Bowen Training Australia

HLTWHS001

Participate in workplace health and safety

Learner Guide

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Welcome to Bowen Training Australia's Workplace Health & Safety course.

This course assumes you have no prior knowledge of Workplace Health & Safety; and has been designed to meet the requirements of HLTWHS300A Contribute to WHS processes competency from the HLT07 Training package as a component of Certificate IV in Bowen Therapy 10846NAT.

COURSE CONTENT

The course is delivered in this Learner Guide.

Read all sections of your Learner Guide. This is the content required to demonstrate your knowledge and understanding for satisfactory completion of your Learner Workbook.

COURSE MATERIALS

For satisfactory completion of each Learner Workbook students will need to reference:

Upon completion of the Learner Guide revise the information and then **complete the Learner Workbook and email to Bowen Training Australia** assessments@bowentraining.com.au

The nominal hours for this unit is 20 hours. As the format is self-paced learning you can progress as quickly or slowly as deemed necessary. If you are returning to study it may take you longer to complete each module.

COURSE ASSISTANCE

If you experience any difficulties seek assistance via email assessments@bowentraining.com.au or phone BTA 07 3284 3349 or 1300 83 32 52

ASSESSMENT

All questions of the Learner Workbook are to be completed and returned to Bowen Training Australia assessments@bowentraining.com.au for assessment.

Satisfactory completion of the Learner Workbook is required to complete the course.

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UNIT OF COMPETENCY

Application

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

The unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, either under direct supervision or with some individual responsibility.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Performance Criteria

Element *Elements describe the essential outcomes.*	**Performance Criteria** *Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Follow safe work practices	**1.1** Follow workplace policies and procedures for safe work practices **1.2** Identify existing and potential hazards in the workplace, report them to designated persons, and record them according to workplace procedures **1.3** Follow workplace emergency procedures
2. Implement safe work practices	**2.1** Identify and implement WHS procedures and work instructions **2.2** Identify and report incidents and injuries to designated persons according to workplace procedures **2.3** Take actions to maintain safe housekeeping practices in own work area
3. Contribute to safe work practices in the workplace	**3.1** Raise WHS issues with designated persons according to organisational procedures **3.2** Participate in workplace safety meetings, inspections and consultative activities **3.3** Contribute to the development and implementation of safe workplace policies and procedures in own work area
4. Reflect on own safe work practices	**4.1** Identify ways to maintain currency of safe work practices in regards to workplace systems, equipment and processes in own work area **4.2** Reflect on own levels of stress and fatigue, and report to designated persons according to workplace procedures

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Reading – in order to accurately read and interpret workplace safety policies and procedures including safety signs, dangerous goods classifications and safety instructions.

The remaining foundation skills essential to performance are explicit in the performance criteria of this unit.
Assessment Requirements

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be demonstrated evidence that the candidate has completed the following tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures:

Contributed to a WHS meeting or inspection in workplace

Conducted a workplace risk assessment and recorded the results

Consistently applied workplace safety procedures in the day-to-day work activities required by the job role

Followed workplace procedures for reporting hazards

Followed workplace procedures for a simulated emergency situation.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

State/Territory Legislation And How It Impacts On Workplace Regulations, Codes Of Practice And Industry Standards, Including:

- State/Territory WHS authorities
- rights and responsibilities of employers and workers, including duty of care
- hazardous manual tasks
- infection control

Safety Signs and Their Meanings, Including Signs For:

- dangerous goods classifications
- emergency equipment
- personal protective equipment (PPE)
- specific hazards such as sharps, radiation

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Hazard Identification, Including:

- definition of a hazard
- common workplace hazards relevant to the industry setting
- workplace procedures for hazard identification

Workplace Emergency Procedures

Workplace Policies and Procedures For WHS.

Assessment Conditions

Skills must be demonstrated:

In the workplace;

OR

In an environment that provides realistic in-depth industry validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment must ensure use of:

Current workplace policies and procedures for WHS

PPE relevant to the workplace and job role of the worker.

In addition, assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion volumes from the CS&HISC website - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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1. Follow safe work practices

1.1. Follow workplace policies and procedures for safe work practices

1.2. Identify existing and potential hazards in the workplace, report them to designated persons, and record them according to workplace procedures

1.3. Follow workplace emergency procedures



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1.1 – Follow workplace policies and procedures for safe work practices

By the end of this chapter, the learner should be able to:

Meet their organisational and legal responsibilities for safe work practices

Work Health and Safety

Workplace Health and Safety refers to the general requirements necessary to ensure a health and safety culture, accountability and implementation of WHS management processes. WHS policies are designed to reduce the number of workplace injuries and illnesses by imposing responsibilities on individuals and organisations. The broader awareness of Bowen Therapy and Complementary Therapy as forms of preventive health care and rehabilitation has created greater scope for therapists to provide services in diverse settings. Regardless of the environment that therapists work in or the nature of workplace interactions, WHS is an issue for everyone. It is the responsibility of the therapist to take reasonable care for the health and safety of everyone in the workplace and to work in a responsible manner. Therapists must be aware of and comply with WHS legislation and any workplace requirements to ensure safe practice. Ignorance is no defence in law.

Workplace policies and procedures

Health and safety procedures take the form of a sequence of steps that should be taken to meet health and safety objectives. They should be written in a clear and logical manner, for the understanding of all employees.

You may have organisational procedures for:

- Hazards
- Dealing with aggressive and potentially dangerous behaviour
- Organising evacuations
- Inspecting and monitoring the workplace
- Training and reviewing the knowledge of employees



It should be emphasised that all employees have some responsibility for ensuring health and safety in the work place. The types of responsibilities are likely to vary in accordance with the work carried out by your organisation. It may be necessary to follow procedures and policies on how to deal with intoxicated customers, store hazardous chemicals, or use industrial equipment.

Legal responsibilities

Your health and safety policies and procedures should be written in accordance with legislation pertaining to your line of work and Australian territory. Thorough research should be undertaken to ensure that you are fully aware of the relevant laws and practices.

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You must comply with the work health and safety acts of Australia:

State	Legislation
Australian Capital Territory	Work Health and Safety Act 2011
New South Wales	Work Health and Safety Act 2011
Northern Territory	Work Health and Safety (National Uniform Legislation) Act 2011
Queensland	Work Health and Safety Act 2011
South Australia	Work Health and Safety Act 2012
Tasmania	Work Health and Safety Act 2012
Victoria	Occupational Health and Safety Act 2004
Western Australia	Occupational Safety and Health Act 1984

The aim of your policies and procedures should be to eliminate or minimise the potential impact of hazards in the work place. Safe work practices may include the substitution of chemicals/cleaning products with less harmful alternatives and the isolation of areas where employees are at considerable risk. Employees are expected to report dangerous working practices within 24 hours of identification.

