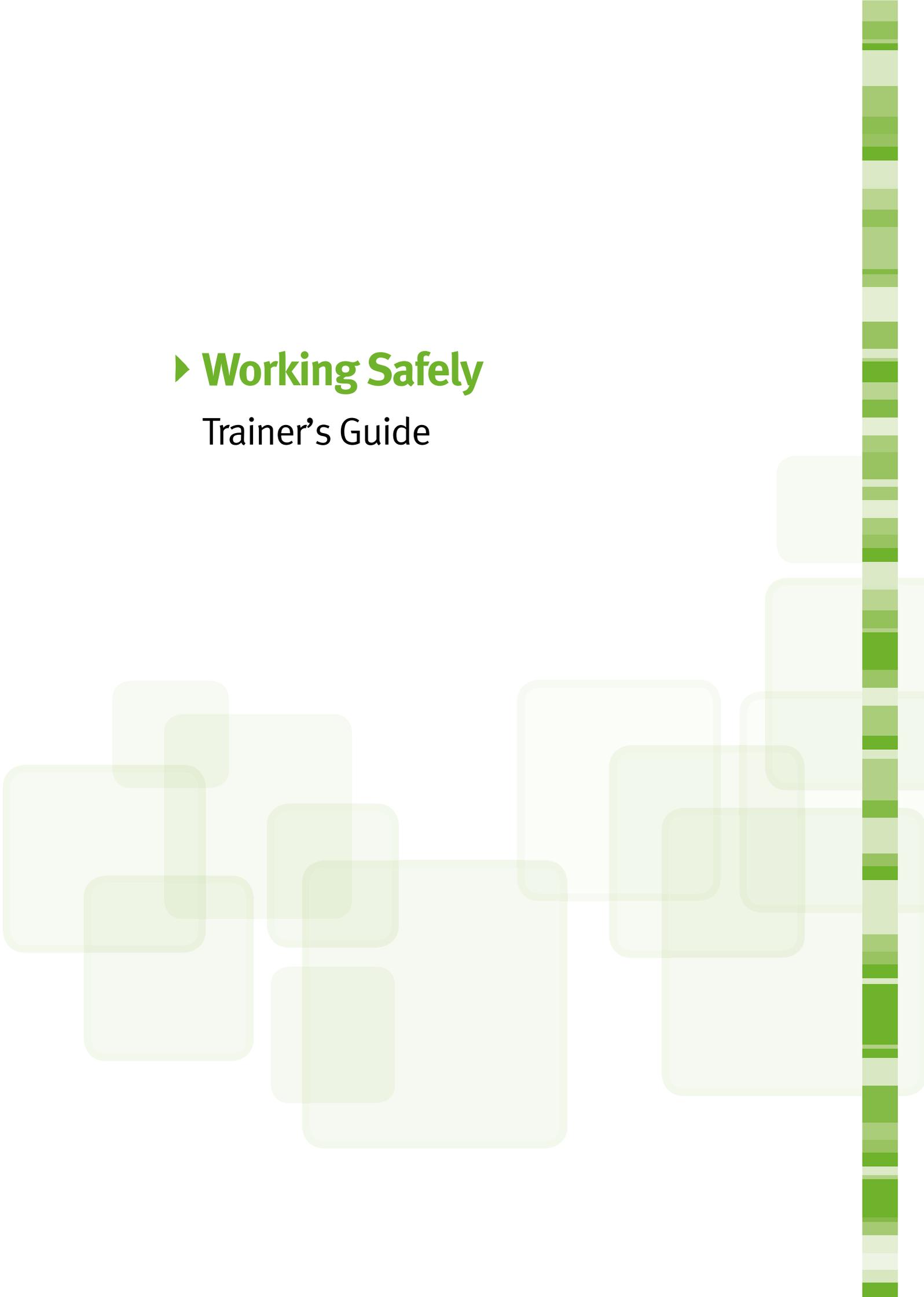


▶ **Working Safely**

Trainer's Guide



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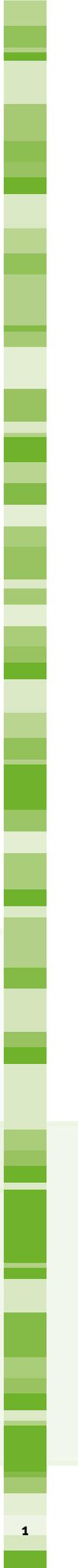
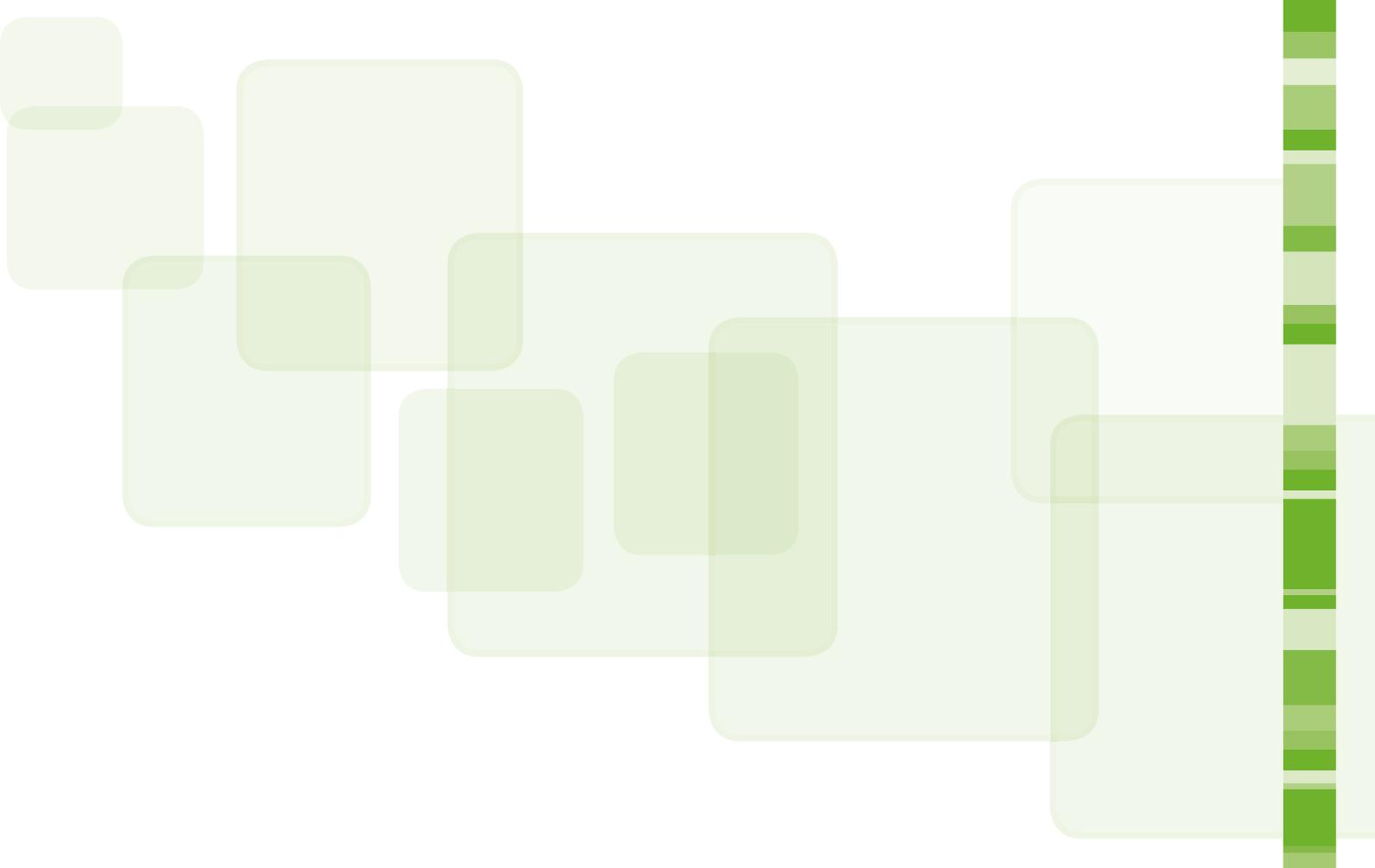
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Introduction



This Trainer's Guide has been designed to support the slide show presentation *Working Safely* which addresses supported employee workplace behaviours that relate to Occupational Health and Safety (OH&S). The goal is for supported employees to demonstrate safe work practices. They are not expected to be able to recite the OH&S Act! The aim is to impart the individual **behaviours** required to work safely.

Aim of this guide

This Trainer's Guide includes information and tips about various ways the training sessions can be conducted. The guide offers flexibility to support trainers in changing the presentation slides to reflect the participants' workplace safety needs. The presentation has been designed for supported employees with an intellectual disability, however it is useful for all supported employees.

