

Support

by SDL

2023-2025 ISSUE

HLTWHS002

Follow safe work practices
for direct client care

YOUR
GUIDE
TO
*safe
work
practices*

HOW TO
IDENTIFY
HAZARDS

**Safety
legislation**
and you

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PLAY BY THE RULES

We can hear you yawning already, but you have to understand this stuff.

Even though you may not realise it, you follow rules every day. When you wash your hair, you always shampoo before you use conditioner and when you are driving, you stop on red and go on green traffic lights. Sometimes rules are unspoken and other times they are written for all to see.

An Act is the law and is created by either the Federal Government or State and Territory Governments in Australia. An Act contains rules to make sure we all can live in a pleasant and safe environment. You are breaking the law if you do not follow the rules that an Act sets out for us. That's right YOU have responsibilities under Acts to make sure you are doing the right things to keep yourself and others safe. The best way to think of an Act is like the big boss. You may not see them all the time, but they are definitely there making sure you are doing the right things.

So the Acts are highest level of law, but they can also be broken down into Regulations and Industry Codes of Practice.

Regulations break the Act down into industry specific interpretations of the Act, such as the Australian Guidelines for the Prevention and Control of Infection in Health Care 2010. They provide direction on how to do things in certain industries and they are the law.

Industry Codes of Practice provide guidelines for you to follow to ensure you are adhering to your responsibilities under the Act. Some Industry Codes of Practice are law, and some are just guidelines for you to follow.

PLAYING IT SAFE

The Work Health and Safety Act 2011 (WHS)

We are sure you have all heard about workplace safety and WHS laws, but did you know that you have responsibilities under the Work Health and Safety Act - not just your employer. It is the LAW for your employer to make sure you are safe at work, but it is also the LAW for you to make sure you keep yourself safe, your clients and the people you work with safe by knowing how to identify and control hazards and by following your workplace Policies and Procedures.

New WHS laws commenced on 1 January 2012 in many states and territories to harmonise occupational health and safety (OH&S) laws across Australia.

The WHS Act is not significantly different from previous OH&S laws, but it has made it easier for businesses and workers to comply with their requirements across different states and territories.

Each state and territory is responsible for regulating and enforcing WHS laws. Safe Work Australia is the national body in charge of developing work health and safety and workers' compensation policy.

Most states and territories have harmonised with WHS legislation instead of the previous OH&S laws, so from now on, we will refer to the legislation as WHS, rather than OH&S. However you will need to check the relevant website to find out whether your state or territory operates under WHS or OHS legislation.

Western Australia

<http://www.commerce.wa.gov.au/worksafe>



Victoria

<http://www.worksafe.vic.gov.au>

South Australia

<http://www.safework.sa.gov.au>



New South Wales

<http://www.safework.nsw.gov.au>

Tasmania

<https://worksafe.tas.gov.au/>



Northern Territory

<http://www.worksafe.nt.gov.au>

Queensland

<https://www.worksafe.qld.gov.au>



Australian Capital Territory

<https://www.accesscanberra.act.gov.au/s/work-health-and-safety>

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INFECTION CONTROL

The Australian Guidelines for the Prevention and Control of Infection in Health Care

The Australian Guidelines for the Prevention and Control of Infection in Healthcare was released by the National Health and Medical Research Council (NHMRC) to establish a nationally accepted approach to infection prevention and control. The guidelines provide an evidence base on which healthcare workers and healthcare facilities can develop detailed protocols and processes for infection prevention and control that are appropriate for their specific situation. So basically what this means is that your workplace will develop or update their procedures to meet these Guidelines.

https://www.safetyandquality.gov.au/sites/default/files/2023-04/d21-223_australian_guidelines_for_the_prevention_and_control_of_infection_in_healthcare_current_version_v11.18_30_march_2023.pdf



HAND HYGIENE

Hand hygiene refers to any action of hand cleansing. Hand hygiene includes applying an alcohol-based hand rub or washing hands with soap and water.

Hand Hygiene Australia

<https://www.hha.org.au/>



When to wash hands

- Before and after contact with each client
- After touching a client's surroundings.
- Before putting on PPE.
- Immediately after removing PPE.
- After touching your nose or mouth, or when your hands are visibly soiled.
- Before and after smoking, eating or drinking.
- After going to the toilet.
- After exposure to blood or other body fluids.