Work health and safety (WHS)

Workplace Health and Safety (WHS) legislation replaced Occupational Health and Safety (OHS) legislation in 2011.

WHS legislation stipulates that employers must provide their staff with:

- Safe premises
- Safe equipment, machinery and materials
- Safe systems of work
- Information, instruction, training and supervision
- A suitable working environment and facilities.

(Source: www.business.gov.au)

Employees are also obliged to ensure that they work safely and do not endanger the safety of their colleagues, clients and others.



How WHS affects your work will vary according to your job role and your industry. In order to work safely and legally in your role you should have been trained to do so by your organisation/business, as this is a legal requirement.

Where you identify possible or actual WHS breaches in your planned responses, they will need to be reviewed and amended to be compliant immediately before they are used again.

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Manual tasks

One of the most common causes of injuries in the workplace are manual tasks, where people lift or move objects by hand. Employees can easily injure their backs trying to move a box that was heavier than it looked. Proper training, equipment and teamwork can help to mitigate these risks.

Workplace procedures relating to manual handling may relate to:

- Training that has been provided
- Maximum load weights
- Teamwork (e.g. 'This box requires two people to move it')
- Equipment (e.g. treatment beds trolleys, winches).

(Source: http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/manual-handling)

Manual handling is defined as "any activity requiring the use of force exerted by a person to lift, push, lower, pull, carry or otherwise move, hold or restrain any animate or inanimate object". It accounts for the greatest number of workplace injuries per year.

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Major factors to consider related to manual handling:

1. Workplace layout
   - Awkward work postures may increase physical effort and fatigue
   - Good workplace design should take into account an individual's body size and avoid bent backs, twisting, extended reaching or working in restricted workspaces.
   - Adjustable massage tables and seats can help maintain good posture
2. Weight and force
   - The force needed in pushing, pulling, holding or restraining must be considered
   - Seeking assistance when helping clients roll over or arise after treatment can avoid injury.

Sprains and strains are the most common types of manual handling injury. They result from overloading some part of the muscle, joint or ligaments.

Some common reasons for overloading are:

- Performing tasks in a posture which magnifies the effective load on the body
- Copying the activities of others
- Performing the same task rapidly without rest
- Holding a specific posture for prolonged periods

Back injuries

Australian statistics on injuries resulting in five or more days off work has shown back injuries account for almost one third of occupational injuries. Of these almost 70% have resulted from over-exertion in manual handling.

The following principles form an effective strategy for prevention of back injuries:

1. Reduce Manual Handling

- Consider safe work practices i.e. lifting, carrying, holding, lowering, pushing and pulling
- Eliminate unnecessary tasks and use mechanical aids

2. Lighten the load

- Break loads into smaller loads, e.g. smaller bags for carrying towels to clinic
- Where possible choose lightweight materials, e.g. light portable tables
- Half fill containers
- Get help and share the load

3. Reduce bending, twisting and reaching movements

- Re arrange clinic layout
- Keep oils and equipment within easy reach
- Massage table at correct height
- Keep frequently used items at waist height

4. Follow a safe procedure

- Plan the handling
- Clear the way
- Wear appropriate protective clothing

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5. Use correct body techniques

- Lift in this way – bend knees, back straight, keep load close to body. Lift with leg muscles and support load with body weight.
- Lower load – use leg muscles and lower load by bending knees, not your back
- During treatments be mindful of correct posture and hand positioning

6. Avoid muscle fatigue

- Warm up first
- Take appropriate breaks

7. Consider mechanical aids

- Electric or adjustable treatment tables
- Trigger point tools for massage
- Trolleys to move towels or clinic supplies

Suggestions for Work Place Policies

Waiting room/administration area

Bowen and soft tissue therapists are required to:

- maintain a safe, clean and well ventilated facility
- provide adequate lighting
- ensure appropriate access for the elderly and people with disabilities or refer clients to another clinic
- provide and maintain toilet and hand washing facilities with soap dispensers and single use towels, and temperature control on hot taps
- cover electrical outlets with childproof safety devices
- provide strong comfortable chairs
- provide non-slip flooring (do not use floor mats or have frayed carpet)
- maintain functioning smoke detectors and fire extinguishers
- be familiar with the location and use of fire extinguishers
- clearly indicate fire exits
- be aware of evacuation plan for emergencies with evacuation plan clearly displayed
- keep emergency information posted in plain view near all telephones
- establish a policy regarding the use of open flames and candles
- keep all areas free of obstacles

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Clinic area/treatment room

Bowen and soft tissue therapists are required to:

- ensure mandatory cleanliness of clinic area
- ensure appropriate access for the elderly and people with a disability or refer to another clinic
- ensure visual and auditory privacy for treatments in accordance with the individual privacy needs of the clients
- provide suitable lighting and ventilation and ensure the clinic area is maintained at a comfortable temperature
- maintain and service heating and ventilation systems/devices, and turn off when not in use
- wash hands before and after each client, and after touching your face
- use clean linen for each client
- maintain hand washing facilities with temperature control on hot tap
- carry out standard infection control procedures on reusable items (massage table, linen, oil dispenser etc.)
- carry out regular safety checks on all equipment including electrical equipment (hydraulic tables, towel caddies, microwave ovens)
- use ergonomic table, stools and supports that comply with relevant Australian standards
- keep lubricants in contamination proof containers, clearly labelled
- keep any chemicals (for cleaning or essential oils) out of reach of the public
- obtain material safety data sheets (MSDS) on all products used
- check to make sure that clients are not sensitive or allergic to products used
- provide closed containers for used linen
- be aware that drying linen in a dryer may pose a potential fire hazard due to the presence of any residual oil.
- ensure correct storage and transport of potentially hazardous waste (contaminated linen, used hand towels, tissues)
- provide non-slip or slip-proof flooring
- keep area free of obstacles for client access and assessment

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Storeroom

Bowen and soft tissue therapists are required to:

- store oils and creams in appropriate conditions
- provide clean, dry storage for clean linen with appropriate linen rotation system
- make sure floors are slip proof

Work processes

Bowen and soft tissue therapists are required to:

- use correct manual handling processes when lifting equipment or assisting clients on and off the massage table
- use appropriate body mechanics and techniques when performing treatments to prevent muscle strain and overuse syndromes
- maintain healthy hands with exercises for strengthening and stretching
- know contraindications for treatment and work within their own scope of practice
- take adequate breaks and have realistic workloads
- have appropriate strategies in place for dealing with aggressive clients
- have strategies in place for stress management
- implement anti-bullying, intimidation and harassment policies
- maintain a current Health Training Package “Apply First Aid” certificate
- maintain a first aid kit and schedule checking expiry dates
- maintain membership of a professional association, keep current with industry developments and engage in continuing education activities
- have current professional indemnity and public liability insurance
- document and maintain work health and safety and infection control policies and procedures including an ongoing risk management plan
- have a spills kit available for the management of blood or body fluids spills including the use of personal protective equipment
- be aware of management procedures for accidental exposure to blood or body fluids

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Infection control

When you have identified infection risks, you must respond to them according to infection control policies that are based and State legislation, National Standards and local regulations. The idea of this is that it provides a safe environment for staff, clients and any visitors.

