



WorkSafe SmartMove Certificate

General Module Study Guide



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General Module

Section 1: What is safety and health at work?

Learning outcomes

In this section you will:

- Understand WHS laws and how those law protect the health and safety of workers
- Identify the WHS regulators in Western Australia

Safety and health in the workplace is commonly called work health and safety, or WHS.

WHS includes all the rules and rights that protect you and your health and safety while you are at work.

Your health and safety at work is protected by the law. That means your employer (the person who gives you a job) has to make sure you're safe. You also have to know what to do to keep yourself and others safe.

What is the law?

The law is a complex system of rules that govern behaviour in society. Laws have penalties if they are broken and are enforceable through the courts. WHS law is statute law.

Statute law is legislation (law) that is developed by government or other authorities, and made official by parliament. Acts are the highest level of statute law, followed by regulations. Codes of practice, guidance material and Australian Standards provide practical guidance on the management of risks to health and safety in the workplace.

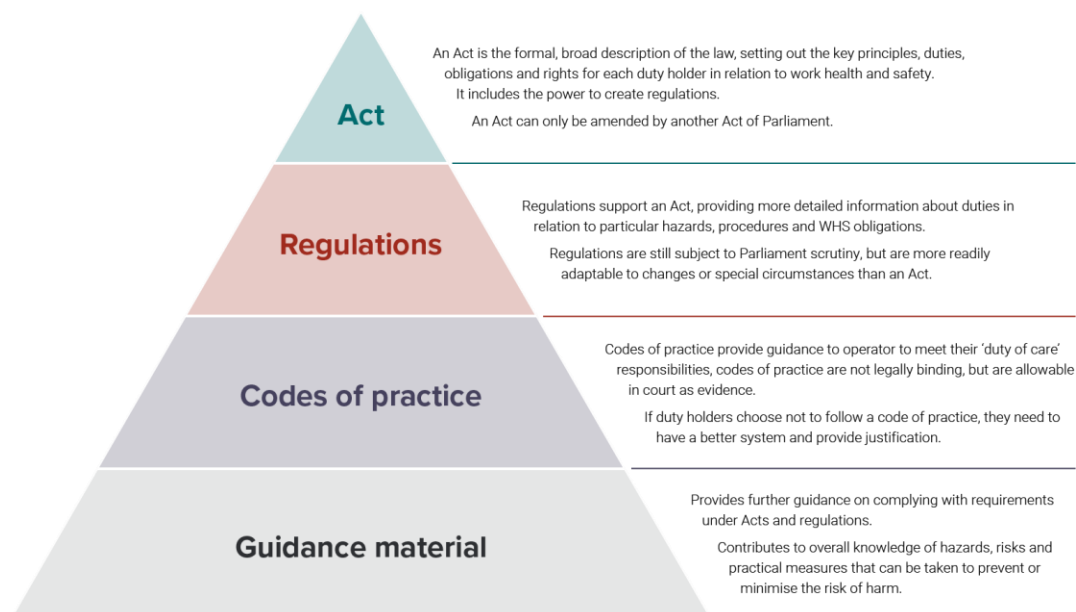


Figure 1: The hierarchy of laws

All states in Australia have some form of WHS legislation in place.

In Western Australia, health and safety in workplaces is regulated by the *Work Health and Safety Act 2020* and the Work Health and Safety regulations 2022. These WHS laws cover nearly all workplaces in WA.

The three most important things you need to be aware of about WHS law are:

1. Your employer has responsibilities to provide and maintain a safe workplace.
2. You must take reasonable care of your own safety.
3. You have the right to refuse unsafe work.

Remember:

By law, WHS is everyone's responsibility.

WHS regulators

Regulators administer health and safety laws. They're responsible for inspecting workplaces, providing advice and help, and handing out notices and penalties where necessary.

In Western Australia, WorkSafe of the Department of Mines, Industry Regulation and Safety (DMIRS), is responsible for administration of the work health and safety legislation.

WorkSafe inspectors are WHS professionals appointed under the *Work Health and Safety Act 2020* to enforce the Act. They assist employers, persons conducting a business or undertaking (PCBUs), and workers to resolve health and safety issues and make sure they are following WHS legislation.

Section 1: Quiz – What is safety and health at work?

1. What does WHS stand for?
 - a. Work hazard safety
 - b. Workplace hours of safety
 - c. Workplace helmet and safety
 - d. Work health and safety
2. Why is WHS so important to know about?
 - a. It is important to know how to stay safe
 - b. WHS is everyone's responsibility
 - c. WHS is required by law
 - d. All of the above
3. What regulates WHS laws?
 - a. Codes of practice and guidance notes
 - b. Bills and legislation
 - c. Acts and regulations
 - d. Regulations and Australian standards

4. There are three important things you need to be aware of about WHS law.
1. Your employer has responsibilities to provide and maintain a safe workplace.
 2. You must take reasonable care of your own safety.
- Select the **third** one from below.

- a. You have the right to access all areas of a workplace
 - b. You have the right to buy personal protective equipment (PPE)
 - c. You have the right to be allowed to perform any job at the workplace
 - d. You have the right to refuse work that is unsafe
-

Section 2: Duty of care

Learning outcomes

In this section you will:

- Understand that both the employer and workers have rights and responsibilities towards work health and safety
 - Understand that work health and safety is everyone's responsibility
 - Be able to identify work health and safety duty holders and their duties for their own work areas
-

'Duty of care' means that employers, workers, business owners and people in charge of workplaces, as well as designers, builders and suppliers, are responsible for making sure that things are safe and looked after properly.

Employer responsibilities

Your employer's main duty of care is to make sure that the workplace is safe for everyone. This includes making sure work habits, work areas, machines and equipment are safe. The employer's duty of care extends to the public, customers, contractors, clients, visitors and work experience students.

Your employer has responsibilities towards you when you begin working for them. For example, you need to be:

- told about hazards and risks relating to your tasks and how to work safely
- given training and demonstrations about how to do your job safely
- supervised to make sure you are working safely
- given adequate safety gear or personal protective equipment (PPE)
- told what to do in an emergency.

As a new worker, you also need to know who to talk to about any hazards and other problems that might be happening in your job or work area.

At some workplaces, you may have an induction, which will cover these things and other safety issues.

Worker responsibilities

As a worker you also have a 'duty of care'. You not only have to look after yourself, but you must make sure you don't put anyone else in danger. This means you have to:

- follow the health and safety rules given to you by your employer. These are sometimes called safe work procedures

- ask for the training that you need
 - wear and use safety gear and PPE
 - report the hazards that you see to your employer
 - report injuries and health problems to your employer
 - listen to your employer about health and safety issues
 - use equipment and machines properly
 - use equipment put in place for health and safety reasons
 - cooperate with WorkSafe and your health and safety representative
 - do your job safely.
-

Section 2: Quiz – Duty of care

5. What must your employer do to make the workplace safe for you?
 - a. Give you new equipment and a uniform on your first day
 - b. Make sure everyone is trained and supervised
 - c. Let you have extra time off when you need to rest
 - d. Provide you with food and drink
 6. What are your main responsibilities at the workplace?
 - a. Take reasonable care to look after your own health and safety
 - b. Do nothing that may harm the health and safety of others
 - c. Report hazards that you see to your employer
 - d. All of the above
 7. Who should be talking to you about health and safety when you first start work?
 - a. Your employer
 - b. Your parents
 - c. Your workmates
 - d. Your customers
 8. Which [section](#) of the *Work Health and Safety Act 2020* describes the employer responsibilities (Primary duty of care)?

Click [link](#) to find the answer on page 18 of the Act.

Answer: [Section](#)
 9. Which [section](#) of the *Work Health and Safety Act 2020* describes the worker responsibilities (Duties of workers)?

Click [link](#) to find the answer on page 33 of the Act.