When to handrub

*Alcohol-based hand rubs should be used when hands are visibly clean instead of handwashing because they:

- substantially reduce bacterial count on hands
- require less time than handwashing
- are more accessible
- are self-drying
- are gentler on skin and cause less skin irritation and dryness than frequent soap and water washes, since all hand rubs contain skin emollient (moisturisers).

*Australian Commission on Safety and Quality in Health Care

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

⌚ Duration of the entire procedure: 40-60 seconds



How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

⌚ Duration of the entire procedure: 20-30 seconds



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Patient Safety
A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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May 2009



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FOLLOW SAFE WORK PRACTICES FOR DIRECT CLIENT CARE

Hello

Welcome to HLTWHS002 Follow safe work practices for direct client care.

This is a very important unit to prepare you to work as a support worker in residential care or in home based environments.

Support workers play a vital role in caring for people and helping to maintain a quality of life expected in Australian society. This may often occur in challenging and confronting circumstances. Support work can be very rewarding, but it will also present you with challenges in balancing the rights of your clients with your own safety and wellbeing. Nobody wants to be injured or harmed at work, but support workers are often required to provide care or make decisions in an environment that can be hazardous. Therefore, this unit is very important to prepare you to go out into the workplace and to protect your own safety and the safety of others around you.

You are going to learn how to identify and control hazards in your workplace, so that you can minimise the chance of you, your clients, your colleagues and others in your workplace being harmed or injured.

In order to keep your workplace safe, you are going to need to have knowledge of the requirements under Work Health and Safety (WHS) or Occupational Health and Safety (OHS) Legislation. You will also need the skills to be able to identify and control hazards, and perform risk assessments, all while ensuring your own safety.

In this unit, you will learn:

- All about safety signs
- Safety legislation and how it affects you as a worker
- What to do in emergency situations
- How to manage hazards in your workplace
- Common hazards in the aged care and disability industry and how to manage them
- Incident reporting
- Your role in safety meetings
- Debriefing
- How to work safely in home-based environments

How you will be assessed

1. You will be required to answer a series of knowledge questions based on the information you have learnt in this unit, safety legislation and workplace policies and procedures.
2. You will be observed by your trainer applying workplace safety procedures in your day to day work activities, which will include infection control and dealing with hazardous manual tasks.
3. You will be required to carry out a risk assessment and participate in a WHS consultation meeting.
4. You will be required to reflect on your own stress and fatigue levels and participate in a debriefing session.
5. You will be observed by your trainer following procedures for one (1) emergency situation in your workplace.

This magazine is yours to write in and keep. You should not receive this magazine (or the activities) as a photocopy, a shared copy, or it should not be used by your RTO as a classroom copy.

Read the following policies & procedures from the Policies & Procedures Manual for this unit:

- Safe Work Policy and Procedures QS002
- Hazard Management Procedures QS009
 - Emergency and Critical Incident Procedures QS010
- Personal Safety Policy and Procedures QS011

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SAFETY SIGNAGE

We can't start a safety unit without first being able to read and interpret safety signs. A safety sign or hazard symbol gives information to help prevent accidents and signify health hazards. They ensure that staff, residents and visitors are aware of the possible dangers in certain situations or environments. They also show the location of safety and fire protection equipment and help to give guidance in an emergency. Safety signs are often accompanied by a second sign that indicates the personal protective equipment that is required to be worn to minimise exposure to hazards.



First aid

You will see this sign on the first aid kit and where it is kept so that you can find the first aid kit quickly and easily.



Slippery surface

This sign is used if there is a wet floor or walking area. It notifies people that the floor may be slippery. This will help to prevent a slip, trip or fall hazard.



Poisons

The skull and crossbones symbol warns that a substance is poisonous or toxic. These substances can make you very ill or even kill you if ingested, inhaled or if they come into contact with your skin. Many substances found in the workplace are poisonous, especially cleaning chemicals. You will need to wear personal protective equipment when handling anything that contains this sign.



Fire exit

This sign notifies you where the exits in a building are. Fire exit signs are always lit up so that you can see them through smoke in the case of a fire.



Fire extinguisher

You will see this sign where fire extinguishers are located. You will need to use a fire extinguisher unless you have been properly trained.