You should read the following Australian Guidelines for the Prevention and Control of Infection in Healthcare at https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019. This details a lot of policies and procedures that are in place in various workplace settings.

Think about how you can eliminate hazards, where reasonable. This could involve changing certain work methods. For example, if people are frequently handling sharp objects, how can you reduce their risk of injury and how would you deal with incidents if they did occur? The obvious answer is to incorporate the use or Personal Protective Equipment (PPE) when handling sharps and to have sterilisation kits for wounds available and readily accessible near any areas where sharps are handled. Following any sharps disposal protocols will reduce the risks to the bare minimum also.

If there is a risk of infection from a particular virus, consider the immunisation of all staff that will be exposed to it. You have to consider the cost of this versus the cost of losing these people to infection. This is the same model of thinking when health policies involve immunising certain demographics that are at high risk from viruses like flu. Have masks and gloves on hand for when they are required.

Take time to read through your organisation's policies and procedures in relation to immunisation and infection control. These will provide guidance as to how activities should be carried out and ensure maximum safety for all those involves.

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Complete Activity 1A in the Learner Workbook



Trainee

1.2 – Identify existing and potential hazards in the workplace, report them to designated persons, and record them according to workplace procedures

By the end of this chapter, the learner should be able to:

List hazards that are present in their workplace

Take action to minimise hazards, such as reporting and recording them, according to workplace procedures.

Hazards in the workplace

Health and safety hazards may be apparent in numerous areas of the work environment. There will be different levels of risk associated with each of these hazards. Workers will face a danger of slipping over and injuring themselves if damp areas aren't clearly signposted. Infection may occur as a consequence of failing to store harmful chemicals in the appropriate manner. It is essential to identify such hazards and take preventative steps for the safety of the workforce.

You are advised to carry out regular inspections and identify signs of danger. You should consider what would happen if employees were exposed to specific hazards in the workplace. Information regarding risks may be found in the manufacturer's instructions specific to certain chemicals and machinery. You are also encouraged to review the accident records and find out what types of hazards have already been encountered in your working environment. Some hazards and long-term risks may not be immediately obvious. However, research can be undertaken and employees asked for details of any concerns.

You may arrange the following consultations:

- Toolbox talks
- Production meetings
- Team meetings
- Regular informal discussions

The results may be outlined on a table, as follows:

Date of review	Type of hazard	Location of hazard	Risk associated with hazard	Action to be taken	Date for follow up inspection

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Sources of personal risk include:

- Alcohol and/or drug use
- Behaviours of concern
- Personal risks may arise from clients, clients' families, the public, or animals
- Access to work (e.g. car parking), access to private homes, and the performance of work
- Working new, isolated, and / or potentially unstable environments

Furthermore, workplace hazards that may be present in care homes, private homes and other locations may include:



- Biological hazards, including body fluids, contaminated food, soiled clothing and linen, clinical waste, syringes, and other 'sharps'
- Chemicals, such as toxic or hazardous substances, gases and liquids under pressure, certain cleaning chemicals, and essential oils
- Electrical hazards related to use of equipment and faulty wiring
- Equipment including suitability for purpose and fitness for use
- Personal threat, such as through behaviours of concern of clients and/or visitors
- Work organisation issues such as shift work or irregular hours/on call
- Work-related environment, such as underfoot, lighting, space, noise, air quality, furniture/fittings, and car parking
- Work-related stress

There are many ways an issue or threat can arise. You are advised to prepare for the widest range of hazards and risks. You should understand how they happen and the best means of response.

The above examples can be categorised into different types of risk:

Environmental: These are caused by threats in the physical environment, such as trip hazards, fire hazards, contamination and other accidents. Potential hazards should be identified and minimised whenever possible. You should remove trip hazards and deal with fire hazards. Procedures will be established for dealing with contamination risks and biological hazards

Client-based: This can range from clients becoming violent, or threats which may be made by someone in your care. There may be an infection risk, or injury sustained while moving/helping a client. Your organisation should prepare you by providing training on the correct movement of weights and avoidance of infection

Staff-based: This can range from other staff being violent, unfit for work, or negligent. Staff should be monitored and trained in preparation for such events. There should be established procedures for dealing with staff-related problems

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People-based: This involves other people and can range from clients' families to the general public. This can cause numerous risks, from infection to a person's dog being out of control. You should remain vigilant and ready to react to anything that may happen. Procedures will be put in place for dealing with certain events.

Your workplace should provide a certain level of training regarding hazard identification and procedures to follow. Not everything will be covered, of course, as hazards can emerge from anywhere at any time. In these instances, all you can do is make the best decision possible, based on your training for dealing with other, perhaps similar incidents.

Risk Assessment

Judging Severity

For each hazard, think about whether it could:

- **Kill or cause permanent disability or ill health**
- Cause long term illness or serious injury
- Cause someone to need medical attention and be off work for a period of time
- Cause someone to need first aid

Judging Likelihood

How likely it is that someone would be badly affected?

- Very likely – could happen any time
- Likely – could happen sometime
- Unlikely – could happen, but very rarely
- Very unlikely – could happen, but probably never will

Find the Highest Priority

After assessing the risks or hazards, prioritise them in order and then do something about them.

Eliminate or Control

It's not enough to just find hazards in your workplace. When you have found them, you must do something about them before they hurt people or make them ill. The law requires you to eliminate or control all reasonably foreseeable risks.

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Risk Control Worksheet

Once you have prioritised all the risks in order, you must then use the Risk Control Worksheet to either eliminate the risk or control the risk using the template. Obviously, the best method is to eliminate the risk altogether. However, for many reasons this sometimes is not possible, so you must make a choice whether it can be substituted; isolated, engineered out, use administrative controls to reduce the risk or as a last resort, use personal protective equipment.

Risk Control Worksheet		
Date:		
Item examined:		
Inspector's name:		
Corresponding HIAC Report:		
HIERARCHY OF CONTROL	**ACTION REQUIRED**	
LEVEL 1 CONTROL **1. Can you ELIMINATE the hazard?** (E.g.: dispose of the material or process completely)	**YES** →	
NO ↓		
LEVEL 2 CONTROL **2. Can you SUBSTITUTE the** **hazard for lesser one?** (E.g.: use a less hazardous or dangerous item)	**YES** →	
NO ↓		

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LEVEL 2 CONTROL **3. Can you ISOLATE the hazard?** (E.g.: use power cord ramp, place item in sharps container)	YES →	
NO ↓		
LEVEL 2 CONTROL **4. Can you use ENGINEERING CONTROLS?** (E.g.: purchase electric table, install hand rails, ramp)	YES →	
NO ↓		
LEVEL 3 CONTROL **5. Can you use ADMINISTRATIVE CONTROLS?** (E.g.: take regular breaks, limit treatments)	YES →	
NO ↓		
LEVEL 3 CONTROL **6. Can you use PERSONAL PROTECTIVE EQUIPMENT?** (E.g.: gloves, gown, safety glasses)	YES →	

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The hierarchy of risk control

The ways of controlling risks are ranked from the highest level of protection and reliability to the lowest as shown in Figure 2. This ranking is known as the hierarchy of risk control. The WHS Regulations require duty holders to work through this hierarchy when managing risk.

