



# **WorkSafe SmartMove Certificate**

## **Alternative Learning Course Study Guide**

[smartmove.safetyline.wa.gov.au](https://smartmove.safetyline.wa.gov.au)

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# Alternative Learning Course

## 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

### What is WHS?

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

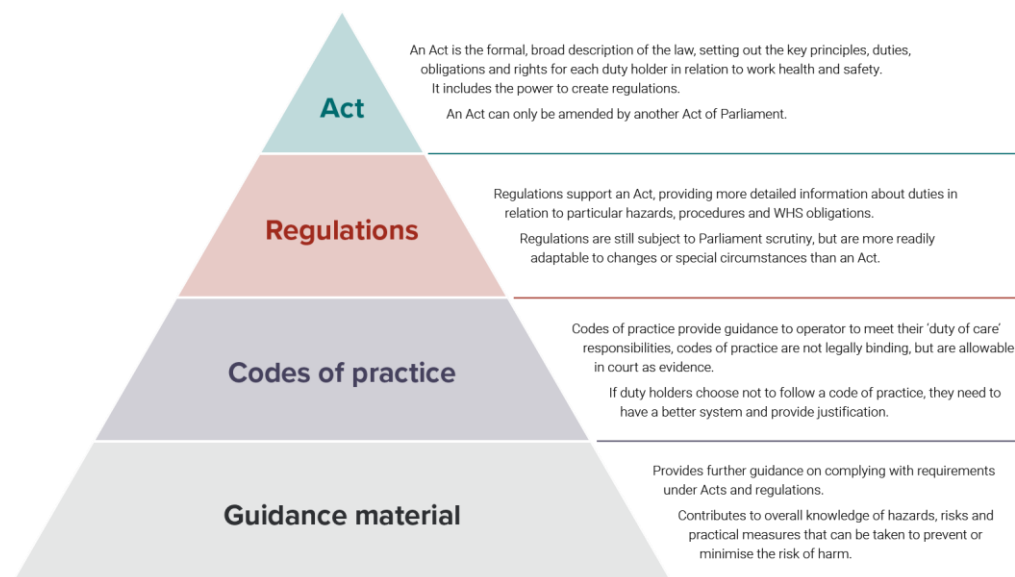
WHS includes all the rules and rights that protect you and your health and safety while you are at work.

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 laws in place.

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.
- 

### 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. 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

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'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 training that you need
- wear and use safety gear and PPE
- use equipment and machines properly
- report 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 put in place for health and safety reasons
- cooperate with WorkSafe and your health and safety representative
- do your job safely.

**Remember:**

*By law, WHS is everyone's responsibility.*

---

## Section 2: Quiz – Duty of care

4. 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
  
  5. 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
  
  6. 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
-



## 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

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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.

HSR 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.

#### **Remember:**

*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.*

---

## Section 3: Quiz – Health and safety representatives

7. What are the roles of health and safety 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
  8. If you have any questions about health and safety in your workplace you can talk to:
    - a. Your supervisor
    - b. Your HSRs
    - c. Your human resources officer
    - d. 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

---

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<br><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><br>For example:<br>Consequence | 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 informing your employer to fix it or fixing the hazard yourself if safe to do so. For example, you can pick things up from the floor and put them away to eliminate a trip hazard.

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

#### **Remember:**

*You should only attempt to fix the hazard that is low risk (the incident is unlikely to happen and the harm is likely to be minor. If you are not sure or unable to assess the level or risk, leave it to your employer to fix it.*

### 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.

## Section 4: Quiz – SAMM – 4 steps to safety

9. 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
  
10. 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
- 

## 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

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).

Incidents with electricity are usually caused by:

- broken equipment or dangerous working conditions such as frayed or broken power cords, plugs or powerpoints
- installation and/or repairs being undertaken by an unqualified repairer
- absence of a \*residual current device (RCD) and lack of testing of RCDs
- a lack of experience, training or supervision.

*An RCD is a safety switch or life-saving device designed to prevent you from receiving an electric shock if you touch something live, such as a bare wire. If you are using portable electrical equipment and extension leads at work it must have an RCD installed at the switchboard, built into a fixed socket or through a portable RCD outlet. The RCD must be regularly tested. This is a legal requirement.*

### What can you do to protect yourself from electric shocks?

- Leave electrical equipment repairs to a qualified person.
- Inspect and check electrical equipment for potential hazards before each use.
- Remember water and electricity do not mix. Never use electrical equipment when your hands are wet or mop the floors around electrical outlets.
- Report any breakdowns or faulty equipment to your employer straight away.
- Switch off appliances at the power point before you pull out the plug.
- Never overload powerboards with lots of electrical appliances.
- You should be trained to use electrical equipment safely.

### Remember:

*Electricity is dangerous. All electric shocks are potentially fatal.*

## 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.

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

Hazardous substances shouldn't be a problem most of the time, but things can go wrong if you:

- get chemicals on your skin
- eat or drink them by mistake
- breathe in fine dust or chemical fumes from sprays and solutions
- mix substances so they become more harmful or toxic
- mistake one substance for another
- have pre-existing asthma or dermatitis.