To avoid supported employees having to grasp abstract information and transfer it to their own work environment, this presentation should be customised to reflect their workplace. Images of their work environment and of signs, equipment and hazards from their own workplace, help employees to more easily grasp the workplace behaviours they are to adopt.

All employers are obliged to provide OH&S training for employees. The *Working Safely* presentation has been developed to assist employers to fulfil this obligation. Using the slide show presentation, employers can provide OH&S training that is targeted to address the specific requirements of a work venue in a format that makes the presentation relevant to employee needs.

Overview

By conducting an OH&S audit and risk assessment prior to delivering training, you will be able to identify the most significant risks present in the participants' workplace and target the behaviours associated with those risks as learning outcomes for your training sessions. This Trainer's Guide outlines the steps to customise the presentation to address the hazards and behaviours you've identified.

You can change the text to suit your workplace. For example, you might change the screen on *Rules for workplace behaviour* to include 'no running' or maybe 'walk between the yellow lines'. The presentation has photographs of hazards, signs and Personal Protective Equipment (PPE) and this guide takes you through the process of replacing those images with images of your workplace that you'll capture with a digital camera. We strongly encourage you to use your own images so that the venues, equipment, signage and people in your presentation are familiar, and clearly relevant to the participants.

Speakers notes are included in the slide show presentation to help you conduct it in a way that participants will find engaging, making it easier for them to learn.

The presentation is structured for delivery in a series of short training sessions rather than as one session.



It is important that each section is introduced and that time is taken at the beginning of each session to review the learning from the previous session.