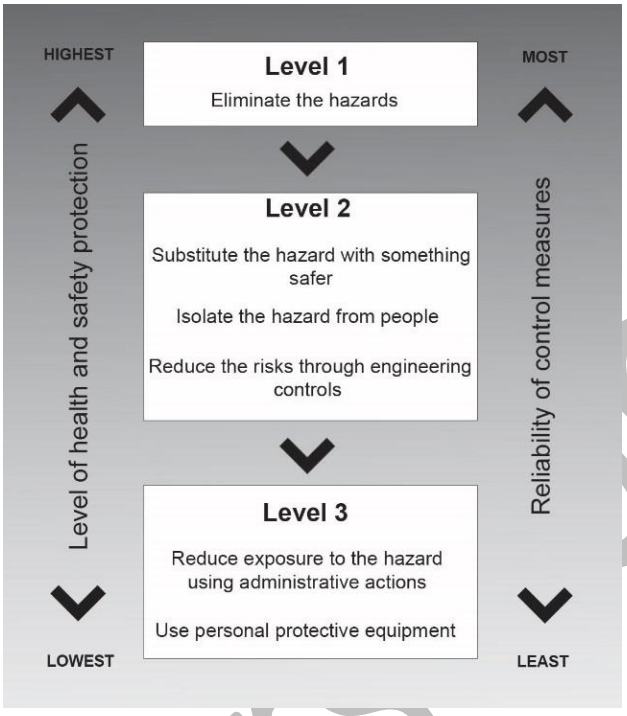


Figure 2: The hierarchy of risk control

Level 1 control measures

The most effective control measure involves eliminating the hazard and associated risk. The best way to do this is by, firstly, not introducing the hazard into the workplace.

Eliminating hazards is often cheaper and more practical to achieve at the design or planning stage of a process or place used for work. In these early phases, there is greater scope to design out hazards or incorporate risk control measures that are compatible with the original design and functional requirements. For example, sharps disposal containers could be installed in clinic rooms, which is more effective than providing workers with gloves to dispose of hazardous waste.

You can also eliminate risks by removing the hazard completely, for example, by removing trip hazards on the floor or disposing of unwanted chemicals.

It may not be possible to eliminate a hazard if doing so means that you cannot deliver the service. If you cannot eliminate the hazard, then eliminate as many of the risks associated with the hazard as possible.

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Level 2 control measures

If it is not reasonably practicable to eliminate the hazards and associated risks, you should minimise the risks using one or more of the following approaches:

Substitute for a lesser risk – A therapist was assisting a client off the table after treatment. Due to the height of the table, the table tipped and the therapist, in attempting to prevent the client from falling, injured their back. The hazard was substituted for a lesser risk by changing the table to a sturdier and more stable construction ensuring that the table height was adjustable so all therapists were able to use the table safely. Of course, in a court of law, a judge would rule that the PCBU (person conducting a business or undertaking) should have reasonably foreseen this risk and substituted the risk before the incident happened.

Isolate the Hazard – In a clinic situation exposed electrical cords were left lying on the floor presenting a slip/trip fall hazard. The cure was to purchase purpose made covers (power cord ramps) to place over the electrical cords to isolate the potential for the slip/trip fall hazard.

Use of Engineering Controls – In a clinic that treated a good deal of elderly clients, there were no hand rails in toilets, disabled ramps to substitute for steps or electric tables that enabled elderly clients to access the tables safely. The solution was to install handrails in toilets, install a disabled safety ramp and purchase electric tables to assist clients (and therapists) to access the tables safely.

Level 3 control measures

These control measures do not control the hazard at the source. They rely on human behaviour and supervision, and used on their own, tend to be least effective in minimising risks. Two approaches to reduce risk in this way are:

Use of Administrative Controls – A particular health centre had therapists who consistently treated large numbers of clients each per week. The therapists eventually felt the physical strain of these excessive numbers of clients. To minimize the physical strain of treating this number of clients, the health centre ensured that therapists reduced the number of treatments per week and included regular breaks to ensure adequate rest.

Use of Personal Protective Equipment – A large inner-city clinic had a number of clients presenting for treatment who potentially could transmit infectious diseases through the transfer of body fluids. The clinic developed a policy of ensuring that all therapists followed standard precautions of cleaning up using bleach solutions and wearing personal protective clothing such as face mask, gloves, goggles and gowns as appropriate.

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Reporting and recording hazards

This unit has focused on identifying hazards. However, the next step is to report such issues to relevant staff members.

You may contact an:



- Elected Health and Safety Representative/employee representative
- Employer
- Health and Safety committee
- Other personnel with WHS responsibilities
- Supervisor

The individuals responsible for managing WHS should be clearly identified within your workplace. There should be a designated process for you to follow when reporting such issues. As many Bowen Therapists work alone, you may need to contact a landlord or building manager regarding certain issues.

Communication methods can vary and can be:

Written, such as:

- notes
- memos
- emails
- report forms

Verbal, such as:

- face-to-face
- phone call
- voicemail

Your organisation /business should highlight the preferred methods of communication. If this isn't the case then specification should be made. You should approach the relevant personnel and ask for details of how to file the report. It may be necessary to inform them upon first contact.

You should always report relevant issues and concerns. If you are unable to follow the usual method then you should consider alternative means of communication. You could leave a note on their desk for later reference. It is good practice to record any issues and what measures were taken to remediate them.

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Complete Activity 1B in the Learner Workbook



Trainer

1.3 – Follow workplace emergency procedures

By the end of this chapter, the learner should be able to:

Follow emergency procedures safely in a range of emergency situations.

Workplace emergency procedures

Check the emergency procedures in place at your organisation. There should be clear and up-to-date guidance for dealing with all kinds of emergency situations. These should be reviewed at regular intervals to ensure that they still meet safety requirements and to update details that may have changed (such as contact information).

Emergency situations include:



- Serious injury events
- Events requiring evacuation
- Fires and explosions
- Hazardous substance and chemical spills
- Explosion and bomb alerts
- Security emergencies, such as armed robberies, intruders and disturbed persons
- Internal emergencies, such as loss of power or water supply and structural collapse
- External emergencies and natural disasters, such as flood, storm and traffic accident impacting on the organisation.

