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HWSA FINAL REPORT

New & Young Workers in Hospitality

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1. EXECUTIVE SUMMARY

In November 2007, the Heads of Workplace Safety Authorities nominated a project to be undertaken in 2008/09 in the hospitality industry focussing on new and young workers. It was generally agreed by the various state regulators that each jurisdiction had differing levels of information and guidance for workplace parties in terms of ensuring the health and safety of new and young workers. Campaigns involving a compliance component across Australia had also been very limited.

The purpose of the project was to raise the awareness of duty holders regarding controlling risks to new/young workers, and raise the awareness of new/young workers regarding their workplace health and safety rights and responsibilities. It was agreed that nationally endorsed guidance material for new/young workers and their employers would be developed as part of the project, as well as a workplace visit audit tool for inspectors.

The compliance project model involved several phases. During the first phase, nationally consistent guidance material was developed. The second and third phase included stakeholder consultation and education. Workplace visits were undertaken in the fourth phase, followed by the collation of data, evaluation and reporting in the fifth phase.

Between March and May 2009, 270 workplace visits were conducted across six jurisdictions: Victoria, Tasmania, New South Wales, Queensland, South Australia and Western Australia. Visit results indicated a relatively high degree of compliance with legislation; however opportunities exist nationally for improvement in systems of work, mainly with respect to induction and on the job training.

The National Reference Group views this project as having been successful. Positives include the constructive working relationship between the jurisdictions and the sharing of information. One of the main barriers was identifying workplaces where new/young workers were present and available to be interviewed.

Recommendations include that HWSA consider the findings of the report, a follow up campaign that is focused on only young workers, including risks to psychological health, and to promote development and production of nationally branded guidance material.

2. INTRODUCTION

A proposal was made by WorkSafe Victoria to the Heads of Workplace Safety Authorities (“HWSA”) on 9 November 2007 that a project be developed and implemented to reduce the risk of injury and illness to young workers. It was agreed by committee members that a focus area for 2008/2009 would be new and young workers in the hospitality industry.

It was generally agreed by the various state regulators that each jurisdiction had differing levels of information and guidance for workplace parties in terms of ensuring the health and safety of new and young workers. Campaigns involving a compliance component across Australia had also been very limited.

The project aligns with the National OHS Strategy 2002-2012, particularly in terms of more effective sharing of OHS information, tools and approaches.

WorkSafe Victoria agreed to jointly lead the campaign with Workplace Standards Tasmania. The following health and safety authorities conducted the New and Young Workers in Hospitality project: Victoria, Tasmania, New South Wales, Queensland, South Australia and Western Australia. Comcare also participated in the development of the project.

The primary purpose of the project was to reduce the risk of injury and illness to new and young workers by:

1. Raising the awareness of duty holders regarding controlling risks to new and young workers
2. Raising the awareness of new and young workers regarding their rights and responsibilities in terms of workplace health and safety
3. Development of nationally consistent harmonised guidance and resources for internal and external stakeholders in the hospitality industry.

The New and Young Workers in Hospitality National Reference Group was convened and met in Melbourne in May and November 2008. Teleconferences were also convened in August 2008, February and April 2009.

This project was premised on a staged approach. Guidance material and an audit tool were developed in the first phase. The second and third phases included stakeholder consultation and education. Workplace visits took place in the fourth phase, followed by collation and evaluation of data in the fifth phase.

This report provides an overview of the development, implementation and findings of this project.

3. METHODOLOGY

3.1 Definitions¹

The **hospitality industry** is defined as those workplaces that fall under the ANZSIC classification code of 5730 - Cafes and Restaurants.

Young workers are defined as those workers under 24 years who are working within the hospitality industry. This may include labour hire employees, apprentices and trainees, and students who are part of a work experience or structured workplace learning program.

New workers are defined as workers of any age within the hospitality industry who are new to the role, new to the workplace and/or new to the task or any combination thereof.

3.2 Project Outcomes

The anticipated outcomes of the project were identified in the project proposal and included:

- Development of nationally consistent harmonised guidance and resources for a variety of audiences, including duty holders and new/young workers in terms of controlling risks to new and young workers
- Existing and current jurisdictional resources shared and maximised
- Key stakeholders engaged in project
- Measure OHS compliance in individual workplaces visited during intervention phase of project
- Increase in awareness of duty holders in terms of controlling risks to new/young workers and new/young workers in terms of their workplace health and safety rights and responsibilities
- Improved levels of jurisdictional understanding of the factors involved in improving the control of risks to new and young workers, in addition to the barriers
- Experiences from the national intervention documented for future consideration in national and jurisdictional interventions
- Timely implementation of national intervention

3.3 Project Approach

The project included the following five phases:

1. Development of nationally consistent guidance material and audit tool
2. Stakeholder consultation
3. Education and information
4. Intervention (workplace visits)
5. Evaluation and reporting

The next sections will provide further detail on each of these phases.

