Our Job Today is to Prepare you for Work Placement

1. We want you to get the most out of your placement.
   - Experience and knowledge of the workplace.
   - Career information.

2. We want you to be safe in the workplace.
   - Physically safe Occupational Health & Safety
   - Emotionally safe Equal Opportunity

3. We want you to know what to do if you feel unsafe or uncomfortable.
Physical Safety

Occupational Health & Safety – OHS

Death and injury in the workplace in South Australia in the last 12 months.

13.6.06 Crushed by a load of steel at Port Adelaide
9.5.06 Gladstone factory explosion kills 3 men
24.4.06 Scraper operator killed at Lewiston
24.4.06 Trench collapses on man at Munno Para
21.4.06 Man crushed by dumb waiter in city
14.12.05 Man crushed on construction site at Pasadena
12.12.05 Man buried in barley silo at Long Plains
1.11.05 Spray unit falls on farmer
1.11.05 Man drowned in fishing net at sea
15.9.05 Bus driver crushed by bus at Elizabeth
24.8.05 Scientist eaten by shark at Glenelg
9.8.05 Man killed operating steel loader
29.7.05 Woman killed on quad bike
7.7.05 Man killed in mine explosion at Olympic Dam
6.7.05 Semi trailer driver killed near Mannum
3.6.05 Tractor rolls on driver near Two Wells

18 dead

Source: Advertiser 14.6.06
Workplace Injuries by Industry

Source: www.ascc.gov.au/ascc/
Workplace Injury by Type of Injury

NDS (non-fatal injury)

Source: www.ascc.gov.au/ascc/
Cost of Workplace injuries

- About 3000 workers die as a result of workplace injuries or illnesses in Australia each year

- Up to 600 000 people claim workers compensation

- Annually, this costs Australia $10 - $15 billion

- Up to 33 new workers are injured every day in SA

- 15 - 24 year olds have a 75% greater risk of being injured at work

- 95% of work injuries could be prevented

Source: www.safework.sa.gov.au
What is Work Placement?

Work Experience students

• spend time in the workplace as learners, not employees
• are 15 years or over
• are NOT paid cash, goods or services
• are investigating possible career pathways
• are supervised by an industry supervisor
• teacher will make contact with industry supervisor
• are observing and assisting with work tasks
• develop appropriate attitudes to work
• learn a range of behaviours appropriate to the industry
• develop new work related skills and competencies
• receive a work report

Structured Workplace Learning students

• as for work experience students
  PLUS
• completing National Competencies on-the-job as part of their VET
• may be assessed on-the-job

Based on: Workplace Learning Guidelines.
What is a Workplace?

- Shop
- Office
- Workshop
- Factory
- Surgery
- Kitchen
- School
- Council area
- Childcare Centre
- Cockpit of a plane
- Sporting field
- Church
- Hospital

Any place an employee works or goes while at work
What is a Worker?

1. Has an employer/employee relationship

2. Someone who performs a task in return for any one or a combination of these rewards:-

- salary
- wage
- commission
- staff discount
- bonus
- company car
- company mobile
- goods
- presents
- holidays

A work experience or work placement student

- is learning to be a worker
- is learning about work
- is not to accept any reward
What is a New Worker?

A new worker is someone who:

• enters the workforce for the first time
• changes jobs
• returns to the workforce after a long absence
• has been working for less than 12 months

• is often:
  - anxious to fit in
  - determined to impress

A work placement student faces the same problems as a new worker.

New workers:

• are inexperienced

• have a high rate of workplace injury
People Working Together

The job and the way you do it is important. It is just as important for you to enjoy working with others. Your workmates will have different views about politics, religion and sexuality. They will come from different countries and have different ways of behaving.

Don’t let these differences make you treat them differently. If you do, you could be DISCRIMINATING against them. Sometimes people do this without knowing or thinking.

Your joke about another person’s accent, name, behaviour or lunch may not be a joke to them.

It would not be fair to discriminate and upset another person.

It is also illegal.

So remember
  • Listen to others, we all have lots to learn
  • You may not agree with what others say, but everyone has a right to their own point of view
  • If you find the comments or behaviour of others offensive or unwelcome, you have a right to say so
Getting the most out of your Work Placement

Until now the people you spend a lot of your time with were the same age as you. This made understanding one another a whole lot easier.