Biohazard

The biohazard sign warns you of potential exposure to an infectious substance. Infectious substances contain viruses, bacteria or microorganisms that can have serious health effects. Examples of places you may find this sign include bags you will use to place contaminated linen into, or anything that contains body fluids or faecal matter. You will need to use personal protective equipment when handling anything that contains this sign.



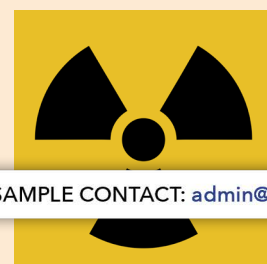
Sharps

This sign informs you that it is a contaminated waste and sharps disposal bin. This bin will contain devices or objects that may have been used to puncture or lacerate the skin, such as needles, razors and scalpels. Sharps waste is classified as biohazardous waste and must be handled carefully.



Personal Protective Equipment (PPE)

Signs for personal protective equipment (PPE) will vary according to the workplace and the hazard. If you see a sign for PPE, it means you must wear the PPE to minimise exposure to the hazard. A PPE safety sign will indicate the type of PPE to wear, such as face masks, gloves, goggles, footwear and protective clothing.



Radioactive materials

This sign informs you that radioactive materials or radiation-producing equipment (such as x-ray equipment) is used in the area. Radiation can destroy cells, cause burns or long-term health problems. Radioactive materials (such as substances used for cancer treatments) are often specially packaged so that only an acceptable amount of radioactivity is released. [Support](#)



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ACTIVITY 1.1

1. Look at the workplace image below and find at least two (2) safety signs. Write down where each sign is located and what it means.



2. Conduct some research to find out what the following safety signs mean.

| | |
|---|--|
|  | |
|  | |

3. Research two (2) other safety signs commonly found in the aged care industry that are not listed in this section. Write a description of what they mean.

| | |
|----------------------|---|
| <p>Safety Sign 1</p> | |
| <p>Safety Sign 2</p> | <p>EXCERPT SAMPLE ONLY. FOR A FULL SAMPLE CONTACT: admin@supportbysdl.com</p> |

Hazards at work

How to identify hazards & conduct a risk assessment.



What is a hazard?

A hazard is anything that could cause injury or harm to you or someone else. A hazard is any source of danger that could result in an accident if due care is not exercised.

You have a responsibility in your workplace to participate in hazard identification. This means that if you see anything that could potentially cause harm to people, you will need to follow your workplace policies and procedures for hazard management.

Hazards generally arise from the following aspects of work:

- The physical environment
- Equipment, materials and substances used in the workplace
- Work tasks and how they are performed
- Challenging client behaviours

We don't want our workplace to pose a risk to our personal safety, our client's personal safety or the personal safety of anyone else, so we need to keep our workplace safe!

You have a moral, ethical and legal responsibility to ensure that you perform work practices in a manner that keeps you and your client's safe!

Step 1: Identifying hazards

Here is a breakdown of some common hazards you may come across as a support worker. We will go into a lot more detail about these later on, but here is an introduction of the types of hazards you may be exposed to at work.

Broken or faulty equipment hazards

What are broken or faulty equipment hazards?

These are items that have the potential to harm someone because equipment is broken or not working properly.

Examples of these types of hazards are:

- Broken chairs and wheelchairs.
- Broken safety railings.
- Broken lifting equipment and any other item in your workplace that is broken or faulty that has the potential to hurt you, your client or someone else.

Electrical hazards

What is an electrical hazard?

These are hazards that could cause electric shock or a fire.

Examples of these types of hazards are:

- Overloaded power cords.
- Using faulty equipment, such as equipment that has frayed cords, is making buzzing noises or is emitting smoke.
- Not having electrical safety devices.

Psychological Hazards

What are psychological hazards?

These are things that have the risk of causing psychological stress and/or physical harm. They need to be managed like all other hazards in the workplace.

Examples of these types of hazards are:

- Bullying and harassment.
- Excessive workload.
- Exposure to emotionally distressing situations or incidents involving a threat to wellbeing (for example physical violence).

Personal Safety Hazards

What is a personal safety hazard?

Support workers can be exposed to work related violence, aggressive pets or other threats to personal safety. Hazards may arise from the actions of clients, or if you are working in the client's home, hazards may arise from others in the home.

Examples of these types of hazards are:

- Providing services to clients who have challenging behaviours that may be related to a medical condition or intellectual impairment.
- Performing work alone and/or in isolated environments.

