Task Booklet



Workplace Health and Safety

SITXWHS005

## Instruction

These tasks are to be completed using a word processing software (e.g. Microsoft Word) and creating a digital booklet with your responses to each task. Ensure you use correct spelling, punctuation and grammar.

Always check that you have saved your work before editing. It is a good idea to save as a different version each time you complete a task as this way you are unlikely to lose work already completed.

To save as a different version simply add a version number at the end of the file’s name, i.e. WHS Tasks 1-0, next time it would be WHS Tasks 1-1.

The content of this booklet supports your learning as a staff member of the Bunjappy Regional Tourism Group. It covers the unit of competency, *SITXWHS005 - Participate in safe work practices*.

## Task A

## Here is a list of common activities in the tourism industry. What could go wrong while you are doing the task? What injuries could result?

|  |  |  |
| --- | --- | --- |
| **Activity** | **Possible accident** | **Possible injury** |
| Setting up display at a promotion | Click or tap here to enter text. | Click or tap here to enter text. |
| Changing a keg of beer in the restaurant | Click or tap here to enter text. | Click or tap here to enter text. |
| Mixing up cleaning chemicals | Click or tap here to enter text. | Click or tap here to enter text. |
| Standing all day at the tourist counter | Click or tap here to enter text. | Click or tap here to enter text. |
| Clearing up broken glass | Click or tap here to enter text. | Click or tap here to enter text. |
| Making an expresso coffee | Click or tap here to enter text. | Click or tap here to enter text. |

## Task B

Many tourism workers are young. Young workers are more likely to be injured at work and hospitalised than any other age group.

Young people who are injured at work often think it is their own fault. As a result, they may not report the incident (thing that went wrong). By not reporting the incident, the same thing could happen again because nobody has fixed the problem that caused the injury.

There are five scenarios below. You are to identify and record what should have occurred so that the accident was prevented.

**Scenario 1**

Hailey had just left school and was working as a casual in the café. She was told to use the meat-slicing machine to prepare some fillings for the lunch hour sandwich ‘rush’. She hadn’t been trained how to use it but she felt she couldn’t say no.

It started to go too fast for her, but she didn’t know where the emergency cut-off switch was. The machine cut the tip off her finger as the machine guard was not attached.

*How do you think the incident could have been prevented?*

Click or tap here to enter text.

**Scenario 2**

Shane was recently trained to set up promotion booths and displays. Then he was sent to set up some booths and displays locally on his own.

He did not recognise a faulty electrical fitting for the display lights and got an electric shock.

*How do you think the incident could have been prevented?*

Click or tap here to enter text.

**Scenario 3**

Toni was asked to carry heavy boxes containing promotional brochures from a store-room to the information centre. She was reluctant to do it as they looked large and heavy. She was concerned that to say no and ask for assistance as a casual staff member may mean she might not get any more work.

When carrying one of the boxes, she strained her back and ended up not able to work for a month.

*How do you think the incident could have been prevented?*

Click or tap here to enter text.

**Scenario 4**

Marcella was asked to run the café alone for the late evening shift. Some drunken men came in just before closing and started behaving aggressively. They refused to pay for their drinks and threatened to be violent if she called for help.

She was very stressed by the incident and had to see a counsellor and take time off work.

How do you think the incident could have been prevented?

*How do you think the incident could have been prevented?*

Click or tap here to enter text.

## Part C

## Research Project

## Using the Internet, you are required to research the following:

## Describe the general aims and objectives of Workplace Health and Safety Legislation.

## What are the rights of WHS representatives and committees?

## Describe the role of Worksafe Australia.

## You will need to provide the URL (web address) of each site you used to find this information.

## Length: 300 words approximately.

Click or tap here to enter text.

## Part D

Go to the website of the responsible WHS organisation in your state or territory.

Look up the tourism industry.

Find an interesting piece of information and post it onto the course’s discussion board.

Take a screenshot of your posting and place below:

Click or tap here to enter text.

## Part E

**Office colours**

Look at your work area. Do you notice that office walls are generally white or pale colours and the tops of furniture are a darker colour? Why do you think these shades have been chosen? Your response is to be between 50 – 100 words.

Click or tap here to enter text.

## Part F

## Provide answers to the following questions:

1. Outline two (2) methods to identify and remove hazards in the workplace according to the organisational health and safety procedures. Write your answer in 50 - 100 words.
2. List four (4) WHS issues that you may observe in the workplace that need to be reported to the relevant authority.
3. Define the terms hazard and hazard management in 50 - 100 words each

Click or tap here to enter text.