Your role as a trainer

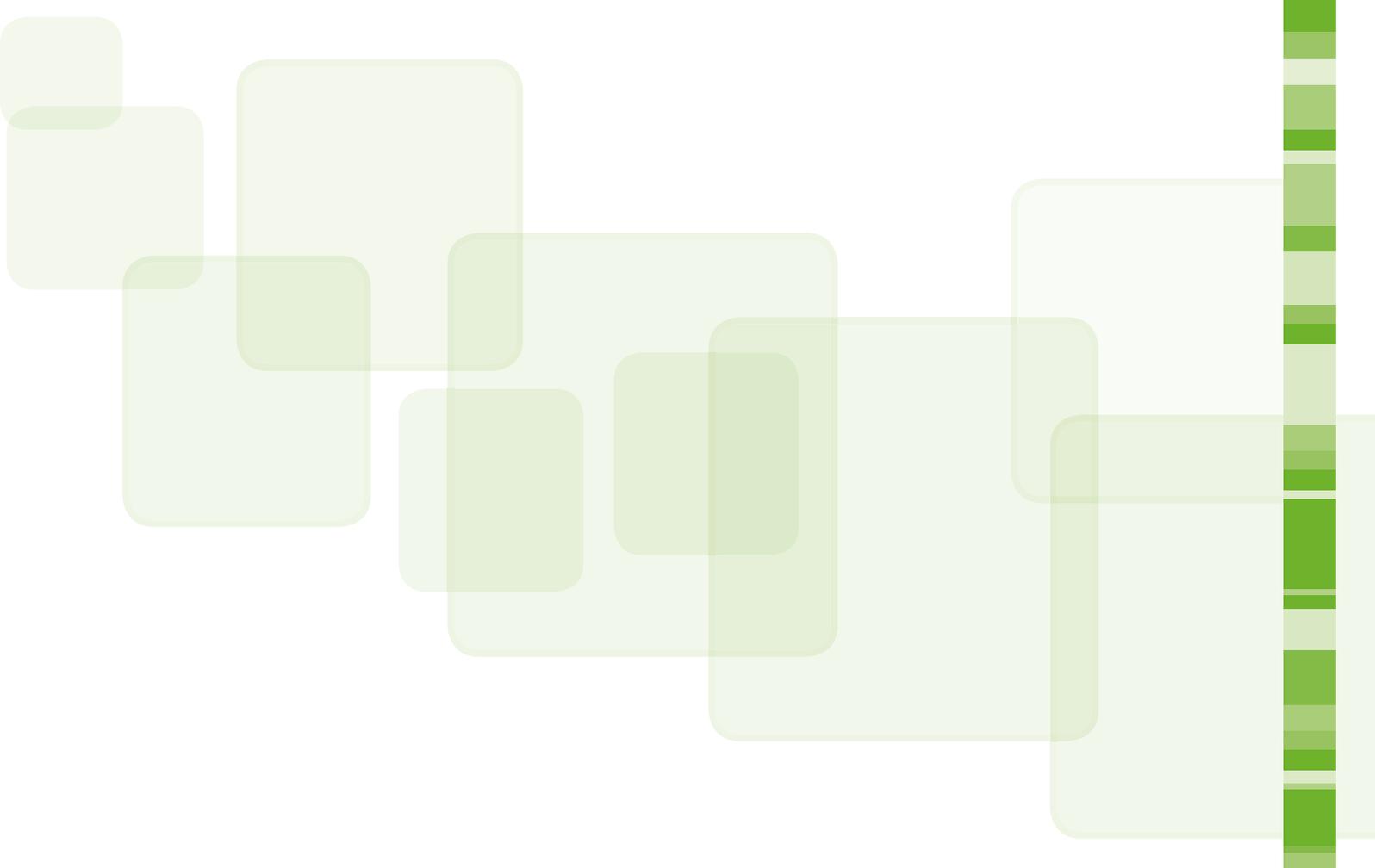
A trainer is a guide

Your role is to support participants to learn, to gain from other participants experiences and access new information. Each training session you conduct, whether formal or informal and regardless of the group size will have goals, objectives and a time frame.

As a trainer you should:

- ▶ be objective
- ▶ be informed
- ▶ be well-prepared. Have examples and stories that you can add in to your session to reinforce a point or to stimulate discussion. Remember to keep stories short and to the point.
- ▶ listen to the needs of your participants
- ▶ accept that people learn and communicate in different ways. It might be helpful to read the resource Work Talk* prior to conducting your session, or discuss effective training delivery techniques with a more experienced trainer. Think about training sessions you have participated in that worked well. What were they like?
- ▶ be enthusiastic and flexible
- ▶ encourage questions and participation.

Customising the presentation



Equipment

To customise this presentation you will need the following equipment:

- ▶ PC or laptop with:
 - › Microsoft PowerPoint™ application
 - › CD drive.
- ▶ digital camera (recommend minimum 2 Mega pixel).

Creating a customised presentation

The following steps will guide you through customising or changing the slide show presentation to best meet participant and organisation needs.

Note: Microsoft PowerPoint™ includes a help option on the toolbar and this can be used to provide additional help, ideas and support when customising the presentation.

Step 1: Save the CD files

Create a folder on your PC's C drive and name the folder *Working Safely*.

Copy all the files on the *Working Safely* CD into that folder. Next double click on *Working safely.pps* to view the presentation and gain an understanding of how you will customise it and how the photographs you will take will be used within the presentation.

Step 2: OH&S audit and risk assessment

Conduct an OH&S audit of the employees' workplace and complete a risk assessment. This will help you to identify hazards and OH&S issues relevant to that workplace. You can then prioritise these issues and target workplace behaviours that should be addressed by your *Working Safely* sessions.

The OH&S Officer or Human Resources personnel in your organisation may be able to help with the conduct of the audit and ensure it complies with the organisation's procedures.

Step 3: Create images

Read through the presentation notes (go to 'View' on the toolbar and click on 'Notes Page'). This will give you guidance in deciding what to photograph.

Using a digital camera capture the following images:

- ▶ at least three prominent workplace hazards (in accordance with priorities identified in your risk assessment). Examples include:

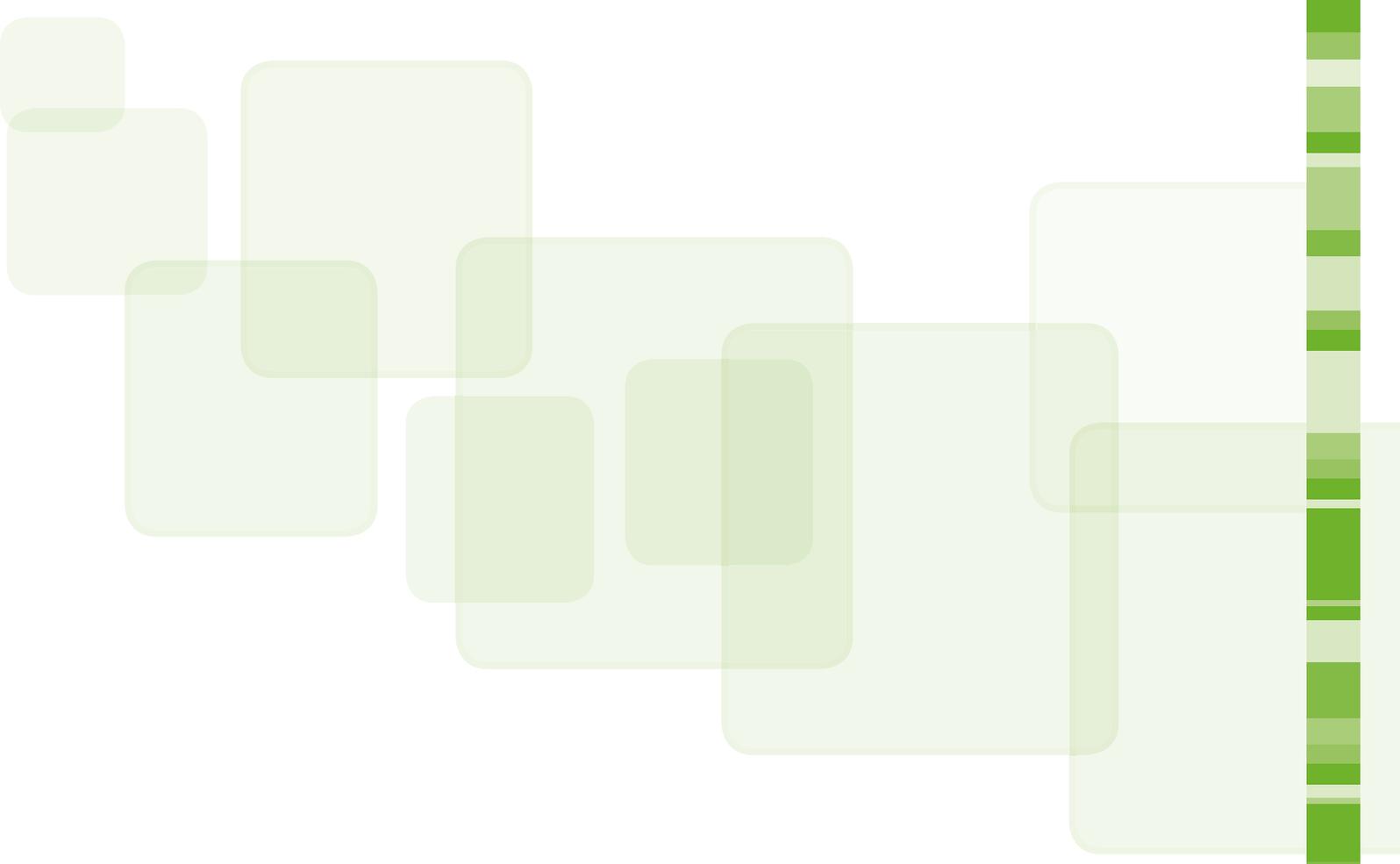
- › cutting equipment (eg knives)
- › equipment that might crush (eg forklifts, conveyors)
- › noise hazards
- › trip hazards
- › heat sources
- › chemicals, etc
- ▶ all hazard signs displayed in the workplace
- ▶ all items of PPE worn in the employees' workplace (use a plain background)
- ▶ all PPE signage used in the workplace
- ▶ employees wearing the required items of PPE for each work area
- ▶ workplace hazards and an employee demonstrating appropriate workplace behaviours to remove or control each hazard (choose hazards in accordance with priorities identified in your risk assessment). Examples include:
 - › clearing trip hazards
 - › putting rubbish in bins
 - › rolling up air hoses/electrical cables
 - › washing hands
 - › cleaning up spills.

Save these images as jpeg, tif or gif files on to the C: drive in the same folder as the Working Safely.pps file that you are going to customise.

Step 4: Customise the presentation

- ▶ **Changing slide text.** Click into the place holder under the title and overwrite the example text with your text. When writing text for a presentation:
 - › keep the points short – no more than four on a screen
 - › do not include minor issues or detail
 - › do not include topics covered in later slides
 - › keep the language simple
 - › minimise the number of words on the screen.
- ▶ **Changing images, graphics and photos.**
 - › click on the image to be deleted and choose 'Edit', 'Delete'
 - › select an example image then select 'Insert', 'Picture', 'From File' and choose one of your photographs from the C: drive
 - › repeat the process to insert your images from your workplace.
- ▶ **Adding or deleting slides.** To add additional slides click on 'Insert' and then on either 'New Slide' or 'Duplicate Slide'.
You may wish to delete slides that are not relevant to your presentation.
- ▶ **Saving the presentation.** Save the presentation with a file name that reflects either the group it was prepared for (eg working safely_workshop) or when it was customised (eg working safely_october 2006).