Manual handling hazards

What are manual handling hazards?

Support work frequently includes manual tasks which also includes assisting people in their homes. Hazardous manual handling tasks are tasks that have the risk of musculoskeletal injuries such as back injuries, torn muscles, sprains, nerve damage or ligament and tendon injuries.

Examples of these types of hazards are:

- Transferring, bathing and dressing clients.
- Pushing wheelchairs.
- Loading and unloading from vehicles.
- Moving furniture.
- Poor posture when performing routine activities.

Biological hazards

What are biological hazards?

Biological hazards expose workers, clients and others to infection risks.

Examples of these types of hazards are:

- Exposure to clinical waste including sharps.
- Unsafe food handling and storage practices.
- Handling soiled linen.
- Health and personal care of clients.
- Contact with a client's blood and/or body substances.
- Failure to be immunized for common infectious diseases. ▶

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Fire hazards

What is a fire hazard?

Anything that has the risk of causing a fire or posing a risk to health and safety in the event of a fire.

Examples of these types of hazards are:

- Handling or storing flammable chemicals incorrectly.
- Faulty electrical items.
- Faulty or absent fire fighting equipment.
- Faulty or absent smoke alarms.
- Exit signs that would not be visible in the case of a fire. All fire exit signs should be lit up.
- Fire exits or walkways that are blocked and not easily accessible.

Chemical hazards

What are chemical hazards?

These include substances, mixtures or objects that can pose a significant risk to health and safety if not managed correctly. These hazards may cause fire, explosion, burns, or other injuries such as skin irritation and respiratory problems.

Examples of these types of hazards are:

- Frequent use of chemicals.
- Incorrect handling and storage of chemicals.
- Not recognizing HAZCHEM labels and taking the proper precautions.
- Using chemicals in poorly ventilated areas.

Slips, trips & fall hazards

What is a slip, trip or fall hazard?

These are things that may cause someone to slip, trip or fall which could cause injury. Slips trips and falls account for a significant number of injuries in the aged care sector.

Examples of these types of hazards are:

- Spills of liquid, food or body fluid.
- Debris on the floor.
- Electrical leads running across floor.
- Uneven floor surfaces.
- Slippery floor surfaces, especially in areas that may become wet, such as bathrooms.

Fatigue

What is fatigue?

Fatigue is mental or physical exhaustion which stops a person's ability to perform work safely and effectively. Fatigue can be caused by factors which may be work related, non work related or a combination of both and can accumulate over time.

Examples of work practices that may cause fatigue hazards are:

- Mentally and physically demanding work
- Long periods of time awake.
- Regular work at night.

ACTIVITY 4.1

1. Explain what a hazard is.

2. Choose a type of hazard that each scenario creates.

The scenario can have more than one hazard.

Types of Hazards

- Chemical
- Broken or faulty tools and equipment
- Fire
- Biological
- Slip, trips and falls
- Electrical
- Personal safety
- Manual handling
- Psychological
- Emergency or critical incident

Scenarios

- (a) A client's home has furniture that promotes an uncomfortable working posture.
- (b) A powerboard has a frayed cord.
- (c) A light in a fire exit sign has stopped working.
- (d) Pushing a client in a wheelchair.
- (e) You notice a flammable chemical stored next to a hot water service.
- (f) A client has started exhibiting concerning behaviour and has verbally attacked you at a home visit where you are on your own.
- (g) A client has soiled their bed linen due to incontinence issues, and you have to replace the soiled linen with clean

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Step 2: Assess the risk

Once you have identified a hazard which has the potential to cause harm or injury to someone, you will then need to assess the risk. A risk is the chance (high or low) of injury occurring because of exposure to the hazard.

Here's an example:

Caitlyn has spilled water on a tiled surface in a busy walkway. The water spill is a hazard because there is a chance someone could slip and hurt themselves. In order to determine the risk, Caitlyn needs to determine how likely it is that someone could hurt themselves. In this instance, the walkway is busy and the water has been spilled on a tiled surface (which is slippery when wet). This means the likelihood of someone hurting themselves in this instance is almost certain, so the risk is high.

But... if Caitlyn had spilled the water on a carpeted surface that does not become slippery when wet, then the risk of someone hurting themselves becomes low.