### How do you 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' and 'highly flammable')
- Warning words (such as 'wear protective gloves')

### How to keep safe using hazardous substances and dangerous goods?

- Make sure you follow safe work procedures.
- Read the label – look for warning pictograms and signs. Always follow the danger safety warnings.
- Read the SDS (safety data sheet) for more information about a product and how to use it safely. Your employer must provide (or have available) safety information documents for any substances or products that are hazardous.
- Check the hazardous substance register at your workplace. It is a legal requirement that your employer keeps a current register of each hazardous substance they may be used or stored in the workplace.
- 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.
- Keep ignition sources away from any chemicals that are potentially flammable.
- Maintain good housekeeping standards – declutter and avoid build-up of combustible materials like

wooden pallets, cardboard boxes, dry leaves etc, around any chemical storage.

### 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.

The most common injuries and health issues that can arise from performing hazardous manual tasks are musculoskeletal injuries.

Examples of musculoskeletal injuries are:

- sprains and strains of muscles, ligaments and tendons (e.g. back strain)
- joint injuries
- nerve injury or compression
- muscular and vascular disorders (e.g. carpal tunnel syndrome or repetitive strain injury from repetitive movements)
- soft tissue injuries
- disc protrusion or disc herniation of the back

#### How do you bend, lift and carry safely?

- Have your feet shoulder width apart.
- Have your feet turned out slightly and one foot a little more forward than the other.
- Have your chin tucked in.
- Bend at the knees to be ready to pick up the load.
- Keep the load close to your body.
- Stand up smoothly, keeping your back as straight as possible.
- Coordinate with the person helping you and move at the same time.
- Avoid twisting your body, move your feet first.

#### **Remember:**

*Only carry as much as feels comfortable for you.*

*Use tools or equipment provided to you (e.g. trolleys and hoists).*

*Ask for help from a workmate to lift heavy items.*

*Ask for training in performing manual tasks.*

*Speak up if you think the job is too much for you.*

## 4. Machinery and equipment

Machines play a big part in making your job easier but can be dangerous when not used properly. The most common injuries are to hands and fingers, which may be cut, sprained, dislocated, broken, crushed or severed.

When working with or near machinery and equipment the hazards you may encounter include:

- Moving parts that can reach, hit or crush you, such as booms or mechanical arms
- Ejecting objects or material (parts, components, products or waste items) that may strike you
- Being hit by mobile machinery and equipment.

*Machine guarding can prevent or reduce access to dangerous areas of the machine. A guard can perform several functions such as protecting you from moving parts, containing ejected parts from the machine, and preventing emissions escaping.*

### Let's have a look at how to stay safe

- Your employer has responsibilities for making sure the machines and equipment are safe. You have responsibilities to use equipment and machines 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 appropriate PPE when operating machinery and equipment.
- Do not operate machinery that has guards removed.
- Don't work alone with machinery unless there is an emergency stop button located within reach of an operator.
- 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.

## 5. Noise

Noise can be a workplace hazard. The hazard noise poses is dose related, and the higher the dose of noise, the greater the risk to the worker's hearing.

The noise dose is dependent on three factors:

- **Intensity/Loudness:** measured by a noise level meter and is described in decibels (dB)
- **Frequency:** the number of sound vibrations in one second and is measured in hertz (Hz)
- **Duration:** the length of time workers have been exposed to noise

In Western Australia, the law sets a workplace exposure standard averaged over eight hours to be 85 dB(A) or a peak noise level of 140dB. Any noise exposure above 140 dB can create almost instant damage to hearing. If you have to raise your voice to be heard, the noise level is likely to be 85 dB(A) or more.

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. Hearing protectors, like earplugs and earmuffs, should be regularly cleaned, repaired and stored near noisy areas.
- Your employer should choose quieter machinery and tools where possible.

### Remember

*To safeguard your hearing, you must wear the hearing protectors that have been given to you. The most important factor for effectiveness of hearing protection is wearing it*

## 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.

### What can you do?

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 the person's foot is caught by something while moving. Trips can also occur when unexpected surface changes happen.

A **fall** can occur when person is not able to correct their upright posture after they have tripped. Falls may occur from a height or on the same level.

A slip, trip or fall may cause injuries, including:

- broken bones when colliding with an object or hitting the ground
- burns, if it occurs near hot surfaces or while handling hot liquids
- cuts if it occurs near sharp objects
- sprains or strains.

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.
- Wear suitable shoes with treads that are kept clean – incorrect footwear can cause slips and trips.
- Maintain good housekeeping for ease of movement around the workplace.
- Carry items only at a height that you can safely see over to avoid trip hazards and bumping into things.



## Section 5. Quiz – Top seven hazards at work

11. To reduce the risk of electric shock you should:
- Pull of the plug quickly
  - Tape frayed cords with electrical tape
  - Switch off appliances before you pull out the plug
  - Ask your mate to pull out the plug for you
12. A residual current device (RCD):
- can be a circuit breaker
  - is a safety switch to prevent electrical shock
  - is required to be installed at the switchboard, built into a fixed socket or through portable RCD outlet
  - all of the above
13. Select three correct actions you would take to keep yourself and others safe from hazardous substances.
- Read the product label
  - Read the product SDS
  - Follow safe work procedures
  - Smell the substance
14. What is the document that provides information about a hazardous substance called?
- Work Sheet
  - Hazardous Substance Register
  - Manifest Register
  - Safety Data Sheet

### Case study – Manual tasks

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.