Conducting the training sessions



Before the session

OH&S tour and risk audit

To reinforce employees' understanding and to ensure that your examples are situated in the workplace, take the group who are doing the training on a tour of the workplace (you may want to involve your organisation's OH&S officer or HR representative). While in particular locations, ask questions about OH&S in that location, for example, 'What item of safety equipment must you be wearing if you are in here?' The tour should also highlight the location of equipment such as fire extinguishers, exits, etc.

An OH&S tour checklist is provided, as Attachment 1, to assist you with the tour. Your OH&S representative might have the checklist used for your organisation.

Working Safely poster

To reinforce safe working practices and remind employees of the hazards and behaviours targeted in your session, you are encouraged to use the supplied poster template to produce a customised 'Working Safely' poster for your organisation.

Copy the file Poster.doc from the Working Safely CD to your C: drive. Open the file and decide which part of the presentation should be the subject of your poster. Targeting this message, replace the sample image with a suitable digital photograph from your workplace. Next, using plain language, modify the text (both poster title and poster text) to reinforce the messages.

If appropriate, you may wish to use the poster to reinforce safe working behaviour by presenting an image of an employee who is 'doing the right thing.' It is recommended that you display your customised poster 24 to 48 hours after your training session to reinforce the message.

Conducting the training sessions

Equipment you will need

To conduct the presentation you will need a laptop or PC, a projector and a screen (or suitable wall). For smaller groups you might run the presentation using just a computer screen.

Note: The presentation can be printed and used as handout/notes.

Conducting the presentation

Arrange the slides in sections that you think will best meet participant's needs. The slide show has been broken into sections to enable you to combine sections or deliver one section each time.

- ▶ During your session promote employee involvement and participation via discussion, asking for examples, demonstrating lifting techniques, wearing protective clothing, etc.
- ▶ Ask individuals in your session questions.
- ▶ Draw the answers from your group and encourage them to be involved.
- ▶ Give prompts and examples, then ask the group to relate their own experiences.

Speakers notes are included in the slide show to assist you, however it is recommended that you practice your session before giving it and save your own speaker notes with prompts for the points you wish to cover. To add to the speaker notes, click on 'View' then 'Notes Page', then type in the text you want to add.

Remember if you want to print your notes choose 'Notes Page' on the 'Printer' screen.

Review activity

A review activity is provided as Attachment 2. By conducting this review you reinforce information provided during sessions and can measure the participants' level of understanding and reinforce any points as necessary. It is important that neither you nor the group view the review activity as a 'test'. It is designed as a tool for you to focus sessions to achieve the best results.

WORKING SAFELY

Knowing about safety rules

Why is working safely important?