Procedures should include safety protocols and evacuation of the work premises, such as in the case of a fire or bomb threat. Regular fire and safety drills will help communicate and enforce emergency procedures to all staff.

Emergency procedures, if applicable to your business, will also include information on how to deal with situations of infection/sickness within the workplace, and working at alternative premises, in case your place of work needs to be evacuated or becomes inaccessible.

Emergency procedures may include:

- Evacuation of the premises, which includes:
    - at the sound of the emergency signal/alarm work is immediately stopped
    - quickly and calmly, individuals leave by the nearest emergency exit
    - once the building is vacated, all individuals meet at the designated meeting point
- Notifying emergency services and appointed persons
- Medical/first aid treatment
- Reporting incident to other authorities.

Trainers Co

Records are needed as part of the emergency procedure and as part of the WHS legislative requirements; you must record all incidents and accidents, including those which do not result in injury. Accurate records are then documented and kept and can be used as part of future risk assessments to control further hazards.

Your role and responsibility in an emergency situation

In an emergency, your main responsibility is to keep yourself safe and to report the incident/activate the emergency alarm, if not already done so. You should also be aware of the welfare of those around you and as far as is practicable, assist others who may need your help. If your workplace has visitors or clients on the premises, they should also be included and accounted for in the event of an emergency.



In emergencies, you may need equipment such as:

- Fire extinguisher
- Fire blankets
- First aid kit
- Antidotes to any chemicals on site

Emergencies are not just a workplace issue, they are also a community issue and awareness helps to create an environment where each party understands their responsibilities and what they need to do.

Employees and visitors may be instructed to:

- Cease work until emergency services decide whether evacuation is necessary or not
- Evacuate the premises
- To meet at the evacuation point.

Therefore, you should know where they are at all times so you can access them easily.

Trainers C

Complete Activity 1C in the Learner Workbook



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2. Implement safe work practices

2.1. Identify and implement WHS procedures and work instructions

2.2. Identify and report incidents and injuries to designated persons according to workplace procedures

2.3. Take actions to maintain safe housekeeping practices in own work area



Trial copy

2.1 – Identify and implement WHS procedures and work instructions

By the end of this chapter, the learner should be able to:

Access WHS procedures and work instructions from relevant sources

Follow procedures and instructions as closely as possible.

Implementing WHS procedures and instructions

Workers should be aware of what WHS procedures are applicable in their work area. They should also follow instructions regarding how to carry their work out, as these will help to keep them safe.

Procedures may be found in:

- Workplace handbooks
- Safety signs
- Training



Instructions from supervisors or other employees, which may be communicated by:

- email
- writing
- verbal conversations
- phone conversation

You should always ensure that you are aware of what policies apply to your workplace. If your job role changes or it takes you into an area that you are less familiar with, you should ensure that you research it. This could be done by asking a manager or an experienced member of staff: "Is there anything specific I should know about this area?" This could include hazards, PPE, work practices or anything else that affects your safety.

Similarly, if something in your environment changes, you may need to identify any new policies. Imagine if a new piece of machinery or equipment i.e. electronic treatment bed is brought in. Think about how you would need to act around it or when using it. Would you need to wear additional protective clothing, know how to adjust height, or to keep your distance when it is in use?

Your immediate supervisor or manager is usually the best way to identify procedures that you aren't familiar with. It is their duty to provide you with information that you need to know. Don't be afraid to ask them about procedures that are present.

You should also make sure you follow all instructions you are given. Thinking "This doesn't apply to me, so I can ignore it" often leads to accidents. Sometimes instructions will be recent, such as if they were given to you minutes before. However, other times you may have to think back weeks or even months to recall instructions you were given. Go back to the source to refresh your memory if necessary; this could be an email, a conversation you had or a sign that was put up.

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Personal protective equipment (PPE)

PPE is used to protective yourself against hazards, such as chemical spray or heavy equipment. There are various types which often need to be used together. You should determine what PPE is required by the equipment and job.

Note that PPE should be a last resort. If there is any possible way to avoid using it, such as making the job safer or avoiding it, you should do that instead; however this will often be unavoidable when working in certain conditions.

Type of PPE	Part of body and use	Picture
Safety glasses and goggles	Protect the eyes. They should be worn when using chemicals such as bleach when cleaning up bodily fluid spills.	
Gloves	Protect hands from chemicals. Also sometimes used when moving heavy objects. Nitrile gloves are ideal in case a person has a latex allergy.	
Safety clothes	Protect body from exposure to strong chemicals.	
Face mask and/or respirator	Useful when a client or therapist is potentially infectious or if cleaning dusty or mouldy environments.	

Image source: Gloves: Photo by 3DVisu on Unsplash

Mask: https://pixabay.com/images/search/surgical%20mask /

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Safety Signs – Check your State Legislation for required safety signs pertaining to your business



Dangerous Goods Code

ADG Code means the Australian Code for the Transport of Dangerous Goods by Road and Rail, 7th edition, approved by the Australian Transport Council. The ADG Code is accessible at the National Transport Commission website www.ntc.gov.au

Dangerous Goods are substances or articles that are hazardous to people and the property. You will likely come across flammable and corrosive chemicals at some points. A lot of care is needed to handle, store and transport these chemicals.

The nine hazard pictograms that are representative of the physical, health and/or environmental hazards are shown below:

Pictogram	Hazard
	**Explosive**
	**Flammability**
	**Oxidising**
	**Chronic Health hazards**
	**Environmental hazard**

Pictogram	Hazard
	**Gases under pressure**
	**Corrosive**
	**Acute toxicity**
	**Certain health hazards (e.g. sensitisers)**

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Complete Activity 2A in the Learner Workbook



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2.2 – Identify and report incidents and injuries to designated persons according to workplace procedures

By the end of this chapter, the learner should be able to:

Complete reporting procedures for incidents, such as accident forms
Communicate information about incidents with the designated person.

Incidents and injuries

Recording incidents within the workplace is necessary so that accurate documentation is made and kept. This is also a legal requirement and may need to be provided to work health and safety regulators, or other authorised bodies.

An example of a workplace incident/accident report form:

Incident/accident report form Record Number:

Name:
……

Occupation:
……

Department: …… Date of report:
……

Incident/accident details

Date of incident/accident: …… Time of occurrence: …… Date reported:
……

Location: …… Witness:
……

Reported to:
……

Details of incident/accident:
……

Injury received:
……

Location of injury on the body:
……

Results of incident/accident: Lost time Y/N No. of days lost …….. Workers' compensation Y/N

Treatment received: First aid Y/N Doctor Y/N Hospital Y/N

Damage to equipment/building(s)/vehicle, etc.:
……

Extent of damage:
……

Contributing factors (if any):
……

Corrective actions

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Immediate actions: …… Preventative measures: …… Recommended actions: …… Who is to implement actions: …… Date to be implemented: ……
Signatures: Officer: …… HS Rep: …….. Manager: …….. Director: ……. Investigating office: …….. Actions completed: …… Date: …… Manager: ……

Records for emergency procedures

Records are needed as part of the emergency procedure and as part of the WHS legislative requirements; you must record all incidents and accidents, including those which do not result in injury. Accurate records are then documented and kept, and can be used as part of future risk assessments to control further hazards.