Answer: [Section](#)
-

Section 3: Health and safety representatives

Learning outcomes

In this section you will:

- Describe the roles and responsibilities of health and safety representatives
- Understand the relationships between workers and their health and safety representatives
- Know who to raise WHS issues with

In many workplaces, health and safety representatives (HSRs) are a link between you and your employer, representing workers on health and safety issues to keep the workplace safe.

HSRs are nominated and voted in by their workmates. They make it easier to deal with health and safety problems, as they are specially trained and experienced in doing so.

HSRs roles and responsibilities are to:

- regularly inspect the workplace to ensure it is safe
- immediately investigate any accident, dangerous incident or near miss incident
- report hazards in the workplace to their employer
- consult and cooperate with the employer on health and safety matters
- communicate and interact with workers about health and safety matters.

If you have any concerns about dangers in the workplace, speak up. You can go to your HSRs or your human resources officer, as well as your employer.

Remember:

HSRs are a link between you and your employer, representing workers on health and safety issues.

HSRs are not responsible for solving health and safety problems in the workplace. That's still the responsibility of your employer.

Section 3: Quiz – Health and safety representatives

10. Health and safety representatives:

- a. Work for the government to impose the law
- b. Are workers that have been nominated and voted by their workmates to represent them on work health and safety matters
- c. Are senior employees in the workplace
- d. All of the above

11. What are the roles of health and representatives?

- a. Purchasing PPE for workers
- b. Solving health and safety problems
- c. Representing workers on health and safety issues and investigating any accidents or near miss incidents
- d. All of the above

12. If you have any questions about health and safety in your workplace you can talk to:
- Your supervisor
 - Your HSRs
 - Your human resources officer
 - Any of the above
-

Section 4: SAMM – 4 steps to Safety

Learning outcomes

In this section you will:

- Learn how to identify existing and potential hazards in the workplace and report them to the designated person
 - Learn the process of hazard identification and risk reduction
 - Be able to identify actions to take to eliminate workplace hazards and reduce risk
-

Did you know that young people are much more likely to be injured in the workplace?

In the workplace you need to follow these 4 steps to stay safe:

1. **S**pot the hazard
2. **A**ssess the risk
3. **M**ake the changes
4. **M**onitor and follow-up

...which are easy to remember as **SAMM!**

SAMM is part of what is required by law.

Spot the hazard

A hazard is anything that could hurt you or someone else. A hazard is a source of danger that could result in an accident if care is not taken.

Some hazards may not be obvious. Always use your senses, be alert and trust your instincts to identify possible hazards in your workplace.

Hazards can be identified using formal observation and workplace inspections.

You could also talk to your employer or to the experienced workers about hazards in your work areas.

Assess the risk

Risk means working out how likely it is that the hazard could hurt you or someone else and how bad an injury could be.

This includes determining:

- How severe is the harm likely to be? (insignificant, minor, moderate, major and extreme).
- How likely is it to happen? (rare, unlikely, moderate, likely and almost certain).

To help decide which hazards are likely to cause serious harm (e.g. high risk, very likely), check the risk matrix, talk to your employer or HSR, or find relevant information from trusted sources (e.g. WorkSafe website).

		Likelihood <i>How likely is it to happen?</i>				
		For example:				
		Rare	Unlikely	Moderate	Likely	Almost certain
<i>How severe is the harm likely to be?</i> For example:	Insignificant	LOW	LOW	LOW	LOW	MODERATE
	Minor	LOW	LOW	MODERATE	MODERATE	HIGH
	Moderate	LOW	MODERATE	HIGH	HIGH	CRITICAL
	Major	LOW	MODERATE	HIGH	CRITICAL	CATASTROPHIC
	Extreme	MODERATE	HIGH	CRITICAL	CATASTROPHIC	CATASTROPHIC

Figure 2: Risk matrix chart

If a hazard could hurt you or a co-worker badly or kill you or them, tell someone about it immediately.

Make the changes

This means fixing the hazard yourself (if safe to do so) or telling someone else so they can organise someone to fix it. For example, you can pick things up from the floor and put them away to eliminate a trip hazard.

Your employer can control the hazards by using the hierarchy of control – this is made up of 6 preferred actions when making changes to reduce risks.

Hierarchy of control

Level 1

Elimination

Removing the hazard completely if possible. For example, get rid of dangerous machinery or broken tools. Physically removing the hazard is the most effective control. No exposure means no risk.

Level 2

Substitution

Using something else that has a lower level of risk. For example, replace solvent-based paint with water-based paint, replace hand tools with power tools.

Risk assessment on the substitution must be done to ensure that it won't cause another hazard.

Isolation

Separating people from the hazard. For example, putting up a barrier or positioning controls away from the vibration of a machine.

Engineering controls

Making a structural change to the working environment or work process to protect the worker. For example, installing cooling fans or using a remote control to operate machinery.

Level 3

Administrative controls

If a risk remains after considering higher order controls, reduce exposure to hazards through administrative means.

This means using policies, procedures, signs, instructions or training to reduce the risk.

Personal protective equipment

Personal protective equipment (PPE) is the last line of defence should other controls prove ineffective or impracticable. Wearing PPE can also be used to support other control measures by protecting a person from the hazard. This equipment includes gloves.

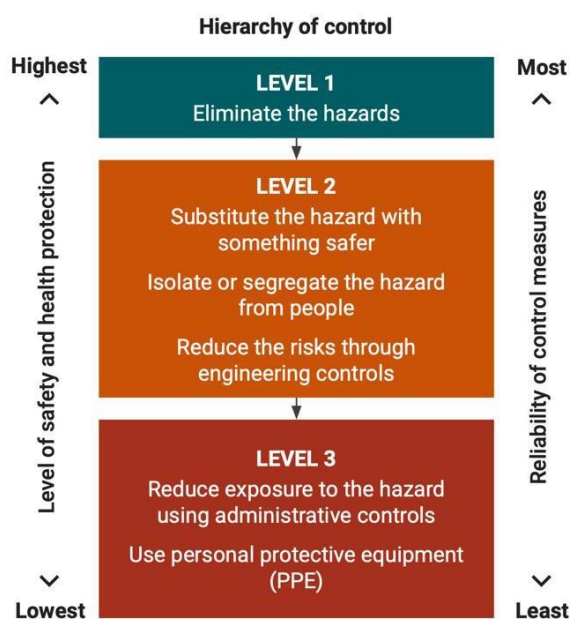


Figure 3: Hierarchy of control

These ways of making changes can be used on their own or combined.

Sometimes a hazard is necessary in a workplace, such as a welding torch, and can't be eliminated or replaced, but can be separated and modified.

Safe work procedures can be put in place to reduce risk, and PPE worn while using machinery and equipment. Isolation methods (e.g. machine guarding) are sometimes grouped with engineering controls.

The most effective control is preferred (Level 1), which is to eliminate the hazards altogether. If that is not possible, the next option down the list or a combination of measures should be used. For example: substitution, isolation and engineering controls can be combined as a moderate level of protection.

The least effective control measure is marked as level 3, specifically the use of PPE which should be used as a last resort or as a support to other control measures.

Remember:

Most risks can be controlled and it is often possible to do something about them.

Monitor and follow-up

After the changes have been made, you should observe whether they are effective. Sometimes changes such as using new equipment or procedures can introduce new risks. Follow-up with your employer about your observations and report any further hazards if found.

It is a legal requirement for the employer to fix or remove hazards in the workplace as far as practicable.

Remember:

SAMM is part of what is required by law.