**Task G**

**Control Measures**

The table below records how control measures were used to remove or isolate a hazard and its resulting risk. Your job is to identify which one of the six control measures have been used in each example. Remember the six control measures are in order of priority:

**1.** Eliminate the hazard – in other words, get rid of dangerous machinery, etc.

**2.** Substitute a less hazardous process or equipment

**3.** Redesign equipment or work processes

**4.** Isolate the hazard, e.g. by putting guards around a dangerous part

**5.** Train people in how to work safely

**6.** Use of personal protective equipment (PPE) such as ear plugs, safety boots

 Insert the correct number of the control measure or measures applied in each example below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Hazard** | **Risk** | **An Implemented Control Measure** | **Control Measure Number** |
| Bystanders / Children | Accidents causing injury to unsuspected bystanders / children | Barricade areas where bystanders or children are not allowedBe aware at all times for bystanders and place signage where applicable |       |
| Overhead power lines near loading dock | Electrocution | Take note of surrounding and always be conscious of overhead power lines If using implements that may touch overhead power lines mark the area Have large trucks unload away from this area |       |
| Water | Drowning | If required to work in water, ensure there is another person watching and if you are unable to swim advise the supervisorDo not enter flooded creeks if unsafe to do so – for example flowing too fast |       |
| Chemicals | Poisoning by swallowing, inhaling or skin contact, damage to eyes if splashed | Read the label/SDSStore correctlyWear mask, coveralls and gloves when sprayingKeep out of reach of childrenEnsure personal hygiene – wash hands before and after use of chemicals |       |
| Gas | Gas explosions, burns | Be aware of sparks when using gasHandle gas bottles with careTurn off after use |       |
| Dealing with public at counter | Infection | Use of sanitisers and wiping of counter space |       |
| Vehicles on dirt tracks | Vehicle roll-over | Drive to the conditions and if working on slopes be aware of any obstacles that could cause a roll overEnsure there is a form of communication device |       |
| Motor bikes | Falling off the bike, hitting a rock or tree | Wear helmet, strong boots, long pants and long sleeve shirtRide to the conditions and be aware of surroundings at all times |       |
| Firearms | Gunshot wounds | If not licenced to use a gun – do not useAlways check surroundings before using and never drive or run with a loaded gun |       |
| Snakes, spiders, ticks | Bites, poisoning, death | Be aware of surroundings, keep a lookout ensure first aid kit is available and if allergic carry correct medication |       |
| Solar radiation | Heat stroke, heat stress,sunburn, dehydration | Avoid working in the middle of the day, wear sun protection, keep well hydrated Seek shade whenever possible – use vehicles if out in an area where there are no trees |       |
| Noise | Hearing loss from using loud machinery and equipment such as welders, grinders and chainsaws | Wear hearing protection when operating any type of noise driven machinery or equipment |       |
| Manual handling (lifting and moving heavy objects) | Back injury | Use correct lifting techniques and wherever possible use mechanical aids |       |
| Tripping/falling | Injury to body | Keep area clear of obstacles |       |

**Task H**

Choose **one** of these hazards and complete the following hazard control tool:

1. **Wet floor** – The cleaners like to leave early each Thursday so they mop the tourist information centre floor while there are customers present.
2. **Manual handling** – Staff must lift heavy containers containing the exhibition materials in the storeroom and carry them down a long hallway to the loading dock.
3. **Armed robbery** – A lot of cash is kept in the centre’s office overnight sometimes and there is no security after hours.
4. **Handling hazardous substances** – Disinfectant is bought in bulk and has to be put into smaller spray containers by cleaning staff. They do it in a very small work room. The ventilation is poor and the rubber gloves are old and have tears in them.

SEE IT – Write your hazard in the box.

ASSESS IT – Discuss the two questions and choose a rating.

FIX IT – Discuss some ideas for an immediate/temporary control and a permanent control. Write at least one idea in each box.

EVALUATE IT – Report back to the whole group. Explain your group’s ideas about how to control the hazard. Ask the group – to help you work out whether your solution will work.

|  |
| --- |
| HAZARD CONTROL TOOL |
| **Form completed by:** |
| **SEE IT** | **Describe hazard and location.**Click or tap here to enter text. |
| **ASSESS IT** | **How likely is it that someone will get hurt?**Unlikely 0 1 2 3 4 5 Highly likely |
| **How serious would the harm be if there was an incident?** Not serious 0 1 2 3 4 5 Very serious |
| **FIX IT** | **Immediate/temporary control:**Click or tap here to enter text. |
| **Permanent control:**Click or tap here to enter text. |
| **Immediate** | *Straight away, right now* |
| **Temporary** | *For a little while, but not a solution forever* |
| **Permanent** | *Forever* |

## Part I

## What kinds of PPE are you required to use for the following work tasks?

1. Leading a walking tour of the local bushlands

Click or tap here to enter text.