Knowing about workplace hazards

Knowing about safety gear

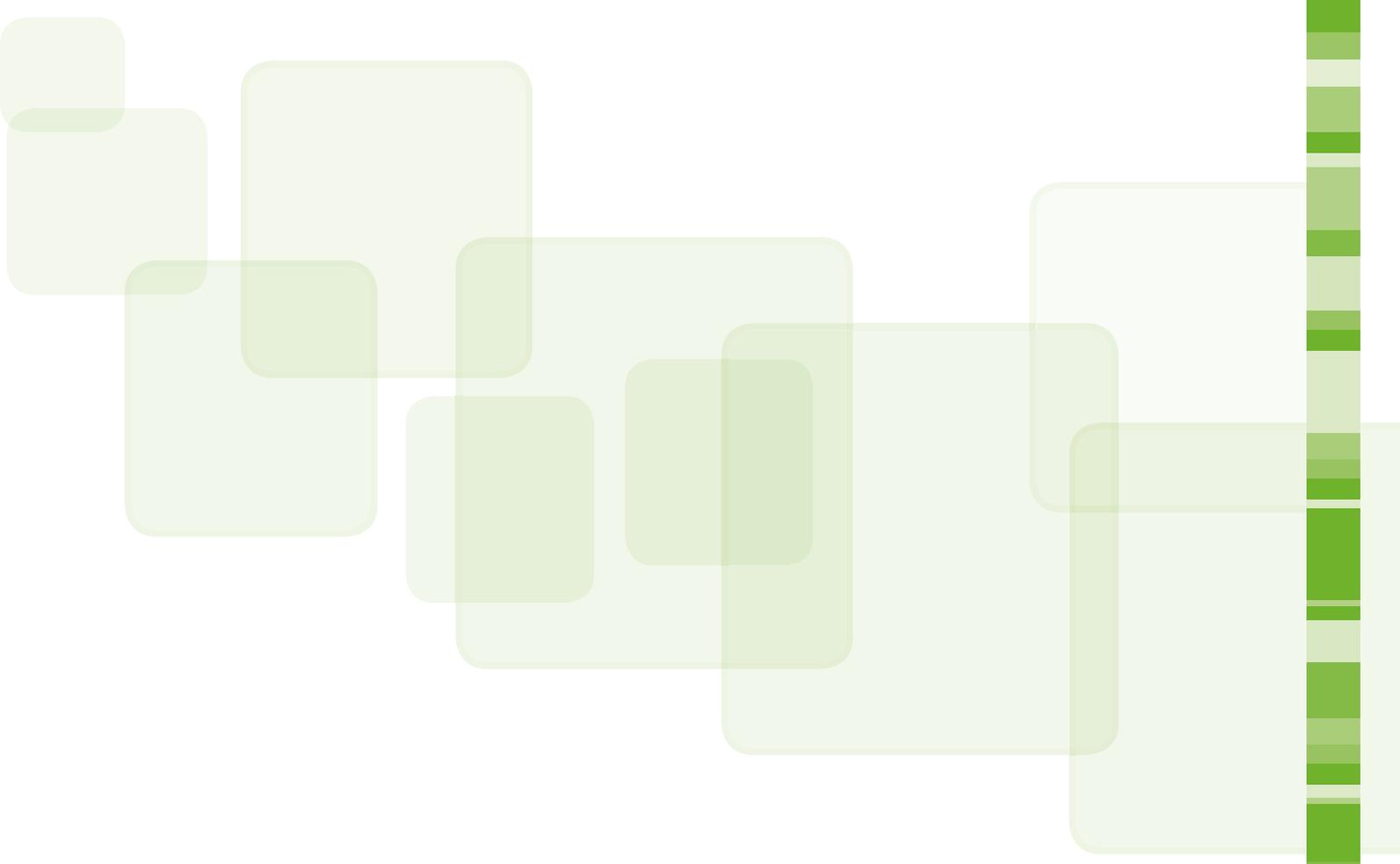
Knowing about safety signs

Knowing about manual handling

Keeping your workplace safe

Knowing about evacuation

Attachments



Attachment 1: Working Safely Tour – checklist

- ▶ This checklist is designed to support the OH&S tour in the workplace, prior to delivering a *Working Safely* training session.
- ▶ Ask an HR representative or OH&S representative for assistance.
- ▶ Direct your questions to different individuals as you go round.
- ▶ Listen to their responses, encourage them and when required clarify their understanding.

| Location | Tick ✓ | Question/Topic | Remarks |
|---|--|--|---|
| Entrance to the work area | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 1 Why is working safely important in this area? 2 Identify the (number of) safety rules in here. 3 Identify hazards. | |
| Location of highest risk 1 (name area) | | | |
| In an area where PPE is required | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 4 What protective equipment must you have on when you are in here? 5 Can you see any signs reminding you to wear protective equipment in this area? 6 What does this sign mean? (repeat for each sign) | * Take photos of the PPE to be worn, the area and any signs * Repeat this activity in different locations to highlight the PPE required in different areas |
| An area where hazards exist | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 7 Are there any hazards around here? 8 What are they? 9 What should you do to protect yourself from this hazard? 10. Can you see any hazard signs? (if applicable) 11 What does this sign mean? (repeat for each sign) | * Repeat this activity in different locations to highlight the hazards found in different areas |
| Location of highest risk 2 (name area) | | | |
| In an area where PPE is required | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 12 What protective equipment must you have on when you are in here? 13 Can you see any signs reminding you to wear protective equipment in this area? 14 What does this sign mean? (repeat for each sign) | * Take photos of hazards, the signs etc. * Repeat this activity in different locations to highlight the PPE required in different areas |
| An area where hazards exist | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 15 Are there any hazards around here? 16 What are they? 17 What should you do to protect yourself from this hazard? 18 Can you see any hazard signs? (if applicable) 19 What does this sign mean? (repeat for each sign) | * Repeat this activity in different locations to highlight the hazards found in different areas |