If you still feel that you are doing something unsafe or unhealthy, then here's what you should do:

- *talk to your employer or HSR and ask them to do something about it*
- *talk about what other work you could do if that work is too dangerous.*

Section 4: Quiz – SAMM – 4 steps to safety

13. What does SAMM stand for?
- a. Safety appraisal mechanism monitor
 - b. Spot the problem, assess options, make the decision, make the change
 - c. Stop, act, move, monitor
 - d. Spot the hazard, assess the risk, make the change, monitor and follow-up
14. Once you have spotted a hazard you must:
- a. Assess the risks on how likely it is that the hazard could hurt you or someone else
 - b. Report it to your employer or HSRs
 - c. Fix the hazard yourself if it is not high risk and you are able to do so
 - d. All of the above
15. From the following options, what is the **most effective way** to control hazards in the workplace?
- a. Replace the hazard for a less risky option
 - b. Eliminate the hazard completely from the workplace
 - c. Use personal protective equipment (PPE)
 - d. Have rules to help people avoid hurting themselves
16. From the following options, what is the **least effective way** to control hazards in the workplace?
- a. Replace the hazard for a less risky option
 - b. Eliminate the hazard completely from the workplace
 - c. Use personal protective equipment (PPE)
 - d. Have rules to help people avoid hurting themselves

- 17..... is used to change the way a person works by establishing policies and procedures to minimise the risks.
- Elimination control
 - Substitution control
 - Engineering control
 - Administrative control
-

Section 5: The top 7 hazards at work

Learning outcomes

In this section you will:

- Identify seven common hazards encountered in a workplace
 - Understand options to prevent injuries from common workplace hazards
 - Know who to raise WHS issues with
-

WorkSafe has identified seven of the most common hazards encountered in the workplace. These are the tasks, equipment and situations that are most likely to injure you at work.

1. Electricity

Even the briefest contact with electricity can have serious consequences. Electricity passing through the body can cause convulsions, internal and external burns and an electric shock may also stop the heart completely resulting in cardiac arrest.

'Electrocution' means death resulting from an electric shock.

The human body is a conductor of electricity. Electric shocks happen when a person comes into contact with electricity. The electric current flows through their body, causing the shock.

Contact with electricity may also be made by tracking through or across a surface (e.g. wet floor areas), or by arcing (jumping).

The most common electrical risks and causes of injury are:

- electric shock causing injury or death
- burns from arcing, explosion or fire
- falls from ladders, scaffolds or elevated work platforms (EWPs) as a direct consequence of an electric shock
- fire resulting from an electrical fault.
- poisoning from toxic gases, fire, or electrical fault causing death or chronic illness

Caution!

Incidents with electricity are usually caused by a lack of experience, lack of training or supervision, broken equipment or dangerous work conditions.

Important things to remember about using electrical equipment

- A qualified worker should supervise apprentices and inexperienced workers at all times while working around electricity.
- Before using appliances read the manual and follow all instructions.
- Always switch off appliances at the power point before you pull the plug out.

- Even after electrical equipment has been turned off, it may still partially operate. This is because of stored energy in the equipment. After disconnecting, activate the appliance to release stored energy.
- Don't overload power points, use a power board.
- Keep electrical cords off the floor to reduce the risk of drag or contact with sharp objects. A damaged cord can give a fatal electric shock.
- Disconnect broken appliances and report frayed cords or broken power points. Don't use them, they must be repaired or replaced.
- Know the location of the main power supply.
- Never mix electricity and water.
- Check the location of overhead power lines and stand clear of any fallen power lines.
- It only requires a very small failure of a work practice, such as a slip with a screwdriver or a damaged power cord, for electrical accidents to occur.

Remember:

Electricity is dangerous. All electric shocks are potentially fatal. Minor shocks could have resulted in death or injury had circumstances been only slightly different.

2. Hazardous substances

Hazardous substances are things in the form of a liquid, solid or gas that may cause harm either directly (e.g. breathing toxic gas) or indirectly (e.g. causing a fire). Different businesses or workplaces may use different hazardous substances. These can include acids, paints, cleaning products, disinfectants, pesticides, solvents and glues. Many hazardous substances are classified as 'dangerous goods'.

Dangerous goods are potentially harmful to people or the environment if they are not handled, stored and transported correctly. Dangerous goods can kill.

In Western Australia, the *Dangerous Goods Safety Act 2004* applies for the safe storage, handling and transport of dangerous goods.

Common dangerous goods found in workplaces include aerosols, liquefied petroleum gas (LPG) cylinders, ethanol, solvents, flammable liquids, pool chlorine and bleach.

How do I know whether the substance or product is dangerous?

- Read the label – look for warning labels and signs which should feature:
 - Hazard pictograms
 - Signal words (such as “danger” and “warning”)
 - Hazard words (such as “fatal if swallowed”)
 - Warning words (such as “wear protective gloves”)
- If the substances or products are hazardous, your employer must provide (or have available) safety information about them. This information is called a safety data sheet (SDS).
- Read the SDS for more information about a product and how to use it safely. An SDS contains information including:
 - potential health hazards
 - precautions for use
 - suggestions on safe storage
 - emergency first aid treatment
 - Australian contact numbers for further information

- Check with the hazardous substances register at your workplace before working with a hazardous substance. It is a legal requirement that your employer keeps a current register of each hazardous substance.

The hazardous substance register contains:

- a list of all hazardous substances used in the workplace
 - the SDS for each substance
 - information on safe work procedures that apply to each substance.
- The dangerous goods register is called a manifest, which is information available to and used by emergency services.

How to keep safe using hazardous substances and dangerous goods?

- Follow safe work procedures.
- Read the label and SDS to find out about the product and how to use it safely.
- Don't use an unknown substance (e.g. without a label or a label faded that you can't read). All chemical containers must display correct labels. If not, let your employer know so they can take reasonable steps to identify the chemical.
- Don't eat, drink or smoke when you're near or using hazardous substances or dangerous goods.
- Don't keep food or drink near the hazardous substance.
- Wash your hands, face and other exposed areas with soap and water before going to the toilet or eating and drinking.
- Always use PPE and clothing provided by your employer.
- Know what to do and where to go if you are affected by a substance. If you don't, check with your employer.
- Good housekeeping can reduce the potential exposure or danger from hazardous substances and dangerous goods.

3. Manual tasks

Manual tasks are any activity or sequence of activities that requires a person to use their physical body (musculoskeletal system) to perform work.

Hazardous manual tasks mean performing tasks that have the potential to cause injury or disease.

Hazardous manual tasks include tasks that have any of the following characteristics:

- Increased effort (force) is required by the worker to lift, lower, push, pull, carry or otherwise move, hold, restrain a person, animal or thing
- awkward postures such as twisting, bending forwards or reaching
- tasks that require the same posture for a long period of time such as sitting, standing or leaning forward
- repetitive movements such as repeating an action frequently and without breaks
- using machines, tools or equipment that exposes the workers to vibration through the hands and arms or the whole body.
- handling of unstable or unbalanced loads difficult to grasp or hold

Hierarchy of control for manual tasks

There are three levels of control measures that your employer can apply to prevent hazardous manual tasks. Ascending order always preferred.

Level 1: Eliminate the hazard or hazardous work practice

Level 2: Substitution, isolation and engineering controls

- the work area and layout
- the nature of item, equipment and tools
- the nature of the load
- the work environment

- the systems of work, work organisation and work practices.

Level 3: Apply administrative controls:

- provide information, training and supervision
- develop and enforce policies and procedures (e.g. safe work procedures).

It is your employer's responsibility to provide you with safe work procedures, supervision, training and instructions to perform hazardous manual tasks.

Remember:

Safe work procedures, supervision, training and instructions are the lowest level in the hierarchy of controls for manual tasks. Your employer should aim to eliminate hazardous tasks or change the work to reduce or control the risk of injury. Apply administrative controls only when the higher levels of control cannot be achieved.

4. Machinery and equipment

Machines are powerful things and should only be used after training has been given.

There are a number of important things to remember when using machinery and equipment.

- Your employer has responsibilities for making sure the machines and equipment are safe. You have responsibilities to use equipment and machines properly.
- Find out how to use equipment and machine properly. You need to be shown how to safely start, operate and stop the equipment, and what to do if something goes wrong.
- Make sure an experienced worker supervises you at all times until you are competent.
- Use correct PPE when operating machinery and equipment.
- Do not operate machinery that has guards removed.
- Report equipment that is faulty to get it tagged out of service and fixed.
- Never use a machine that has a lock or a tag on it, as this means someone is maintaining or working on it or it is unsafe.
- Read any warning signs, labels and procedures before use.

