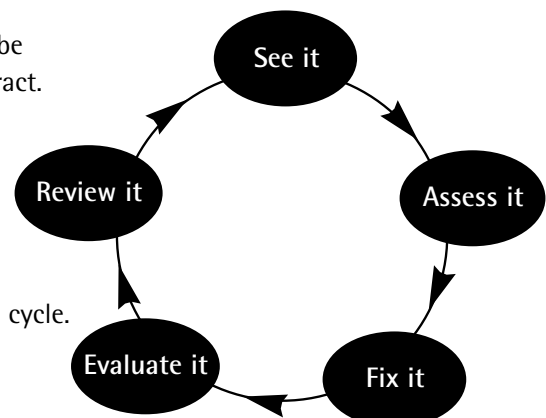
• Has the 'fix it' recommendations eliminated or reduced the risks associated with sweeping?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Vacuumping



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with vacuuming and recommends actions to minimise the risk of injury whilst performing the task.

Vacuumping is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform vacuuming tasks as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the vacuuming task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'no' to any of the 'fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Often performed for long periods of time and on a frequent basis
- Reaching forward and twisting the back
- Vacuum cleaners need to be carried to, and between, work locations
- Some vacuum cleaners need to be dragged behind operators
- No rollers on the head of the hose
- Attachments not adjustable
- Possibility of electric shock
- Incorrect wearing and fitting of backpacks
- Poor selection of vacuum type and poor adjustment of units to suit the person
- Not following standard practices and procedures
- Cluttered workplace, awkward or cramped positions
- Carrying equipment between floor levels up and down a flight of stairs
- Flexible cords may present tripping hazards to the operator and others
- Exposure to dust

Vacuuuming

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. Select suitable vacuum unit to complete the task. Back pack units are preferable to increase the freedom of movement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ensure attachments are complete and adjustable fittings are used where possible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ensure that the flexible cords have been inspected, tested and tagged by a competent person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Visually inspect the cord and plug for damage. If damaged replace unit and report it to your supervisor. Remove from service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ensure that power outlets are RCD protected. If not, use portable RCD units.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. When fitting the backpack unit, place the unit onto shelf or bench, back into it and then do up the harness.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. When using the vacuum cleaner, ensure that the cord is always behind the machine.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Alternate vacuum cleaning duties with other cleaning tasks.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Use arm movements as much as possible so as to minimise twisting the back.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Maintain an upright posture at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Shift light pieces of furniture only.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Carry out warm up exercise prior to, and warm down exercise on the completion of, the cleaning task.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Wear appropriate footwear ie, rubber soled, non-slip shoes.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Empty cleaner bag in a well ventilated area and/or wear a dust mask.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Cleaning operators have been trained in the correct selection, adjustment and fitting of backpack units to suit the individual.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

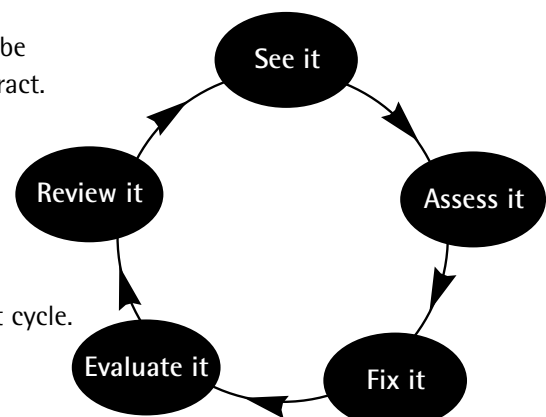
• Has the 'fix it' recommendations eliminated or reduced the risks associated with vacuuming?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.



SAFER task checklist

OHS work skills matrix and major hazard management modules

Window cleaning



This 'SAFER task checklist' has been designed to assist cleaning operators identify and assess common hazards associated with window cleaning and recommends actions to minimise the risk of injury whilst performing the task.

Window cleaning is a task that presents a range of common hazards to operators. The 'SAFER task checklist' is to be used by cleaning operators who perform window cleaning as part of their duties. Cleaning operators are encouraged to use the checklist before commencing the task to eliminate or minimise any risk exposures.

If you are not sure how to use the checklist or have answered 'No' to any of the 'Fix it' recommendations, please consult your supervisor.

See it

Common hazards to operators are generally associated with:

- the way the cleaning task is performed (the task)
- characteristics of the type of equipment used
- skills, experience, physical capabilities of the user (the person)
- the working conditions, the setting and other people (the environment).

Assess it

- Falls from heights
- Faulty or damaged equipment
- Wrong selection of equipment for the task
- Failure to secure ladders
- Incorrect pitch level for single and extension ladders
- Lifting, carrying and handling ladders
- Failing to place the ladder on firm, level footing
- Placing ladders near door openings
- Inappropriate number of people on ladders
- Inappropriate movement on the ladder
- Chemical use

Window cleaning

OHS work skills matrix and major hazard management modules

Fix it

	Recommend	Actioned	
		Yes	No
1. In the first circumstance, consider other options for working at heights ie, scaffolding, scissor lifts and elevating work platform vehicles. Fall arrest harnesses would be used in conjunction with these alternative devices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use equipment with telescopic handles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Inspect ladder before use. Remove and report any faulty equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Take care handling ladders whilst being raised, lowered or carried.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Place the ladder on a firm and level footing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Avoid placing over or near any door openings.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Secure ladders by using hooks, chain or similar means.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Avoid using the top three steps of the ladder.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. One person on the ladder at any one time.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Avoid any excessive reaching or leaning from the side of the ladder.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Determine whether glass cleaner is commercially prepared and read the label or the material safety data sheet and follow the instructions provided.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Provide appropriate warning signs advising the public of the work in progress.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluate it

The control measures should be evaluated both during and after implementation. Possible questions are:

• Has the 'fix it' recommendations eliminated or reduced the risks associated with window cleaning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Has the 'fix it' recommendations created a new hazard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Is there a need for information, instruction and training for people at the time of implementing the control measure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Review it

A review of the entire hazard management process should be performed at regular intervals during the term of the contract.

- This can be part of a regular inspection, when the work environment changes or when work practices change, to ensure that no new hazards have been introduced.
- It could also be part of a system audit.

This review process completes the continuous improvement cycle.