| Location | Tick ✓ | Question/Topic | Remarks |
|---|--|--|---|
| Location of highest risk 3 (name area) | | | |
| In an area with PPE is required | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 20 What protective equipment must you have on when you are in here? 21 Can you see any signs reminding you to wear protective equipment in this area? 22 What does this sign mean? (repeat for each sign) | * Repeat this activity in different locations to highlight the PPE required in different areas |
| An area where hazards exist | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | 23 Are there any hazards around here? 24 What are they? 25 What should you do to protect yourself from this hazard? 26 Can you see any hazard signs? (if applicable) 27 What does this sign mean? (repeat for each sign) | * Repeat this activity in different locations to highlight the hazards found in different areas |
| Work area | <input type="checkbox"/> | 28 Identify a hypothetical situation, including a hazard and ask 'what must you be wearing?' | List scenario 1 eg forklift area Take photos |
| Work area | <input type="checkbox"/> | 30 Identify a hypothetical situation, including a hazard and ask 'what must you be wearing?' | List scenario 2 Take photos |
| Work area | <input type="checkbox"/> | 31 Identify a hypothetical situation, including a hazard and ask 'what must you be wearing?' | List scenario 3 Take photos |
| Work area | <input type="checkbox"/> | 32 If you see an accident who do you report it to? | |
| Work area | <input type="checkbox"/> | 33 If you find a workplace hazard what must you do? | Clarify and distinguish between what they should fix up themselves (eg rubbish on the floor, a hose left out or spilled water) and what they should report (eg electrical sparks, chemical spills, broken window) |
| Work area | | 34 Where are the fire extinguishers? | Take a photo of the fire extinguisher |
| Work area | | 35 Where are the fire hoses? | Take a photo of the fire hose |
| Work area | | 36 Where are the first aid kits? | Take a photo of the first aid kits, office and first aid officer |
| Emergency exits | | 37 Point out their emergency exit/s | Take photos |
| Emergency evacuation points | | 38 Point out their emergency evacuation points | Take photos |

Attachment 2: Working Safely Activity

Employee's name:

Supervisor's name:

Date:

Review activity guidelines

By conducting this activity following the training session, you can reinforce information provided during sessions and can measure participants understanding and you can then reinforce any points that should be covered again.

Questions should be clear and unambiguous. It is recommended that trainers 'mix-up' their question styles (ie use prompts such as signs with questions or ask for a demonstration). How questions are answered is unimportant; the group's knowledge and application of working safely is important.

Assessment criteria

Circle if a correct response is given

- | | | | |
|----------|--|------------|----------|
| 1 | Tell me why working safely is important? <i>Answer: Because it saves you and people around you from getting hurt.</i> | YES | NO |
| 2 | Show the employee each of the PPE signs relating to their work area. Ask them to name (or point to, or put on) the required PPE. | YES | NO |
| 3 | Tell me what a hazard is? <i>Answer: Anything that can hurt you.</i> | YES | NO |
| 4 | Can you tell me (or show me) of three workplace hazards in this work area? | YES | NO |
| 5 | Show the employee each of the hazard signs in their work area: a What is the hazard highlighted by the sign? b What do you need to say or do so you won't get hurt by this hazard? | YES YES | NO NO |
| 6 | Do you always wear the required PPE when you are in a location where PPE signs are posted? | YES | NO |

7 What do you do if you discover a workplace hazard like (describe a serious hazard).

Responses could include:

- › *removing the danger*
- › *reporting the hazard to the correct person*
- › *filling in the appropriate form.*

YES NO

8 Ask the employee how objects are moved around in their work area. Responses could include:

- › *manual handling*
- › *trolleys*
- › *pallet jacks*
- › *forklifts.*

YES NO

9 Ask the employee to demonstrate correct manual handling technique.

YES NO

10 Conduct an emergency evacuation drill. Is the emergency evacuation procedure followed correctly?

YES NO

11 Ask why it is important to follow evacuation procedures correctly. Responses could include:

- › *ensures orderly evacuation*
- › *workplace can be assessed for safety*
- › *all employees can be accounted for.*

YES NO

Comments:

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