Workplace incident reports

Incidents that need reporting to work health and safety regulators are known as 'notifiable incidents'. These are only the most serious of occurrences, and as such, require further direction from the regulator. A notifiable incident should be reported to the regulator as soon as possible after the occurrence; if written notification is requested, this should be received within 48 hours of the request. The site of the incident should remain as it was so that an inspection can be made (if needed).

Notifiable incidents are:

- The death of a person
- A serious injury or illness
- A dangerous incident arising out of work carried out by a business, undertaking or a workplace.

Notifiable incidents relate to any person, whether an employee, contractor or member of the public.

(Source: http://www.safeworkaustralia.gov.au/sites/swa/whs-information/workplace-incidents-reporting/pages/workplace-incidents-reporting)

The Safe Work Australia website also provides contact details for work health and safety regulators throughout the different jurisdictions of Australia (see the above website address).

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Complete Activity 2B in the Learner Workbook



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2.3 – Take actions to maintain safe housekeeping practices in own work area

By the end of this chapter, the learner should be able to:

Monitor the safety level of the workplace

Take action to ensure good housekeeping standards are maintained.

Safe housekeeping practices

Housekeeping at work is the practice of looking after and maintaining day-to-day work activities and the working environment. When responsible for others, you also need to make sure that your team follows correct daily work tasks according to WHS policies and procedures.

As part of this, you may also need to monitor the work area and if so, you should check that this is maintained, kept clean and serviceable at all times for your team. Housekeeping will require accountability that working tasks are carried out safely and as expected.

Following procedures

As part of your duties, it may be necessary to keep records of some housekeeping tasks. If others are tasked to carry out some of these duties, make sure you check that these are being done.

You/your team may need to be involved in:

- Purchasing of supplies and equipment
- Maintenance of machinery/equipment
- Responsibility of equipment, e.g. switching on/off computers and printers
- Ensuring cables and items are not left in the way to cause a trip hazard and that fire doors are closed at the end of the working day
- Keeping treatment rooms, reception area and desks tidy and replacing items used during the working day, such as work file copies or borrowed equipment



- Re-stocking items used, such as paper, stationery supplies, cleaning/disinfecting supplies, or first aid items.

As part of your duties to check that your team are following correct procedures and working as tasked, it may be necessary to take action to sort issues at work. These issues may involve changes within the work environment, management of workloads or issues of misconduct/bad behaviour.

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Complete Activity 2C in the Learner Workbook



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3. Contribute to safe work practices in the workplace

3.1. Raise WHS issues with designated persons according to organisational procedures

3.2. Participate in workplace safety meetings, inspections and consultative activities

3.3. Contribute to the development and implementation of safe workplace policies and procedures in own work area

Trial Copy



3.1 – Raise WHS issues with designated persons according to organisational procedures

By the end of this chapter, the learner should be able to:

Communicate concerns about WHS issues with the designated person

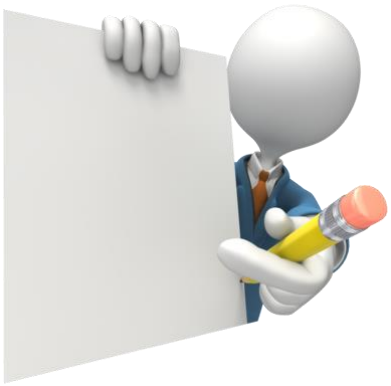
Fulfill their legal and ethical obligations to keep the workplace safe.

Raising WHS issues

Employers and employees are subject to rights and responsibilities in the workplace. This is to ensure the safety of all people affected and to establish mutually beneficial working arrangements. If employers provide a safe and supportive environment then employees can work in greater comfort. Levels of efficiency will increase and there won't be as many instances of workplace injuries/illnesses. The employer will benefit, as people will spend less time away from work. There will less disruption to schedules and fewer compensation claims.

Employers must:

- Provide a safe workplace
- Provide safe equipment
- Provide:
    - training
    - information
    - supervision
- Provide adequate and suitable facilities, where required
- Check and maintain WHS systems and procedures
- Provide PPE, where required



Employees must:

- Work safely
- Wear PPE, where required
- Follow safety procedures and requirements
- Not destroy or compromise equipment and resources
- Not interfere with safety equipment
- Not act in a way that compromises their own safety, or that of colleagues, clients, and the public

Report any WHS:

- issues
- hazards
- injuries
- accidents
- near misses or concerns

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You should be provided with information on the rights and responsibilities of employees and employers. There should be given clarification on what is expected of you. You should also be aware of your rights and safeguards in the workplace. This arrangement is based on lawful requirements, ethical obligations, and mutual respect. The specified measures are designed to benefit both parties.

Discuss issues and problems



Workplace issues and concerns can be discussed with several different people, including:

- Colleagues
- Supervisors
- Managers/team leaders

You may contact these people for assistance when attempting to resolve problems. They are likely to understand the specifics of workplace issues. Those staff members who are familiar with your work and area should be able to understand your concerns and provide relevant advice. As a sole trader, you may wish to speak with colleagues or a mentor regarding any issues that concern you.

You may need to discuss:

- Actual or potential hazards
- Unsafe work practices
- Lack of proper resources or training
- Stress or fatigue
- Equipment and PPE, or lack of it

Legislative requirements relating to WHS consultation and participation will include:

- National Work Health and Safety Model
- Current relevant State/territory WHS legislation
- Relevant state/territory Manual Handling Code of Conduct.
- These will vary in different areas of Australia. You should always check the specifics
- The National Work Health and Safety Model is designed to provide a basis for more uniform and harmonised WHS laws, for use across Australia. It needs to be passed by the Parliament in each jurisdiction. Current state/territory WHS legislation specifies the laws and legal requirements for that particular state.
- The Manual Handling Code of Conduct is designed to offer guidance and protection for all workers engaged in heavy or awkward lifting

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Complete Activity 3A in the Learner Workbook



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3.2 – Participate in workplace safety meetings, inspections and consultative activities

By the end of this chapter, the learner should be able to:

Participate appropriately in workplace safety meetings

Assist in inspections to identify unsafe work practices or hazards

Make suggestions or give feedback during consultative activities.

Workplace safety meetings

It is important to hold safety meetings on a regular basis and ensure the involvement of employees particular to the separate areas of your organisation. If there is general involvement then there will be an excellent chance of identifying various workplace safety issues.