Assessing the risk is very important for us to be able to work out if we need to do something to manage the hazard or not.

Let's have a look at a risk assessment matrix to help us determine how to assess risk.

1. Work out the consequence of the hazard

Working out the consequence of the hazard will help you to determine if the risk is high or low. Ask yourself questions such as, how seriously could someone be injured if exposed to the hazard? How many people are exposed to the hazard? What type of harm could occur e.g. fire, muscle strain, death. You can use the following table to help work out the significance of the consequence of the hazard.

Let's go back to our example with Caitlyn who works in an aged care facility. She has spilled the water in a tiled walkway. Workers and clients are exposed to the spill. The worst case scenario in this situation would be if a frail client was to slip in the spill. This could result in broken bones and serious injury that could be life threatening to this client. In this case, the consequence would be considered major to critical on the consequences table.

| Consequence | Description of Consequence |
|------------------|--|
| 1. Insignificant | No treatment required |
| 2. Minor | Minor injury requiring first aid treatment (e.g. minor cuts, bruises, bumps) |
| 3. Moderate | Injury requiring medical treatment or lost time |
| 4. Major | Serious injury requiring medical treatment or hospitalisation |
| 5. Critical | Loss of life, permanent disability or multiple serious injuries |

2. Work out the likelihood of injury occurring

The next thing you need to look at to determine if the risk of the hazard is high or low is to identify the likelihood of someone hurting themselves. Ask yourself questions such as, how often are people near the hazard? How likely is it that injury could occur? How immediate is the danger? How often is the task done that could cause the hazard? Has an accident happened before from performing the task that could cause the hazard (either in your workplace or somewhere else)?

Let's go back to our example with Caitlyn. In this scenario, Caitlyn has spilled the water in a busy and tiled walkway. There are lots of people using the walkway, so in this scenario, you could assess the likelihood of someone hurting themselves is possible to almost certain.

| Likelihood | Description of Likelihood |
|-------------------|---|
| 1. Rare | Will only occur in exceptional circumstances |
| 2. Unlikely | Not likely to occur within the foreseeable future |
| 3. Possible | May occur within the foreseeable future |
| 4. Likely | Likely to occur with the foreseeable future |
| 5. Almost certain | Almost certain to occur within the foreseeable future |

3. Work out the risk

So, when we look at the risk assessment matrix for the spill of water, we look at the consequence part of the table which is anywhere between major to critical and the likelihood of injury is anywhere between possible to almost certain. So, on the risk assessment matrix, the level of risk is high to extreme.

| Likelihood | Consequence | | | | |
|----------------|---------------|--------|----------|---------|----------|
| | Insignificant | Minor | Moderate | Major | Critical |
| Almost Certain | Medium | Medium | High | Extreme | Extreme |
| Likely | Low | Medium | High | High | Extreme |
| Possible | Low | Medium | High | High | High |
| Unlikely | Low | Low | Medium | Medium | High |
| Rare | Low | Low | Low | Low | Medium |

4. Work out if you need to take action

If we look at this table, the assessed risk level of high to extreme means control actions need to be put into place. This means Caitlyn can't just leave the spill. This is because if nothing was done about the spill, there is a high risk someone may hurt themselves.

| Assessed Risk Level | Description of risk level | Actions |
|---------------------|---|---|
| Low | If an incident were to occur, there would be little likelihood that an injury would result | No action needed, unless controls can easily remove the risk |
| Medium | If an incident were to occur, there would be some chance that an injury requiring first aid would result | Additional controls may be needed |
| High | If an incident were to occur, it would be likely that an injury requiring medical treatment would result | Controls will need to be in place before the activity is undertaken |
| Extreme | If an incident were to occur, it would be likely that a permanent debilitation injury or death would result | Consider alternatives to doing the activity. Significant control measures will need to be implemented to ensure safety ▶▶ |

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Step 3: Controlling the risk

Once you have identified a hazard and assessed the risk, you then need to think about strategies you can use to control the risk. You can use the hierarchy of control to do this. The hierarchy of control ranks the ways to control risks from the highest level of protection (which is elimination) to the lowest level of protection (which is Personal Protective Equipment).



Work through the hierarchy of control in order from the highest to the lowest when managing risks.

Elimination

Elimination

This means coming up with a solution to remove the hazard completely. This is the solution that we want the most.