15. 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
  - Any of the above
16. 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

- 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 – Machinery and equipment*

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.

17. 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
18. 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 his employer for advice on unguarded machinery
  - b. Ask for advice from his supervisor
  - c. Go back to the safety instructions/operator manual to see if David's advice was right
  - d. Any of the above
19. To prevent hearing loss at work, the law sets a workplace exposure standard averaged over eight hours to be \_\_\_\_\_dB(A).
- a. 85
  - b. 95
  - c. 140
  - d. 200
20. The most important factor for effectiveness of hearing protection devices is:
- a. style
  - b. appearance
  - c. colour
  - d. wearing it
21. If you feel stressed or unsafe at work, what should you do?
- a. Talk to your employer
  - b. Just get on with it

- c. Not tell anyone
- d. Write about it in the social media

*Case study – Slips, trips and falls*

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.

22. What should Mei's boss have done?
- a. Ensure workers are told to clean up wet floors as soon as possible
  - b. Told everyone not to slip
  - c. Let counterhand only fill orders via a drive through window
  - d. None of the above
23. 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
-

## Section 6 – Personal protective equipment

### Learning outcomes

In this section you will:

- Define personal protective equipment (PPE)
  - Understand the role, use and importance of personal protective equipment
- 

### 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      |
| respirator 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.*

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### Section 6: Quiz – Personal protective equipment

24. 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

25. 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)
-

## Section 7 – 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
- 

### 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 | • gas leak   |
| • explosion                            | • chemical spills  |
| • medical emergency                    | • bomb threat  |
| • armed hold up                        | • violence and aggression  |
| • terrorist attacks                    | • natural emergencies such as a cyclone, floods or an earthquake |

In an emergency situation:

Follow the emergency response procedures, so you don't risk your own health and safety or the safety of your workmates.

#### **Remember:**

*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).*

### Workplace induction

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.*

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## Section 7: Quiz – What to do in an emergency

26. 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

27. What number do you first call in an emergency?

- 911
  - 999
  - 000
  - Ghostbusters
-

## Spot the hazards

### Online Warehouse Ltd – Human Resource Office

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



### 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'.<br>Clean up the spill straight away | Check to make sure it's dry and remove the sign. |
| 2 |                         |                 |  |  |
| 3 |                         |                 |  |  |
| 4 |                         |                 |  |  |
| 5 |                         |                 |  |  |
| 6 |                         |                 |  |  |

## Alternative learning course – 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. 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
  
4. 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
  
5. 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
  
6. 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



7. What are the roles of health and safety 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
  
8. If you have any questions about health and safety in your workplace you can talk to:
  - a. Your supervisor
  - b. Your HSRs
  - c. Your human resources officer
  - d. Any of the above
  
9. 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
  
10. 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
  
11. To reduce the risk of electric shock you should:
  - a. Pull of the plug quickly
  - b. Tape frayed cords with electrical tape
  - c. Switch off appliances before you pull out the plug
  - d. Ask your mate to pull out the plug for you
  
12. A residual current device (RCD):
  - a. can be a circuit breaker
  - b. is a safety switch to prevent electrical shock
  - c. is required to be installed at the switchboard, built into a fixed socket or through portable RCD outlet
  - d. all of the above

13. Select three correct actions you would take to keep yourself and others safe from hazardous substances.
- a. Read the product label
  - b. Read the product SDS
  - c. Follow safe work procedures
  - d. Smell the substance
14. What is the document that provides information about a hazardous substance called?
- a. Work Sheet
  - b. Hazardous Substance Register
  - c. Manifest Register
  - d. Safety Data Sheet

### Case study – Manual tasks

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.

15. 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. Any of the above
16. 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 – Machinery and equipment

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.

17. 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
18. 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 his employer for advice on unguarded machinery
  - b. Ask for advice from his supervisor
  - c. Go back to the safety instructions/operator manual to see if David's advice was right
  - d. Any of the above
19. To prevent hearing loss at work, the law sets a workplace exposure standard averaged over eight hours to be \_\_\_\_\_dB(A).
- a. 85
  - b. 95
  - c. 140
  - d. 200
20. The most important factor for effectiveness of hearing protection devices is:
- a. style
  - b. appearance
  - c. colour
  - d. wearing it
21. If you feel stressed or unsafe at work, what should you do?
- a. Talk to your employer
  - b. Just get on with it
  - c. Not tell anyone
  - d. Write about it in the social media

### Case study – Slips, trips and falls

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.

22. What should Mei's boss have done?
- a. Ensure workers are told to clean up wet floors as soon as possible
  - b. Told everyone not to slip
  - c. Let counterhand only fill orders via a drive through window
  - d. None of the above

23. 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
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