On work placement you may:
- be the only one in your age group
- be in the minority gender group
- be with people who have very strong views on religion, politics or industrial issues
- be with people from various countries around the world
- be with people who have different cultural backgrounds/values, speak a different language and eat different food
- have a minority view on sex and sexuality
- be with people who have disabilities

The workplace is challenging and different from school because you need to:
- understand these differences
- get along with a wide variety of people
Workplace Employer’s Role and Responsibilities

Provide:

• A safe work environment

• Freedom from
  - discrimination
  - harassment
  - bullying
  - violence

• Safe systems of work

• Training and information

• Supervision

• Protective equipment when required

• Plant, equipment and substances in a safe condition

Based on: Workcover Corporation: Teacher’s Resource Guide
Student’s role and legal responsibilities

• Obey reasonable instructions
• Work safely and wear protective equipment when it is required.
• Follow correct procedures when doing your job.
• Avoid putting your fellow workers or the public at risk.
• Report accidents and near misses to your workplace supervisor.
• Protect your own health and safety at work.
• Make sure you are not affected by drugs or alcohol.
• Do not discriminate, harass or bully.
• Do not accept any reward (money, goods, discounts).
• Treat workplace information as confidential

Based on: Workcover Corporation: Teacher’s Resource Guide
The Workplace Supervisor will also expect you to:

- arrive on time
- have a good attendance record
- think about the job and make suggestions
- be interested in the work
- follow instructions and accept suggestions
- ask for help if you need it
- behave in a way that reflects well on the business and employees
- keep personal problems at home
- obey safety rules
- dress suitably for the job
- be well groomed and presented
- be responsible when working at a task
- take care with the machinery, Personal Protective Equipment, other equipment and property
Confidentiality

• You are legally bound to keep client and business information confidential

• Employees are legally bound to keep client and business information confidential

• The business is legally bound to keep customer and client information confidential

• What you see and hear at work, stays at work

• The business holds confidential information about
  - clients
  - customers
  - business finances
  - business operations
  - employees

A breach of confidentiality could affect the business’s reputation and cause financial loss.
# Personal Presentation

## CLOTHING
- Style
- Colour
- Ironed & clean
- Appropriate for work

## HAIR
- Style
- Clean
- Appropriate for work

## ACCESSORIES
- Clean shoes
- Safety boots
- Jewellery
- Appropriate for work

## PERSONAL HYGIENE
- Clean teeth and breath
- Clean nails
- Attention to body odour

## MAKE UP
- Appropriate for work

## BODY LANGUAGE
- Facial expressions
- Good posture
- Eye contact
- Confident

## VOICE
- Good speed
- Appropriate volume
- Friendly
- Polite
An Unclean Food Service

- body odour
- greasy, untidy hair
- unshaven face
- smoking
- tea towel over shoulder
- missing buttons
- dirty sleeves and cuffs
- dirty bandage
- dirty apron
- torn apron
- unclean hands and nails
- legs uncovered
- uncovered shoes

Source: An Introduction to Catering, Magris & McCreery
Hazards & Injuries in the Workplace

Hazard

Definition: Something which has the potential to harm the health and safety of people.

Injury

Definition: Emotional or physical harm to a person.

Likelihood of an injury

Definition: The chance that an injury will occur.

<table>
<thead>
<tr>
<th>Very likely</th>
<th>Likely</th>
<th>Unlikely</th>
<th>Highly unlikely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily to weekly</td>
<td>Weekly to monthly</td>
<td>Monthly to yearly</td>
<td>Yearly to 2 yearly</td>
</tr>
</tbody>
</table>

Severity of an injury

Definition: The extent of damage caused by the injury.

<table>
<thead>
<tr>
<th>Catastrophic</th>
<th>Critical</th>
<th>Major</th>
<th>Minor</th>
<th>Negligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death or more than 4 months off work</td>
<td>Severe injury with 2 weeks – 4 months off work</td>
<td>Reportable injury with 5 days or more off work</td>
<td>Minor injury or illness with 1-5 days off work</td>
<td>Little effect with less than 30 minutes off work</td>
</tr>
</tbody>
</table>

Based on: www.safework.sa.gov.au
## Risk Analysis

<table>
<thead>
<tr>
<th>Likelihood of injury</th>
<th>Severity of injury</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Catas-trophic</td>
</tr>
<tr>
<td>Very likely</td>
<td>1</td>
</tr>
<tr>
<td>Likely</td>
<td>1</td>
</tr>
<tr>
<td>Unlikely</td>
<td>2</td>
</tr>
<tr>
<td>Highly unlikely</td>
<td>3</td>
</tr>
</tbody>
</table>

### Risk Rating

1. **Urgent** – hazard to be controlled within 24 hours.
2. **High** – hazard to be controlled within 1 week.
3. **Medium** – hazard to be controlled within 1 month.
4. **Low** – hazard to be controlled within 4 months.
5. **None** – hazard to be re-assessed within 6 months.