The discussions may focus on the safety of specific working activities, supervision of staff members and organisation of training. Information regarding effective safety measures may be shared among representatives from different departments. It may also be necessary to provide feedback on the resolution of incidents and injuries in the workplace.

Employees may participate in the following:

- Informal chats in the workplace
- Discussions during tours of the workplace
- Conversations about health and safety issues during general meetings
- Staff meetings or training days
- Focus groups



It is important to highlight the responsibilities and safety duties which employees are expected to perform. Details of departmental safety plans, emergency action plans and fire prevention plans should be addressed. Employees should have the required skills and knowledge for emergency situations. It is also important to discuss the risks associated with specific processes in the working environment. You may consider security provisions, the appropriate use of equipment and relevant news regarding the risks specific to your industry.

Workplace inspections

Routine inspections should be carried out for the identification of hazards and associated risks in the workplace. It is also important to assess the work of employees and ensure that they are fulfilling their duties. The inspections should be carried out by employees with considerable knowledge of health and safety issues relevant to the areas that they are assessing. Workers may be asked to give feedback and demonstrate working practices in accordance with established standards.

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These inspections may be carried out:

Safety tours – Involving general evaluation of the workplace

Safety sampling – Conducting sampling of potentially dangerous areas and practices

Safety surveys – Asking employees for perspectives on health and safety

Incident inspections – Assessing the workplace after a serious injury/illness or near miss caused by lack of care and concern for health and safety.

You should look out for the following issues:

Unsafe working conditions – Potential exposure to chemicals and other elements of the environment which pose significant risk

Unsafe professional acts – Failure to wear appropriate PPE, not working with the necessary level of caution, etc.

Follow-up

There should be an opportunity to discuss the findings of workplace inspections. The inspectors may agree to go away and draw up plans for follow-up action. You may lack the time or resources to implement all of the suggested improvements. However, you should keep a record of the findings and produce reports for circulation among the workforce. You should analyse the measures that have been taken subsequent to the issue of previous inspection reports. Some minor risks may have become more significant. There may be a need to create additional health and safety plans.

Consultative activities

Representatives from different areas of your organisation should be involved in consultations regarding health and safety. Employees should also know whom to consult if they are worried about the potentially negative impacts of workplace activities. It will be necessary to discuss essential WHS issues, concerns about particular practices, and relevant legislation. Employees should be encouraged to make suggestions and appropriate follow-up action should be taken. Consultations may take the form of informal discussions or organised meetings. You should also ensure the appropriate distribution of documentation specific to health and safety issues.

Consultations may include:

Health and safety representatives – Designating personnel with responsibility for consulting on the behalf of employees. They may highlight areas of concern, training requirements and demanded improvements



Health and safety committees – Employees and managers who come together for the analysis and improvement of WHS measures. Workers may enlist the support of union representatives for these consultations.

You may use these forms of communication:

- Intranet bulletins
- Email
- Team briefings
- Regular newsletters

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Complete Activity 3B in the Learner Workbook



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3.3 – Contribute to the development and implementation of safe workplace policies and procedures in own work area

By the end of this chapter, the learner should be able to:

Provide advice, suggestions and comments to develop procedures in participative agreements

Support the organisation in implementing policies and procedures. This may be done by:

- training staff
- providing lifting equipment
- providing PPE
- meeting restrictions and legislations

Development of policies

Policies that are implemented don't appear fully formed; they take time and effort to refine and ensure they are appropriate for the workplace.

You will need to contribute to this process, and help to implement them when they have been agreed on. This will particularly apply to your own work area, whether you are a manager or a regular employee.

This is often achieved through participative arrangements, which can be:

- Documented issue resolution processes
- Easy access to relevant written workplace information
- Formal and informal WHS meetings
- Health and safety committees
- Meetings called by Health and Safety Representatives
- Other committees, such as consultative planning, and purchasing
- Other means and processes for raising requests and concerns as well as contributing suggestions and reports to management
- Regular information sessions (using clear and understandable language) on existing or new WHS issues
- Team meeting and case management meetings



Several participative arrangements may be implemented at your workplace. The specific arrangements will be dependent on your role, level of interest and department. You may, or may not, be required to participate in them. Your organisation should specify their expectations of you. They should provide details of how many meetings you should attend. The organisation may provide clarification on the means of contributing to the development of health and safety procedures.

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Contribution is normally encouraged. The generation of ideas and opinions results in more options and leads to follow. However, some businesses may choose to include only the relevant WHS staff and managers in their processes.

Contribution in each instance may refer to:

- Attendance at meetings
- Behaviour that contributes to a safe working environment which includes following WHS procedures
- Identifying and reporting risks and hazards
- Input to care plans
- Listening to the ideas and opinions of others in the team
- Recommendations on changes to work processes, equipment or practices
- Sharing opinions, views, knowledge and skills
- Using equipment according to guidelines and operating manuals.
- Contributions will differ and vary from arrangement to arrangement.

Whatever your organisation chooses to do, you should always try to meet expectations. If you are interested and enthusiastic about WHS then you should voluntarily attend meetings and workshops. You should also provide input specific to workplace issues.

Inform supervisors

It is important that you inform your supervisors of hazards, incidents, and concerns in the workplace.

Your organisation may use these prompts for information:

- Moral and ethical obligation
- Legal obligation
- Mandatory notification
- Organisation policy
- Consideration



Requests

You should always inform the correct person, or people, no matter the reason for your report. You should provide feedback in a suitable manner, in accordance with the requirements.

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Implementing policies

Your organisation may have the following systems and procedures in place for implementing policies:

- Training staff
- Having a report/feedback system
- Following the law
- Manual Handling Code of Practice
- Providing lifting equipment
- Providing PPE
- Taking steps to prevent infection
- Abiding by the law
- Meeting restrictions and legislations

Working compliantly

You need to follow and support the procedures outlined by your organisation. You should provide relevant assistance for colleagues and do your best to contribute to the maintenance and implementation of different procedures.

You are also encouraged to engage in the creation of participative arrangements utilised by your workplace.



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Complete Activity 3C in the Learner Workbook



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4. Reflect on your own safe work practices

4.1. Identify ways to maintain currency of safe work practices in regards to workplace systems, equipment and processes in own work area

4.2. Reflect on own levels of stress and fatigue, and report to designated persons according to workplace procedures

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4.1 – Identify ways to maintain currency of safe work practices in regards to workplace systems, equipment and processes in own work area

By the end of this chapter, the learner should be able to:

Audit safe work practices to ensure that they remain relevant

Establish methods of improving systems, equipment use and processes.

Currency of safe work practices

It will be necessary to continually update your health and safety policies and procedures in accordance with the development of your business. You should carry out regular inspections and ensure that employees are accounting for health and safety during everyday work practices. Equipment should be properly maintained and stored safely.