1. Spending the day at the information desk answering ‘walk in’ enquiries from tourists

Click or tap here to enter text.

## Working in the kitchen of the café/restaurant

Click or tap here to enter text.

1. Taking a small group of tourists on a canoe paddle to observe the bird life in wetlands

Click or tap here to enter text.

**Task J**

In this activity you are to do a web search and find the mental health organisations listed below. You are to use **each body’s website** to identify what their main purpose is and summarise this in no more than three sentences.

Beyond Blue

Click or tap here to enter text.

HeadsUp

Click or tap here to enter text.

Black Dog Institute

Click or tap here to enter text.

Lifeline

Click or tap here to enter text.

The Australian Psychological Society

Click or tap here to enter text.

**Task K**

1. Define what an emergency work situation is in 25 to 50 words.
2. Give three examples of what an emergency could be at a Bunjappy tourist centre.
3. List five (5) different authorities you may need to contact, to help in responding to an emergency.

**Task L**

## This task requires you to complete two forms:

## Part A consists of a form is for a fellow employee who was injured on the job.

## Part B consists of a report of an incident which has occurred in your workplace.

**Part A**

## Mary Jackson is a tour co-ordinator at Tropicanna Hotel. She slipped and sprained her ankle when she was coming down the hotel steps leading a tour group to their coach.

## Help Mary fill in the Injury Report Form. Use today’s date.

|  |
| --- |
| Tropicanna Hotel INJURY REPORT FORM |
| Name of employee |       |
| Address |       |
| Phone |       |
| Department |       |
| Role |       |
| Date of injury |       | Time of injury |       |
| Date injury reported |       | Time injury reported |       |
| Where did the injury happen? |       |
| What is the injury?Body parts injured? |       |
| How were you injured?What task were you doing? |       |
| Witnesses |       |
| Treatment given by |       |
| Action taken (tick) | [ ]  Returned to work [ ]  Sent home[ ]  Sent to doctor[ ]  Sent to hospital  |
| Name of person filling in this form |       |
| Employee’s signature |       |

Part B

Use the following form to report ***one*** of these incidents. Use today’s date.

**A kitchen fire**

At 10.35 am there was fire in some hot fat in the kitchen area of the café/restaurant. You sounded the alarm and then called your manager on the mobile phone. The local fire officer put out the fire. You had a burnt arm and had to go to the medical centre. The stove needs repairs.

**Stuck in the lift**

At 4.15 pm you could not open the door of the service lift to get out. You sounded the alarm and then waited for 45 minutes for the service team to get you out. You were slightly stressed but there were no injuries. The lift is out of order until it can be checked properly.

| Bunjappy Regional Tourism GroupINCIDENT REPORT FORM |
| --- |
| 1. Time of incident | Date:       /       /       Time:       am/pm  |
| 2. Location of incident |       |
| 3. Briefly describe the incident |       |
| 4. Describe any injury and action taken |       |
| 5. Describe any damage to property and action taken |       |
| 4. Reported by: | Name:      Role:      Date:       |
| 5. Reported to: | Name:      Role: (supervisor/WHS officer)      Date:       |

## Part M

Using the procedures manual of the Bunjappy Regional Tourism Centre answer the following questions:

1. What are 3 things you should do to prevent slips, trips and falls?

Click or tap here to enter text.

1. What are 3 things you should do in the kitchen to prevent injury?

Click or tap here to enter text.

1. What are 3 things you should do so that you are safe when you are using electrical appliances?

Click or tap here to enter text.

1. What are 3 things you should do about personal safety?

Click or tap here to enter text.

1. What are 3 things you should do so that you are safe when you are handling cash?

Click or tap here to enter text.

1. What are 2 things you should do if you are experiencing harassment during your work?

Click or tap here to enter text.

## Task N

## Arrange to visit and assess an office associated with tourism with a number of employees in your local area. You are to spend at least one hour assessing the Workplace Health and Safety issues in this environment. Make some notes on you visit and then answer the following:

## Identify the type of organisation that you visited.

## Provide contact details including a telephone number and contact name for this office.

## How many staff work in this office?

## What are their positions (no personal names needed) and what are their roles and responsibilities?

## Does this workplace have an WHS representative on staff and if so who is this person?

## What is their role in the workplace? What training have they undertaken?

## What hazards did you identify in this workplace? List these under the headings - Chemical, Physical and Behavioural. Explain why each is a hazard.

## What action would you suggest rectifying each of the hazards identified above?

## What level of first aid provision is available in this workplace?

## Your answer should be typed and in the form of a report making appropriate use of headings and subheadings.

## Length: 500 words approximately