5. Noise

If you can't hear someone speaking from one metre away because of the noise level, you need to protect your hearing. Noise is commonly measured in decibels – dB.

There are a number of important things to remember about protecting your hearing:

- It is your employer's responsibility to provide you with safe work procedures, instructions, training and PPE.
- Always wear hearing protection when provided.
- Your employer should choose quieter machinery and tools where possible.
- Noise-induced hearing loss can't be repaired.

6. Personal safety and good mental health

Personal safety and good mental health means being safe from bullying, violence and undue stress. No job is completely stress free as we are given responsibilities, problems occur and things can get difficult. Working alone can cause stress especially if you are not confident, or something goes wrong. Young or inexperienced workers can be targets for bullying.

There are a number of helpful things you can do if you feel stressed or unsafe at work.

- You can talk to your employer, your family, a workmate, an HSR or a doctor.
- You should report any bullying, harassment or violence to your employer, HSR or human resources officer.
- Your employer can help by rotating your work duties, giving you breaks and making sure you work with someone else.

7. Slips, trips and falls

A **slip** occurs when there is insufficient friction (grip) between a floor surface and footwear. Slippery floor surfaces, spills and inappropriate footwear are risk factors that can lead to slips in the workplace.

A **trip** occurs when there is excessive friction between a surface and footwear, or the person's foot is caught by an obstruction while moving. Trips can also occur when unexpected surface variations are encountered.

A **fall** can occur when person is not able to correct their upright posture after they have tripped, slipped or lost their balance in some other way. A fall can also occur because the surface that a person is standing on, or stepping onto, collapses or moves. Falls may occur from a height or on the same level.

There are things that can be done to minimise slips, trips and falls.

- Employers must make sure floors are even, free from obstruction and task appropriate.
 - Report or clean up spills and wet floors as soon as possible.
 - Let others know if spill happens and put up a wet floor sign until it can be cleaned up.
 - Ensure appropriate footwear is worn.
 - Maintain good housekeeping for ease of movement around the workplace.
-

Section 5. Quiz – Top 7 hazards at work

18. Which one of these is NOT a workplace hazard?

- a. Non-slip surface in a restaurant kitchen
- b. A worker operating machinery while tired
- c. Exposed live wires near a leaking tap
- d. Bottles of chemicals with no labels attached

19. Electric shock occurs when electric current flows through the body because:

- a. The human body is a conductor of electricity
- b. A fatal shock occurs
- c. There is no earth leakage device
- d. None of the above.

20. The most common electrical risk and cause of injury is:

- a. Electrical shocks causing injury or death
- b. Burns from arcing, explosion or fire
- c. Falls from ladders, scaffolds or elevated work platforms as a direct consequence of an electric shock
- d. All of the above

21. What is the information sheet that provides information about a hazardous substance called?

- a. Work sheet
- b. Hazardous substance register
- c. Manifest register
- d. Safety data sheet

22. What statement about **hazardous substances** is correct?
- a. Hazardous substances are things in the form of a liquid, solid or gas that may cause harm
 - b. Many hazardous substances in the workplace are also dangerous goods
 - c. Dangerous goods are potentially harmful to people or the environment if they are not handled, stored and transported correctly
 - d. All of the above
23. What statement about a **hazardous substance register** is correct?
- a. A hazardous substance register is a list of all hazardous substances used in the workplace
 - b. A hazardous substance register contains the SDS for each hazardous substance
 - c. Your employer must keep a current register of each hazardous substance and make it available in the workplace
 - d. All of the above
24. Who is responsible for mechanical equipment safety?
- a. The employer
 - b. The worker
 - c. The union
 - d. Both a) and b)
25. Only tasks that involve lifting heavy objects are considered hazardous manual tasks.
- a. True
 - b. False

Case study 1

Mohamed has just started working part-time at a local garden centre. His manager asked him to stack 50 litre bags of compost onto the display stands which are 1 metre to 1.5 metres in height. Each bag of compost weighs 23 kilograms.

Mohamed does the work by himself, but hurts his back. The next day, he can't move or bend his upper body.

26. What should Mohamed's manager have done?
- a. Eliminated the hazard by not asking him to stack the heavy bags onto the display stands
 - b. Redesigned the display by having the heavy items displayed on the floor
 - c. Considered retailing smaller and lighter products
 - d. All of the above
27. What should Mohamed have done?
- a. Asked his manager to show him how to perform the task safely
 - b. Asked his manager for lifting tools or equipment to perform the task

- c. Asked his workmates to help him with the task
- d. All of the above

Case study 2

Rita is doing her work experience in a hotel restaurant. She is working in the kitchen helping to prepare meals. She is asked to move a 20 litre pot of hot soup to the kitchen bench. Rita is not too sure how it should be done, but wants to show she's keen, so she decides to give it a go. She puts on her protective gloves and gets ready to lift the pot.

28. What could happen to Rita if she lifts the pot?
- a. Strain a muscle in her back because the pot is too heavy
 - b. Receive a burn from the hot soup spilling over the side of the pot
 - c. Bump into another person in the kitchen, causing burns to both people from the spilled soup
 - d. All of the above
29. What should her employer have done to make sure that Rita could move the pot in a safe way?
- a. Provided Rita with training for lifting heavy objects in the kitchen
 - b. Provided a trolley at the same height to remove the need to carry the pot
 - c. Talked to Rita about who she could ask for help if she needed it
 - d. All of the above

Case study 3

Carl is on work experience at a furniture manufacturer. His employer trained him in how to use the bench saw on his first day. A few days later the apprentice, David, tells him he doesn't need to use the guards, as they get in the way. Carl gets along well with David and he thinks David's pretty good at his job.

Carl decides that David is probably right about the guards and decides to take them off before using the saw.

30. What is the most likely thing to happen?
- a. Carl could cut his hands on the unguarded machinery
 - b. The bench saw will break down
 - c. The bench saw will cut the pieces of wood into uneven shapes
 - d. Nothing
31. David was trying to help, but following his advice is an example of peer pressure. Before removing the guard, Carl thinks of his options.
- What should Carl do instead?
- a. Ask this employer for advice on unguarded machinery
 - b. Ask for advice from the health and safety representative for Carl's area
 - c. Go back to the safety instructions/operator manual to see if David's advice was right
 - d. Any of the above

Case study 4

Mei works as a counterhand in a fast food restaurant. As she is putting together a customer order, she slips over on a wet floor and fractures her arm. There isn't any non-slip matting on the tiled floor and she isn't wearing suitable footwear.

32. What should Mei's boss have done?

- a. Identified the risk of water being on the floor and put appropriate controls in place
- b. Told everyone not to slip
- c. Let counterhand only fill orders via a drive through window
- d. None of the above

33. What should Mei have done?

- a. Worn appropriate shoes
 - b. Reported the wet floor
 - c. Cleaned up the spill immediately
 - d. All of the above
-

There are 8 hazards in this area. Try to find them all.



Fill in the hazard notebook.

#	Spot the hazard	Assess the risk	Make the change	Monitor and follow-up
1	Coffee spill (on floor)	Moderate	Put up sign 'wet floor'. Clean up the spill straight away	Check to make sure it's dry and remove the sign.
2				
3				
4				
5				
6				
7				
8				

Spot the hazards - Warehouse and dispatch department

There are 6 hazards in this area. Try to find them all.



Hazard notebook

Fill in the hazard notebook.

#	Spot the hazard	Assess the risk	Make the change	Monitor and follow-up
1	Manual handling (heavy load and obscured vision)	Moderate	Speak to person	Check in later
2				
3				
4				
5				
6				

Section 7: Protect yourself and information on workplace signage

Learning outcomes

In this section you will:

- Define personal protective equipment (PPE)
 - Understand the role, use and importance of personal protective equipment
 - Describe different types of workplace hazard signs and safety symbols
-

Personal Protective Equipment

Personal protective equipment (PPE) is equipment worn to minimise exposure to hazards. When a hazard can't be avoided, PPE acts like a barrier shielding workers from harm.