It would be advisable to encourage employee feedback and respond to any concerns. You are also encouraged to consider a variety of 'what if' scenarios and develop plans and procedures accordingly. A process of continuous improvement should be established for the benefit of your organisation.

Employees should be given appropriate training and provided with clear information regarding the communication of risk factors in the workplace. Managers are encouraged to set a positive example and continually reinforce the importance of maintaining health and safety standards. There should be a shared commitment to maintaining safe work practices, systems, and processes throughout the organisation.

Monitoring and evaluating health and safety

It is important to establish means of monitoring health and safety and reviewing the effectiveness of measures over time. You should consider the changing health and safety standards of your organisation in relation to the objectives that have been established in your policies. Questions should be asked if you are not making the expected level of progress. There should be numerous categories related to health and safety within your organisation.

You may need to create checklists specific to:

- The use of personal protective equipment
- The safety of different types of machinery
- The storage of chemicals and other hazardous business items
- Levels of cleanliness and tidiness in the working environment
- The accumulation and removal of waste
- The safety of procedures carried out in the workplace



Safety audits

It may be deemed necessary to carry out a safety audit to ensure that your organisation is meeting the required standards. This may be carried out by a group of suitably knowledgeable staff members or an external agency. It will involve an analysis of your health and safety policies, work practices, and applicable legislation. A report will be compiled detailing any areas of non-compliance and the recommended steps for improved health and safety. You may carry out fresh safety audits every few months in order to identify progress and necessary steps for

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improvement. However, it will be necessary to continually monitor and make changes as soon as risks are identified. Employees should be trained and given responsibility for implementing safety measures.

Using equipment safely

You are advised to monitor and evaluate the risks associated with the use of equipment in the workplace. It will be necessary to identify the ways in which equipment is used during organisational inspections and safety audits. You are also encouraged to carry out regular tests and replace any equipment that poses a significant risk.

Equipment assessments should be based on:

- Manufacturer's instructions
- Environmental impacts (accounting for the effects of temperature, corrosion and weathering)
- The extent to which employees rely on equipment
- Understanding and skill shown when using the equipment
- The potential impact of breakdown and equipment malfunctions

It might not be possible to completely eliminate the risk associated with the use of some equipment. However, you can take additional precautions for the safety of your workforce.

Measures include:

Installing temporary guarding

Ensuring safe access

Providing suitable protective clothing and accessories

Using equipment under supervision

Arranging comprehensive training.



Ensuring the safety of work processes

Employees should be consulted for their perspectives on health and safety issues. Different members of the workforce should also be aware of their responsibilities for maintaining health and safety. Such details may be included in contracts and organisational policies. Your clinic should keep a record of any injuries or near misses that occur as a result of dangerous activities. It will be necessary to identify the need for improvement and carry out the essential corrective action.

You should provide guidelines for the completion of high-risk processes in the workplace. Employees should be aware of the hazards and steps necessary for the assurance of safety. These instructions should be updated in accordance with the update and introduction of new work practices. You may include details of appropriate PPE, essential process steps, and risk control methods. Employees should be consulted regarding the relevance and understanding of process instructions.

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Complete Activity 4A in the Learner Workbook



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4.2 – Reflect on own levels of stress and fatigue, and report to designated persons according to workplace procedures

By the end of this chapter, the learner should be able to:

Complete a stress or fatigue self-assessment

Report the results to the designated person.

Stress and fatigue

It is fairly common for workplace demands and expectations to result in stress and fatigue. Employees may suffer to different extents and the symptoms may not be immediately obvious. Those individuals who have negative emotional responses to routine work tasks are likely to feel some level of stress. However, stress can also be caused by personal circumstances outside the workplace. Prolonged stress can lead to fatigue as workers struggle to sleep. The fatigue may manifest in numerous ways including lack of concentration, enthusiasm, and enjoyment. Bowen Therapists often care so much about others that they do not take good care of themselves. Be sure to not overload yourself, and make sure you are charging enough that you don't have to see too many clients to cover costs.

The causes of stress and fatigue include:



- Workers placing themselves under undue amounts of pressure to meet high standards
- The breakdown of relationships inside and outside the workplace
- The exertion of considerable physical effort over sustained periods of time
- The level of mental effort required to complete work tasks
- Environmental factors, including the level of lighting and restricted spaces for work

Employees may experience these symptoms of stress and fatigue:

- Increased blood pressure
- Chest pains
- Palpitations
- Stomach aches
- Headaches
- Sleep problems
- Unusual behaviour
- Lack of concentration
- Depression
- Anxiety
- Irritability

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- Lack of confidence

Negative impacts in the workplace



It is an unfortunate truth that stress and fatigue can have overwhelmingly negative impacts in the workplace. Employees who feel great pressure on a regular basis are unlikely to be as productive as their colleagues. Stress and fatigue may also result in failure to turn up for work, diminished standards, increased risks of injuries and illnesses, and poor morale. The sense of negativity may well have an impact on other members of the workforce. Stressed employees are likely to feel guilty and place increasing amounts of pressure on themselves. There may be a vicious cycle of stress and fatigue.

Reporting procedures

It is important for employees to be able to report instances of stress and fatigue at the earliest opportunity. If such problems are rapidly identified then there will be a good chance of developing effective solutions. However, it can be very difficult to break an ingrained pattern of stress and fatigue. Organisations are encouraged to highlight the means of communicating such issues. There shouldn't be any considerable fear regarding the consequences of reporting stress and fatigue. Employees should be treated fairly, with the appropriate level of respect and dignity. It is also important to maintain strict policies of confidentiality when dealing with such issues. Workers may even be given the option of reporting via health and safety representatives and unions.

Organisational responsibilities

Some employees may be reluctant to provide details of stress and fatigue due to concerns about job security and follow up action. However, employers should make it clear that such personal characteristics may have significant impacts in the workplace.

Appropriate means of support should be established so that employees are able to overcome problems and continue performing their duties. The employer must consider whether the stressed or fatigued worker is in a fit mental and physical state. It may be necessary to arrange a break from the workplace, so that the employee is free to resolve the issues and then return when they are happier and more relaxed. Workplace assessments may account for the number of hours worked, sleep patterns, events in the employee's personal life, and the level of mental and physical demand.

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Complete Activity 4B in the Learner Workbook



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References

These suggested references are for further reading and do not necessarily represent the contents of this unit.

Websites

Employee obligations: www.business.gov.au

Australian Guidelines for the Prevention and Control of Infection in Healthcare: https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019

Reporting incidents: https://www.safeworkaustralia.gov.au/doc/incident-notification-fact-sheet

Manual handling: http://www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety-topics/manual-handling

Stress self-assessment: https://assureprograms.com.au/resources/stress-wellbeing-self-assessment/

Australian Dangerous Goods Code: www.ntc.gov.au

All references accessed on and correct as of 30th October 2021, unless other otherwise stated.

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