Based on: www.safework.sa.gov.au
Managing the Risk

The risk can be reduced by:
• decreasing the **likelihood** of the injury
• decreasing the **severity** of the injury

**Hierarchy of control**

Start with elimination

<table>
<thead>
<tr>
<th>Eliminate the hazard or risk</th>
<th>Get rid of the hazard from the workplace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substitute the hazard or risk</td>
<td>Use a different process, machine or chemical</td>
</tr>
<tr>
<td>Engineer out the problem</td>
<td>Use reversing horns, build guards or new equipment</td>
</tr>
<tr>
<td>Introduce administrative controls</td>
<td>Use instructions, training and signs</td>
</tr>
<tr>
<td>Use Personal Protective Equipment</td>
<td>Use gloves, earplugs, safety boots</td>
</tr>
</tbody>
</table>

Safe person

Based on: www.safework.sa.gov.au
Sharks

Control Process

Provide personal protective equipment

Introduce administrative controls

Engineer out the problem

Eliminate the hazard or risk

Substitute the hazard or risk

Hazard

Risk

Source: www.safework.sa.gov.au
Summary of Hazard Management

- Workplace student
- Employer
- Employee
- OHS Committee
- See It
  - Identify Hazard
- Review
  - Still OK?
- Assess It
  - Risk Analysis
- Evaluate It
  - Successful?
- Fix It
  - Risk Control
Generic workplace signs

**Mandatory**  Blue circle on white background

**Caution**  Black triangle on yellow background

**Information**  Green background

**Prohibition**  Red circle and slash

**Fire**  Red background
Samples of workplace signs

- **Face Shield**
  - Must be worn

- **Respirator**
  - Must be worn

- **Safety Hats**
  - Must be worn

- **Hearing Protection**
  - Must be worn

- **Beware Electricity**

- **Beware Forklift**

- **Beware Slippery Surface**

- **Beware Overhead Crane**

- **First Aid**

- **Emergency Shower**

- **Emergency Eyewash**

- **Exit**

- **Thoroughfare Prohibited**

- **Smoking Prohibited**

- **Do Not Drink**

- **Do Not Wear Gloves**

- **Fire Alarm**

- **Fire Extinguisher**

- **Fire Hose**

- **Fire Hydrant & Hose**
Risk Management and the Law

All businesses must comply with the following government legislation.

- **Occupational Health, Safety and Welfare Act 1986 (or as amended)**
  Deals with hazards, risks, workplace safety.

- **Equal Opportunity ACT, 1984 (or as amended)**
  Deals with discrimination, harassment, bullying, violence.

- **Child Protection Act, 1993 (or as amended)**
  Deals with fair treatment of children, including at work.
OHS Legal Pyramid

- COMPANY POLICY AND PROCEDURE
- GUIDELINES
- AUSTRALIAN STANDARDS
- CODES OF PRACTICE
- REGULATIONS
- ACT

Source: Workplace Health and Safety Training Resource Kit
Insurance Arrangements and Responsibilities

Student – Personal Accident Cover
• Medical treatment.
• Cancelled by
  - misconduct of student
  - wilful negligence of student.

School – Public Liability
• Property damage
• Personal third party injury
• Cancelled by
  - misconduct of student
  - wilful negligence of student.

Workplace Provider – Public Liability
• Property damage
• Personal third party injury
• Cancelled by
  - misconduct of employer
  - wilful negligence of employer.
Coverage for Personal Accident Cover

Death Benefit

Disability Benefit

Out of pocket medical/hospital expenses

Travel during work placement:
Generally not covered unless you are already at work.
A Range of Workplace Hazards

Manual Handling
Slips, trips and falls
Machinery
Noise & vibration
Stress, fatigue, excessive hours
Ventilation
Hazardous substances
Working alone
Disease organisms
Electricity
Dust
Harassment (bullying, violence, sexual, racist)
Discrimination
Drugs & alcohol
Manual Handling – Individual Lifting

**Individual lifting**

If you have to lift anything, this is the way to make sure that you don’t hurt yourself.

Plan the lift. If the load is too heavy, get help.

If possible, place your feet apart.

Bend your knees and hold the load firmly with both hands.

Raise your head and pull your chin in to keep your back straight.

Lift the load to your waist slowly by straightening your legs, keeping your elbows close to your body.

To put the load down, bend your knees and keep your back straight.