Where it's not practicable to avoid a hazard, workers are required to use PPE to protect themselves. Your employer must provide you with PPE.

The need for PPE should be made known to you before starting any new work.

You need to be trained to work with PPE properly, including:

- how to correctly use and wear PPE
- comfort and fit requirements
- how and where the PPE can protect you, and when it does not
- how to look after PPE and when replacement is required.

The following are examples of PPE:

- | | |
|-------------------------|--|
| • overalls | • hard hats |
| • safety boots | • safety glasses |
| • gloves | • goggles |
| • respirators and masks | • personal hearing protection (e.g. ear plugs and ear muffs) |

Signs should be posted in visible locations to remind you of the kind of PPE that should be worn in that area.

Workplace signage

There are five types of signage commonly found in the workplace.

Regulatory signs

Regulatory signs contain instructions that you need to comply with by law. These are mandatory and prohibition signs.

Mandatory signs indicate that an instruction must be carried out. They usually have a white pictogram on a blue circular background. Some have wording, but many do not.

Examples:



Hearing protection must be worn in this area



Hard hat must be worn in this area

Prohibition signs indicate that an action or activity is not permitted. These signs have a red ring and band crossing through a black pictogram on a white background. They have black wording.

Examples:



No smoking in this area



Do not enter except authorised persons

Hazard signs

Hazard signs warn of hazards. These are danger and warning signs.

Danger signs warn of a particular hazard or hazardous condition that is likely to be life-threatening. The word “DANGER” is white and set inside a red oval inside a black rectangle. The warning statement is beneath the black rectangle, in black lettering against a white background.

Example:



Hazard condition that is likely to be life threatening

Warning signs warn of a hazard or hazardous condition that *is not* likely to be life threatening. These are indicated by a black triangle around a black pictogram on a yellow background. Sign wording, if required, appears as black lettering on the yellow background beneath the triangle.

Example:



Hazard condition that is not likely to be life-threatening

Emergency signs

Emergency signs indicate the location of, or directions to, emergency-related facilities, such as emergency exits, safety equipment or first aid facilities. These signs feature a white symbol and/or text on a green background.

Examples:



Location of first aid box or first aid officers



Emergency exit

Fire signs

Fire signs show the location of fire alarms and firefighting equipment. They contain a white symbol and/or text on a red background.

Example:



Location of firefighting equipment

Dangerous goods sign

Dangerous goods signs explain the type of danger. The signs are a diamond shape with a number at the bottom that refers to the class of chemicals and how it is dangerous.

Examples



Dangerous when wet



Flammable liquids

Section 7: Quiz – Protect yourself and information on workplace signage

34. Match the most appropriate group of PPE for each of the activities

Activities	PPE needed
Cooking	Hard hat, high-vis vest, steel cap work boots, sunscreen
Cutting wood with a chainsaw	Apron, oven mitts (if needed)
Working on a construction site	Protective pants, safety glasses, hearing protection, hard hat, sunscreen, steel cap work boots

35. Your employer must supply you with PPE:

- a. If it is in the contract
- b. If you pay for it
- c. If you need to be protected
- d. Once a year

36. You need to wear hearing protection, but you have never used it before. What should your employer do?

- a. Train you on the correct use of the hearing protection
- b. Let you know the limitation of the hearing protection
- c. Give you the instruction book to read
- d. (a) and (b)

37. What does this sign means?



- a. Only DJs in this area
- b. Must wear ear protection in this area
- c. Cold room, wear ear muffs
- d. Listen carefully

38. What does this sign mean?



- a. It is a danger sign warning you about a hazardous condition that *is likely to be life-threatening*
- b. It is a danger sign warning you about a hazardous condition that *is not likely to be life-threatening*
- c. It is a warning sign
- d. It is a mandatory sign and you must wear PPE to operate the machine

39. What does this sign mean?



- a. No entry
- b. No walking in the workplace
- c. No strolling at this workplace
- d. No posing allowed

40. What does this sign mean?



- a. It indicates the location of first aid officer
- b. It indicates the location of first aid box
- c. It is an emergency information sign
- d. All of the above

41. What does this sign mean?



- a. Location of the fire alarm
- b. No fires in the workplace
- c. No lighting flares
- d. None of the above

42. What does this sign mean?



- a. Must wear silly hat
- b. Hard hat must be worn
- c. Sun hats must be worn
- d. Only construction workers allowed

43. What does this sign mean?



- a. This substance is a flammable gas
- b. Campsite area
- c. This substance is a flammable liquid
- d. This substance is safe for swimming in

44. What does this sign mean?



- a. Beware of the pirate ship
- b. This substance is toxic
- c. Treasure hunt is within the area
- d. All of the above

Section 8: What to do in an emergency

Learning outcomes

- Identify different emergency situations
- Understand evacuation procedures for responding to an emergency
- Understand what to do in an emergency

One evening, a customer approached the console operator demanding money and cigarettes, and threatening to jump over the counter. The service station had a series of emergency response procedures, including specific procedures for armed robbery and hold-ups. The procedures included obeying the robber's commands, immediately activating the silent alarm, sealing off the crime scene, locking the doors and contacting police.

The operator didn't comply with the attempted robber's demands, instead told him that he didn't have access to the till or cigarettes. In response, the robber grabbed items in the store and took off. At no point did the operator activate the silent alarm. He continued to serve the two awaiting customers in the store before contacting his site supervisor to report the incident. He called the police only when he was directed to by his supervisor.

By failing to follow the emergency procedures, the console operator could have caused a serious safety risk to himself and other customers in the store at the time of the incident.

The service station console operator was suspended and then consequently dismissed by his employer for disobeying the company's emergency procedures. The employer's decision was upheld by the Fair Work Commission (FWC).

Remember:

Workers must follow emergency procedures. They are there for a reason!

Evacuation procedures

Your workplace must have evacuation procedure plans for fire or other emergencies to fully prepare workers and protect anyone on the premises.

An evacuation procedure is a plan of action to be followed in a certain order or manner in response to an emergency event. The evacuation procedure is developed in consultation with workers.

The evacuation procedure could be for instances of:

- fire, both structural and bush fires
- explosion
- medical emergency
- armed hold up
- terrorist attacks
- gas leak
- chemical spills
- bomb threat
- violence and aggression
- natural emergencies such as a cyclone, floods or an earthquake

Your workplace should have emergency telephone numbers and call signs readily available as part of the emergency procedures. A list of emergency telephone numbers should include:

- hospitals
- ambulance
- police station
- doctors
- fire brigade
- Poisons information centre 13 11 26

It is important the emergency procedure includes the particular workplace address and any specific directions to the place.

During an induction, you should be given information, training and instruction about what to do if there's an emergency. You need to know the following:

- how to evacuate the building and where to safely wait outside
- other specific emergency response procedures and what to do in an emergency
- what the evacuation alarms sound like
- where the fire extinguishers, emergency exit doors and fire doors are
- what you should do if you are injured
- where the first aid box is
- who the first aid officer is
- what the emergency telephone numbers are
- where the nearest doctors, medical centres and hospitals are.

Remember:

Pay attention when you are told about evacuation drills. If you are not sure, ask questions!

Your workplace will have evacuation drills at a reasonable interval. You must participate in the evaluation drills.

First aid

The initial treatment a person receives directly after an injury, accident or when they become ill at work is extremely important. You should know the location of the first aid box and who is the first aid officer in your workplace, if there is one, in case you need to call on them for help.

The first aid box should be safely closed to keep items clean and dry. It should contain all the basic stuff as well as things needed in your workplace (e.g. special gels to deal with chemical burns).

The first aid sign should be clearly visible in your work location.



First aid boxes should:

- be easily reached
- have the names and telephone numbers of first aiders
- have the name, address and phone number of the closest hospital
- have instructions for providing basic first aid, including CPR*.