Example: You have spilled water on the floor. To eliminate the hazard, you would clean the spill.

Substitution

Substitute the hazard

If you can't eliminate the hazard, the next best thing to do is to substitute or replace the hazard with a less hazardous work practice.

Example: Replacing tiles in a bathroom with non-slip tiles. The bathroom still needs tiles, but the non-slip tiles have substituted the hazardous tiles that become slippery when wet.

Isolation

Isolate the hazard

This is where you separate the hazard by distance or by using barriers.

Example: An example of isolation of a hazard is using safety signs around a spill to warn people of a potential slip hazard.

Engineering

Engineering controls

These are physical control measures that you may need equipment for.

Example: You have to lift a heavy client from a wheelchair to a bed. This creates a manual handling hazard. A lifting aid is an engineering control that would help to control the manual handling hazard.

Administrative

Administrative controls

These should only be considered when you cannot use any other strategies from the hierarchy of control. These are work methods or procedures that are designed to minimise exposure to the hazard such as using signs to warn people of a hazard, conducting staff training or writing policies and procedures.

Example: A sign warning people to watch their step to assist in avoiding a 'fall hazard', or a procedure on how to use a piece of equipment safely.

Personal Protective Equipment (PPE)

Personal protective equipment

You should always wear the appropriate personal protective equipment when dealing with hazards.

Personal protective equipment is appropriate clothing, gloves, aprons, face masks and eye protection.

It is a last option, however, to use personal protective equipment to control a hazard as this does nothing to control the hazard itself. It means that the hazard is still there, and you need to wear personal protective equipment to avoid injury or harm.

Example: Wearing a face mask to minimise an infection risk.

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Step 4: Report the hazard

Whenever you identify a hazard in your workplace, you will need to report it to your manager, supervisor, team leader or workplace safety representative according to your workplace policies and procedures.

You need to report all hazards as it is a requirement under WHS legislation, and it allows your supervisor or work health and safety representative to assess if there are safer ways to work.

You should never put yourself or others at risk to control a hazard. If a hazard poses an immediate danger, you should report this verbally to your supervisor.



There are a few categories of hazards that will have to be reported:

1. Hazards that you have controlled and eliminated yourself, such as a spill you have cleaned up.
2. Hazards that you have been able to control, but not eliminate. For example, you may have removed a faulty piece of electrical equipment from use, but it will need to be fixed or replaced.
3. Hazards that pose immediate danger that will need to be reported immediately. For example, you are alone at a home visit and a relative of a client is posing a physical threat.

Your workplace will have a reporting procedure that you will need to follow if you have identified a hazard. This may be in the form of sending an email, verbally reporting it to your supervisor, filling in a workplace form or raising the issue at a staff meeting.

A Hazard Report Form is a common way of reporting hazards in the workplace. The completed form helps to ensure that appropriate action is taken and that an appropriate record is kept of the hazard. [Support](#)

Sample Hazard Report Form

| | |
|--|--|
| 1. Brief description of Hazard/Health and Safety issue <i>(Include details, if any, of immediate action taken to ensure the safety of persons who may be affected.)</i> | Manual handling hazard. Client's chair is too close to use lifting aid. |
| 2. Where is the hazard located in the workplace? | Client's bedroom. House located at 110 Example Rd, Maryville, NSW 5111. |
| 3. Time/date hazard identified | Time: <u>10:00am</u> Date: <u>14/11/18</u> |
| 4. Recommended action to fix hazard/issue | Move location of chair. |
| 5. Reported to Workplace Health and Safety Representative (WHSR) | Yes |
| Signature:  | Date: <u>14/11/18</u> |
| To be completed by supervisor: | |
| 6. Has the hazard/issue been addressed? | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| 7. Do you consider the issue/hazard fixed? | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| EXCERPT SAMPLE ONLY. FOR A FULL SAMPLE CONTACT: admin@supportbysdl.com | |
| Signature:  | Date: <u>20/11/18</u> |

ACTIVITY 4.2

1. Write down the control strategy from the hierarchy of control that has been used in the following situations. More than one control method may have been applied.

- (a) Samantha has just cleaned up an ice-cream that a child has dropped on the floor. While she was mopping and cleaning the floor, she put up a wet floor sign.

- (b) A lifting aid is used to help lift a client out of a bed.

- (c) Tom puts on gloves to minimise an infection risk.