Source: Workplace Health and Safety Training Resource Kit
No Twisting When Lifting

Source: www.rospa.com
Correct & Incorrect Lifting

Source: www.futureit.com.au
www.progressivechiropractic.com
Unsafe Work

Source: www.fiscal.study.com
Falls from Heights

Source: www.breaktaker.com
Working at Heights

Source: www.swapmeetdave.com
Personal Protective Equipment is a last resort. PPE will not eliminate injuries.

Source: www.sportzfun.com/v-web/gallery
Personal Protective Equipment will not replace safe work practices.

Source: www.miningtruckspecialties.com
Forklift Safety
Safe work practices and standard operating procedures?

Source: www.vandainc.com
**Rules For Chopping Your Own Wood**

1. Never park down hill of a tree you are cutting.
2. When in doubt, park twice as far from the tree as the tree is tall.
3. Just because you live within driving distant of a forest, does not make you a Lumber Jack.
4. Always use the neighbors truck.

Source: www.cmtc.7atc.army.mil
What is missing in these worksites?

Source: www.lukasland.com
How could this accident be prevented?

Source: www.synthstuff.com
Is this person a tradesman?

Source: www.swapmeetdave.com
Why is this not an Australian work site?

Source: www.safetyphoto.co.uk
Harassment

Harassment is when hurtful or upsetting things are repeatedly said or done to people.

- Harassment is also called bullying, teasing or peer abuse.

- Harassment can involve physical violence or threats.

- It can be in the form of verbal abuse and put downs.

- Harassment can also include damaging, stealing or hiding your property.

- Another form of bullying is to exclude victims, spread stories or not speak to them.

- Harassment can be by SMS on mobiles or by email.

- Harassment includes stalking.

Source: based on www.cyh.com/HealthTopics/HealthTopicDetails
Conflict in the Workplace

Source: www.elitetraining.co.uk
www.missionarycare.com
Sexual Harassment

Unwelcome attention based on sex is called sexual harassment.

It can be:

• staring and leering

• unwelcome touching or contact

• persistently seeking your attention when you have said no

• telling rude jokes in your presence

• intrusive personal questions based on sex

• promising reward for a favour based on sex

• sexual insults

• posters, calendars, screensavers of a sexual nature

• inappropriate SMS or email
Sexual Harassment in the Workplace

Stereotype

Personal Space

Source: www.ps21.gov.sg
           www.hs.fi
Racist Harassment

Harassment based on race or ethnic origins.

It may include:

• repeatedly mimicking accents

• telling racist jokes or making racist comments

• calling names that are racist based

• damaging property because of cultural background

• racist graffiti urging expulsion or violence

• refusing to communicate or segregating because of cultural background

• allocating tasks which are dirtier, less challenging or more repetitive because of cultural background
You are feeling uncomfortable because of:

• concerns for your safety

• harassment (bullying, violence)

• sexual harassment

• racist harassment

Do not ignore the problem.

You do not have to put up with it.

It is not your fault.

Harassment is not lawful.

By law your workplace must be safe.
Handling Harassment

If you are feeling uncomfortable:

**HARD OPTION**

Ask the person causing the problem to stop.

Seek help from a fellow worker.

Speak to the workplace supervisor.

Speak with your teacher.

Speak with your parents.

**FIRST OPTION**

**EASY OPTION**

**LAST OPTION**

- Whatever your choice, you must also tell your teacher a.s.a.p.
- Your teacher will have provided you with 24/7 contact details.
Handing Harassment – the Law

All businesses must comply with the following government legislation.

- **Equal Opportunity ACT, 1984 (or as amended)**
  Deals with discrimination, harassment, bullying, violence.

- **Child Protection Act, 1993 (or as amended)**
  Deals with fair treatment of children, including at work.

- **Occupational Health, Safety and Welfare Act 1986 (or as amended)**
  Deals with inappropriate behaviour towards an employee.

You can make a formal complaint to the appropriate authority.

- Your teacher and principal can help you.

- Complaints are confidential.

- No action will be taken against your wishes.

- Any action will be in consultation with you.

- Your rights will be respected.

Any help or support you require will be provided.
When you drive a car,  
• you wear a seat belt.  
• you have registration.  
• you train for a licence.  
• you have insurance.  
• you drive safely.  
• you obey road rules.

When you go into the workplace,  
• you know the rules.  
• you have insurance.  
• you work safely.  
• you train in safety and equal opportunity.  
• you obey workplace safety signs.  
• you use standard operating procedures.
Your Rights in the Workplace

To learn in a Safe Workplace

• free from physical injury
• free from discrimination
• free from harassment
• free from bullying
• free from violence

To seek help if required

• from your workplace supervisor
• from fellow workers
• from your teacher
• from your parents

To refuse to work in an unsafe place
Have a Great Time

Learn Heaps

Good Luck