**CPR stands for Cardiopulmonary Resuscitation. If a person stops breathing, or their heart stops beating effectively, this lifesaving technique is used to restore oxygenated blood flow to the vital organs.*

Aggression emergency

Aggression is any incident in which workers and other people are abused, threatened or assaulted at work. Aggression in the workplace is a workplace hazard that requires emergency response.

Different situations may call for different responses, depending on how severe and immediate the threat of aggression is.

In general, if you feel under threat:

- Follow the workplace emergency procedures for aggression
- Stay calm
- Do not provoke the aggressor
- Avoid making eye contact
- Do not confront or pursue the aggressor
- If the aggressor requests money from the cash register, give it to them
- Defend yourself only as a last resort
- If you feel your life or someone else's life is in danger, call the police
- Report the incident to your employer or HSRp immediately.

Immediately after the incident of aggression, your employer should:

- Report the incident to the police (this could be the first thing you or your employer does, depending on the seriousness of the situation).
- Provide access to first aid or medical assistance if needed
- Provide immediate support to workers who need it, including witnesses and bystanders
- Provide a *debriefing opportunity to workers.

**Debriefing is a discussion with you, your employer and workmates about the incident. The purpose is to talk over what happened, what could be done differently and whether workers that are affected need any further help (e.g. see GP, referral to counselling).*

Follow-up support after the incident of aggression

- Stress responses from the incident of aggression may develop over time. You may feel different after the first debriefing session and you may need sessions to deal with the incident or stress reactions.
- Often critical incidents bring up personal issues for people. If you still feel unsettled after the incident, even after a period of time, your employer may refer you to support service provider.
- Alternatively, you're able to request additional support from your employer to manage your emotional and mental wellbeing.

Remember:

It is important that you follow the emergency response procedures, so you don't risk your own health and safety or the safety of your workmates.

Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed line or mobile phone and on an internet phone. Calling on a mobile has location facilities that 000 can respond to.

If you have a hearing or speech impairment and your life or other person life is in danger, you can contact police, fire or ambulance using text phone. The number for text emergency service is 106 (this text service only works with a teletypewriter or textphone).

Section 8. Quiz – What to do in an emergency

45. What do you need to know if an evacuation alarm goes off at work?
- Evacuation procedures
 - How to turn the alarm off
 - Where your boss is
 - Whether you should go home
46. At work, what should you know if someone gets hurt?
- Who knows first aid
 - Where the first aid box is
 - What the emergency numbers are
 - All of the above
47. What number do you first call in an emergency?
- 911
 - 000
 - 106
 - Ghostbusters
48. You are working in a restaurant kitchen. A grease fire breaks out on the stove. What do you do first?
- Follow the emergency procedure for fire incidents
 - Call your parent
 - Take a picture and post it on social media
 - None of the above
49. You are serving a customer at the counter. Another customer in the line is getting agitated and yelling at you and the customer you are serving. What should you do?
- Follow your emergency procedure for violence and aggression
 - Stay calm
 - Do not provoke the aggressor
 - All of the above
-

Section 9: Bullying

Learning outcomes

In this section you will:

- Identify workplace bullying
 - Differentiate between what is and isn't workplace bullying
 - Know what to do to stop workplace bullying
-

What is workplace bullying?

Workplace bullying is defined as repeated, unreasonable or inappropriate behaviour directed towards a worker, or a group of workers, that creates a risk to health and safety.

Bullying can occur through conversations, email, text messages and letters. Bullying behaviour can be obvious or not so obvious.

Obvious signs of bullying behaviour are:

- abusive language
- physical assault.
- pranks and dares
- being teased all the time
- purposely ignoring someone
- messing with someone's stuff
- being threatened, yelled at or criticised
- negative comments about looks, lifestyle or family

Not so obvious signs of bullying behaviour are:

- giving someone too much work that can't be done by the deadline
- constantly changing the rules about work
- setting someone up to fail or look stupid
- making it difficult to take leave or get training
- constantly criticising someone's work or behaviour, usually for no reason
- blocking promotion.

What isn't workplace bullying?

A one-off incident of inappropriate or unreasonable behaviour at work may cause offence, but it isn't bullying. However, single incidents of this type shouldn't be ignored because they can put people's health and safety at risk, or they could be a sign of potential bullying behaviour.

For example, give you feedback about your performance, in a constructive way that doesn't involve personal insults or put-downs, and should not be done in front of others. In the same way, in situations where a worker is not happy with their manager, the problem should be raised in a manner that doesn't involve personal abuse.

What are the effects of workplace bullying?

People who are bullied at work may experience some of the following:

- stress, anxiety or sleep disturbance
- ill health or fatigue
- difficulty concentrating and impaired ability to make decisions
- incapacity to work, or reduced output and performance
- loss of self-confidence and self-esteem
- depression
- feeling isolated

- physical injury
- hypersensitivity
- panic attacks
- reduced quality of home and family life

What can be done about workplace bullying?

It is a legal requirement that as soon as bullying is reported, your employer needs to investigate your concerns. People who are involved with any report about bullying should not be victimised. This includes both the person reporting the bullying and the person who the report is against.

Your employers should have a system for dealing with a complaint and a zero tolerance approach to workplace bullying.

If you are being bullied you can:

Ask the person to stop the behaviour

If you feel comfortable, try talking to the person who is bullying and explain that the behaviour is unjust or offensive. If you don't feel comfortable talking to this person, ask for someone else to be with you as a witness.

Check if your workplace has policies and procedures that deal with bullying and harassment

This could be an anti-bullying policy, a grievance procedure or a conflict resolution procedure. The policy or procedure should provide information about how to deal with workplace bullying, including who you can talk to and how to report it.

Keep a record of what happened

Make sure you include the date and time, where it happened, the name of the person doing the bullying, what they said and did. Were there any witnesses? Put their details in too. Make sure that your record is as accurate as possible.

Seek advice

A co-worker may be able to help you (especially if they witness the behaviour, or have experienced it themselves), or your manager or employer. In bigger workplaces, there is often a grievance officer, HSR, human resources officer or union official that you could go to for advice and support.

Use a counselling service

Sometimes these are available through your workplace. Other services include [Kids Helpline](#) and [Headspace](#). Your family doctor may also be able to help you, or refer you to somewhere you can get help. Using a counselling service can help you to develop ways of dealing with the situation and the effects of bullying.

Section 9: Quiz – Bullying

50. Which of these is bullying at work?

- a. Being teased all the time
- b. Negative comments about your looks, family, lifestyle, etc.
- c. Continuously being told you are not doing your job properly
- d. All of the above

51. Which of these is **not** bullying at work?
- Supervising you doing your work
 - Consistently changing the rules about work
 - Deliberately changing the roster because it will inconvenience you
 - Making it difficult for you to take leave
52. Your co-worker has established a pattern of calling you names and talking badly about you with other workers. You are feeling stressed and do not want to go to work.
- The best way to deal with this is to:
- Find a time to speak to your co-worker and ask them to stop their hurtful comments
 - Ask a witness to be present if you are worried about receiving a hostile response when you speak to your co-worker
 - Make and keep a record of what happened in case you need to make a formal complaint
 - All of the above
-

Section 10: Speak up

Learning outcomes

In this section you will:

- Know what to do if you feel that the work is unsafe
 - Learn the basic steps on how to deal with an WHS concern
-

Did you know that you don't have to do anything at work that you think might hurt you? Just because you're there to work, doesn't mean you should be put in danger.

If you don't feel safe or you're worried about something going wrong, ask to not do that work. Make sure that you are given the right support to do your job safely.

It can be tough being the youngest person or new in the workplace and you might feel anxious about saying anything. But be brave and always speak up when you think something is unsafe or you have not been instructed how to work safely.

It is a legal requirement that you be given:

- a healthy and safe workplace
- information about health and safety
- training about health and safety
- PPE to do your job safely.

It is your right to:

- refuse work that would cause immediate harm
- report hazards
- report harassment and bullying.

Your responsibilities are to:

- not do anything that puts yourself or anyone else in danger.
- know what to do in an emergency
- follow all safety rules
- use PPE given to you
- keep your work area clean and tidy.

What you should do if you feel that the work is unsafe

- Be polite and explain to your employer why you think the work is too dangerous for you to do. It is then up to your employer to fix the problem.
- Your employer may give you other work to do. If your normal work is too dangerous to do, you must be paid your same wage for any other work you might be given to do.
- If no other work can be found for you to do, your employer must agree before you can go home.
- You do not need your employer's permission to leave the work area if you believe the danger is about to happen and you may face serious harm by remaining in that area.
- If you are still worried, you can call or email WorkSafe confidentially and your details will remain private.

Remember:

There should be no repercussions for raising health and safety concerns.

How to deal with your concern

You believe your work is too dangerous, and you told your employer, but what if your employer doesn't agree with you? What should you do in this situation?

Always remember that it is a legal requirement that your employer must keep your workplace as safe as possible.

Four steps to deal with your concern

Work through these four steps whenever you feel you're being asked to do something that could endanger you or other workers.

Step 1: Figure out exactly what worries you about doing the work. Is it a lack of training and experience? A lack of safety gear and PPE? Faulty equipment? or something else?

Step 2: Ask someone you trust to help you. This could be a parent, an older relative, a work mate or teacher (if you are on work experience). They will be able to support you when you tell your employer about how you feel.

Step 3: If your employer disagrees with you about the safety of a task and still isn't prepared to change things, you will need to tell the HSR who will be able to take the issue further. If there is no HSR, talk to a human resources officer.

Step 4: If there is no HSR or human resources officer, call WorkSafe for advice. A WorkSafe inspector may come out to help solve the problem.

You can contact WorkSafe on 1300 307 877

Section 10: Quiz – Speak up

53. If you feel unsafe at work, what should you do first?

- a. Go home
- b. Ask for help from your employer or HSR
- c. Take a break
- d. Just get on with it

54. What are your responsibilities in the workplace?

- a. Take reasonable care for your own health and safety and that of other workers
- b. Follow all safety rules

- c. Use the PPE given to you
 - d. All of the above
55. At work you have your right to:
- a. refuse work that would cause immediate harm
 - b. report hazards
 - c. report harassment and bullying.
 - d. all of the above
56. Which of the following options is correct?
- a. It is your WHS right to refuse work that would cause immediate harm
 - b. It is your WHS responsibility to not do anything that puts yourself or anyone else in danger in the workplace
 - c. There should be no repercussions for raising health and safety concerns
 - d. All of the above
57. Who should tell your employer that your work is too dangerous?
- a. You
 - b. Your teacher
 - c. Your friends
 - d. A relative
58. You have raised your concern with your employer, yet you feel that the work is still too dangerous, and no changes have been made. What do you do?
- a. Tell your HSR or human resources officer
 - b. Ring WorkSafe
 - c. Politely refuse to do the work
 - d. All of the above
-

General module – Knowledge quiz

1. What does WHS stand for?
 - a. Work hazard safety
 - b. Workplace hours of safety
 - c. Workplace helmet and safety
 - d. Work health and safety

2. Why is WHS so important to know about?
 - a. It is important to know how to stay safe
 - b. WHS is everyone's responsibility
 - c. WHS is required by law
 - d. All of the above

3. What regulates WHS laws?
 - a. Codes of practice and guidance notes
 - b. Bills and legislation
 - c. Acts and regulations
 - d. Regulations and Australian standards

4. There are three important things you need to be aware of about WHS law.
 1. Your employer has responsibilities to provide and maintain a safe workplace.
 2. You must take reasonable care of your own safety.Select the **third** one from below.
 - a. You have the right to access all areas of a workplace.
 - b. You have the right to buy personal protective equipment (PPE).
 - c. You have the right to be allowed to perform any job at the workplace.
 - d. You have the right to refuse work that is unsafe

5. What must you do to keep the workplace safe?
 - a. Complain to customers about your workplace
 - b. Tell your employer everything about your workmates
 - c. Hide hazards to protect your friend's job
 - d. Use equipment and machines properly

6. Name one thing your employer has to do to make the workplace safe for you:
 - a. Give you new equipment and a uniform on your first day
 - b. Make sure everyone is trained and supervised
 - c. Let you have extra time off when you need to rest
 - d. Provide you with food and drink

7. What are your main responsibilities at the workplace?
- Take reasonable care to look after your own health and safety
 - Do nothing that may harm the health and safety of others
 - Report hazards that you see to your employer
 - All of the above
8. Who should be talking to you about health and safety when you first start work?
- Your employer
 - Your parents
 - Your workmates
 - Your customers
9. Which section of the *Work Health and Safety Act 2020* describes the employer responsibilities (Primary duty of care)?
- Click [link](#) to find the answer on page 18 of the Act.
- Answer: [Section](#)
10. Which section of the *Work Health and Safety Act 2020* describes the worker responsibilities (Duties of workers)?
- Click [link](#) to find the answer on page 33 of the Act.
- Answer: [Section](#)
11. Health and safety representatives:
- Work for the government to impose the law
 - Are employees that have been nominated and voted by their workmates to represent them on work health and safety matters
 - Are senior employees in the workplace
 - All of the above
12. What are the roles of health and safety representatives?
- Purchasing PPE for workers
 - Solving health and safety problems
 - Representing workers on health and safety issues and investigating any accidents or near miss incidents
 - All of the above
13. If you have any questions about health and safety in your workplace you can talk to:
- Your supervisor
 - Your HSRs
 - Your human resources officer
 - Any of the above

14. What does SAMM stand for?
- a. Safety appraisal mechanism monitor
 - b. Spot the problem, assess options, make the decision, make the change
 - c. Stop, act, move, monitor
 - d. Spot the hazard, assess the risk, make the change, monitor and follow-up
15. Once you have spotted a hazard you must:
- a. Assess the risks on how likely it is that the hazard could hurt you or someone else
 - b. Report it to your employer or HSRs
 - c. Fix the hazard yourself if it is not high risk and you are able to do so
 - d. All of the above
16. From the following options, what is the most effective way to control hazards in the workplace?
- a. Replace the hazard for a less risky option
 - b. Eliminate the hazard completely from the workplace
 - c. Use personal protective equipment (PPE)
 - d. Have rules to help people avoid hurting themselves
17. From the following options, what is the least effective way to control hazards in the workplace?
- a. Replace the hazard for a less risky option
 - b. Eliminate the hazard completely from the workplace
 - c. Use personal protective equipment (PPE)
 - d. Have rules to help people avoid hurting themselves
18. is used to change the way a person works by establishing policies and procedures to minimise the risks.
- a. Elimination control
 - b. Substitution control
 - c. Engineering control
 - d. Administrative control
19. Which one of these is NOT a workplace hazard?
- a. Non-slip surface in a restaurant kitchen
 - b. A worker operating machinery while tired
 - c. Exposed live wires near a leaking tap
 - d. Bottles of chemicals with no labels attached

20. Electric shock occurs when electric current flows through the body because:
- The human body is a conductor of electricity
 - A fatal shock occurs
 - There is no earth leakage device
 - None of the above.
21. The most common electrical risk and cause of injury is:
- Electrical shocks causing injury of death
 - Burns from arcing, explosion or fire
 - Falls from ladders, scaffolds or elevated work platforms as a direct consequence of an electric shock
 - All of the above
22. What is the information sheet that provides information about a hazardous substance called?
- Work sheet
 - Hazardous substance register
 - Manifest register
 - Safety data sheet
23. What statement about hazardous substances is correct?
- Hazardous substances are things in the form of a liquid, solid or gas that may cause harm
 - Many hazardous substances in the workplace are also dangerous goods
 - Dangerous goods are potentially harmful to people or the environment if they are not handled, stored and transported correctly
 - All of the above
24. What statement about a hazardous substance register is correct?
- A hazardous substance register is a list of all hazardous substances used in the workplace
 - A hazardous substance register contains the SDS for each hazardous substance
 - Your employer must keep a current register of each hazardous substance and make it available in the workplace
 - All of the above
25. Who is responsible for mechanical equipment safety?
- The employer
 - The worker
 - The union
 - Both (a) and (b)

26. Only tasks that involve lifting heavy objects are considered hazardous manual tasks.
- True
 - False

Case study 1

Mohamed has just started working part-time at a local garden centre. His manager asked him to stack 50 litre bags of compost onto the display stands which are 1 metre to 1.5 metres in height. Each bag of compost weighs 23 kilograms.

Mohamed does the work by himself, but hurts his back. The next day, he can't move or bend his upper body.

27. What should Mohamed's manager have done?
- Eliminated the hazard by not asking him to stack the heavy bags onto the display stands
 - Redesigned the display by having the heavy items displayed on the floor
 - Considered retailing smaller and lighter products
 - All of the above
28. What should Mohamed have done?
- Asked his manager to show him how to perform the task safely
 - Asked his manager for lifting tools or equipment to perform the task
 - Asked his workmates to help him with the task
 - All of the above

Case study 2

Rita is doing her work experience in a hotel restaurant. She is working in the kitchen helping to prepare meals. She is asked to move a 20 litre pot of hot soup to the kitchen bench. Rita is not too sure how it should be done, but wants to show she's keen, so she decides to give it a go. She puts on her protective gloves and gets ready to lift the pot.

29. What could happen to Rita if she lifts the pot?
- Strain a muscle in her back because the pot is too heavy
 - Receive a burn from the hot soup spilling over the side of the pot
 - Bump into another person in the kitchen, causing burns to both people from the spilled soup
 - All of the above
30. What should her employer have done to make sure that Rita could move the pot in a safe way?
- Provided Rita with training for lifting heavy objects in the kitchen
 - Provided a trolley at the same height to remove the need to carry the pot
 - Talked to Rita about who she could ask for help if she needed it
 - All of the above

Case study 3

Carl is on work experience at a furniture manufacturer. His employer trained him in how to use the bench saw on his first day. A few days later the apprentice, David, tells him he doesn't need to use the guards, as they get in the way. Carl gets along well with David and he thinks David's pretty good at his job.

Carl decides that David is probably right about the guards and decides to take them off before using the saw.

31. What is the most likely thing to happen?

- a. Carl could cut his hands on the unguarded machinery
- b. The bench saw will break down
- c. The bench saw will cut the pieces of wood into uneven shapes
- d. Nothing

32. David was trying to help, but following his advice is an example of peer pressure. Before removing the guard, Carl thinks of his options.

What should Carl do instead?

- a. Ask this employer for advice on unguarded machinery
- b. Ask for advice from the health and safety representative for Carl's area
- c. Go back to the safety instructions/operator manual to see if David's advice was right
- d. Any of the above

Case study 4

Mei works as a counterhand in a fast food restaurant. As she is putting together a customer order, she slips over on a wet floor and fractures her arm. There isn't any non-slip matting on the tiled floor and she isn't wearing suitable footwear.

33. What should Mei's boss have done?

- a. Identified the risk of water being on the floor and put appropriate controls in place
- b. Told everyone not to slip
- c. Let counterhand only fill orders via a drive through window
- d. None of the above

34. What should Mei have done?

- a. Worn appropriate shoes
- b. Reported the wet floor
- c. Cleaned up the spill immediately
- d. All of the above

35. Match the most appropriate group of PPE for each of the activities

Activities	PPE needed
Cooking	Hard hat, high-vis vest, steel cap work boots, sunscreen
Cutting wood with a chainsaw	Apron, oven mitts (if needed)
Working on a construction site	Protective pants, safety glasses, hearing protection, hard hat, sunscreen, steel cap work boots

36. Your employer must supply you with PPE:

- If it is in the contract
- If you pay for it
- If you need to be protected
- Once a year

37. You need to wear hearing protection, but you have never used it before. What should your employer do?

- Train you on the correct use of the hearing protection
- Let you know the limitation of the hearing protection
- Give you the instruction book to read
- (a) and (b)

38. What does this sign means?



- Only DJs in this area
- Must wear ear protection in this area
- Cold room, wear ear muffs
- Listen carefully

39. What does this sign mean?



- a. It is a danger sign warning you about a hazardous condition that *is likely to be life-threatening*
- b. It is a danger sign warning you about a hazardous condition that *is not likely to be life-threatening*
- c. It is a warning sign
- d. It is a mandatory sign and you must wear PPE to operate the machine

40. What does this sign mean?



- a. No entry
- b. No walking in the workplace
- c. No strolling at this workplace
- d. No posing allowed

41. What does this sign mean?



- a. It indicates the location of first aid officer
- b. It indicates the location of first aid box
- c. It is an emergency information sign
- d. All of the above

42. What does this sign mean?



- a. Location of the fire alarm
- b. No fires in the workplace
- c. No lighting flares
- d. None of the above

43. What does this sign mean?



- a. Must wear silly hat
- b. Hard hat must be worn
- c. Sun hats must be worn
- d. Only construction workers allowed

44. What does this sign mean?



- a. This substance is a flammable gas
- b. Campsite area
- c. This substance is a flammable liquid
- d. This substance is safe for swimming in

45. What does this sign mean?



- a. Beware of the pirate ship
- b. This substance is toxic
- c. Treasure hunt is within the area
- d. All of the above

46. What do you need to know if an evacuation alarm goes off at work?

- a. Evacuation procedures
- b. How to turn the alarm off
- c. Where your boss is
- d. Whether you should go home

47. At work, what should you know if someone gets hurt?
- Who knows first aid
 - Where the first aid box is
 - What the emergency numbers are
 - All of the above
48. What number do you first call in an emergency?
- 911
 - 999
 - 000
 - Ghostbusters
49. You are working in a restaurant kitchen. A grease fire breaks out on the stove. What do you do first?
- Follow the emergency procedure for fire incidents
 - Call your parent
 - Take a picture and post it on social media
 - None of the above
50. You are serving a customer at the counter. Another customer in the line is getting agitated and yelling at you and the customer you are serving. What should you do?
- Follow your emergency procedure for violence and aggression
 - Stay calm
 - Do not provoke the aggressor
 - All of the above
51. Which of these is bullying at work?
- Being teased all the time
 - Negative comments about your looks, family, lifestyle, etc.
 - Continuously being told you are not doing your job properly
 - All of the above
52. Which of these is not bullying at work?
- Supervising you doing your work
 - Consistently changing the rules about work
 - Deliberately changing the roster because it will inconvenience you
 - Making it difficult for you to take leave

53. Your co-worker has established a pattern of calling you names and talking badly about you with other workers. You are feeling stressed and do not want to go to work.

The best way to deal with this is to:

- a. Find a time to speak to your co-worker and ask them to stop their hurtful comments
- b. Ask a witness to be present if you are worried about receiving a hostile response when you speak to your co-worker
- c. Make and keep a record of what happened in case you need to make a formal complaint
- d. All of the above

54. If you feel unsafe at work, what should you do first?

- a. Go home
- b. Ask for help from your employer or HSR
- c. Take a break
- d. Just get on with it

55. What are your responsibilities in the workplace?

- a. Take reasonable care for your own health and safety and that of other workers
- b. Follow all safety rules
- c. Use the PPE given to you
- d. All of the above

56. At work you have your right to:

- a. refuse work that would cause immediate harm
- b. report hazards
- c. report harassment and bullying.
- d. all of the above

57. Which of the following options is correct?

- a. It is your WHS right to refuse work that would cause immediate harm
- b. It is your WHS responsibility to not do anything that puts yourself or anyone else in danger in the workplace
- c. There should be no repercussions for raising health and safety concerns
- d. All of the above

58. Who should tell your employer that your work is too dangerous?

- a. You
- b. Your teacher
- c. Your friends
- d. A relative

59. You have raised your concern with your employer, yet you feel that the work is still too dangerous, and no changes have been made. What do you do?
- a. Tell your HSR or human resources officer
 - b. Ring WorkSafe
 - c. Politely refuse to do the work
 - d. All of the above
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