¹ These definitions are for the purposes of this project.

4. GUIDANCE MATERIAL

4.1 External Guidance Material

The New and Young Workers in Hospitality National Reference Group developed one piece of harmonised guidance entitled “Safety Tips for New and Young Workers and Their Employers”. This guidance took the form of a fact sheet, and was largely based on existing Victorian guidance information for young workers entitled “Safety Tips for Young Workers”.

A barrier identified in developing the guidance material was writing for such a diverse audience: new workers (who could be of any age), young workers, and their employers.

The guidance was branded with the logo of each participating jurisdiction, and marked with the “Working Across Borders” logo. The fact sheet was made available to each jurisdiction electronically.

4.2 Internal Guidance Material

4.2.1 Audit Tool

The National Reference Group developed an audit tool to assist inspectors and relevant stakeholders in identifying areas applicable to new and young workers in hospitality.

The audit tool was divided into sections as follows:

1. New and Young Workers
 - a. Employer – Induction training, Consultation & Communication, On the Job Training and Supervision
 - b. Employee – Induction training, Consultation & Communication, On the Job Training and Supervision
2. General Hazard Checklist
 - a. Electrical Safety
 - b. Chemical Safety
 - c. Plant Safety
 - d. Emergency Procedures
 - e. Manual Handling
 - f. Slips, Trips and Falls
 - g. Other

For each question, the inspector was asked to respond with yes, no or N/A.

The participating jurisdictions were requested to provide the completed audit tool data collation summary form to the national project coordinator in Victoria. An analysis of this data is provided in Section 7 of this report.

A copy of the audit tool is included as Attachment 1.

5. CONSULTATION

5.1 Stakeholder Consultation

During the consultation phase, the National Reference Group identified national stakeholders. Each jurisdiction identified their local stakeholders.

On a national level, stakeholders were informed in writing about the New and Young Workers in Hospitality project in December 2008. These stakeholders were the Australian Chamber of Commerce and Industry (ACCI), the Australian Council of Trade Unions (ACTU), and the Australian Industry Group (AiGroup).

A national media release was issued regarding the New and Young Workers in Hospitality project on 24 February 2009. Local stakeholders were advised of the project by each jurisdiction between December and April 2009 via a number of communication channels. These channels included letters directly to workplaces, e-newsletters/letters to local industry reference groups, employer associations and unions, and local media releases.

6. EDUCATION

6.1 Delivery of Presentation to Stakeholders

Various methods were used across the jurisdictions to inform key stakeholders about the project, including face to face briefings and lunchtime forums.

6.2 Delivery of guidance material

Guidance material was distributed in a variety of manners by the participating jurisdictions including:

- Hard copies being provided during face to face briefings and forums
- Hard copies being handed out during workplace visits
- Electronic copies being made available provided on the HWSA and participating jurisdictions' websites
- Electronic copies being emailed to key stakeholders.

6.3 Delivery of Presentation to Inspectors

A generic presentation was developed as part of the education and information phase of the project. This presentation was delivered to inspectors undertaking visits at a local level by National Reference Group representatives. The nationally endorsed guidance material and audit tool were also provided and discussed at this time.

Inspectors were also asked to interview employers and new/young workers separately as far as was reasonably practicable. The purpose of this was to encourage new/young workers to speak up about any concerns they may have that they may have felt uncomfortable raising in front of their employer.

7. WORKPLACE VISITS

7.1 Proposed number of workplace visits

During the planning stage, a targeted number of 238 workplace visits were proposed to be undertaken in line with the size and work conducted in the different jurisdictions.

7.2 Identification of workplaces

Workplaces to be visited under this project were identified using local workplace safety authority staff knowledge, as well as a review of workers' compensation data.

7.3 Number of Workplace Visits Conducted

In total, 270 workplace visits were conducted across the six participating jurisdictions, exceeding the target of 238 workplace visits.

One barrier identified by some jurisdictions in completing their target visit numbers was that new/young workers were often not present or available to be interviewed at the workplace. New/young workers tended to work outside of regular business hours, that is, nights and weekends. Budgetary and resourcing restrictions did not allow for visits to take place after business hours. In some instances however, new/young workers were able to be interviewed by phone.

An overview of visit numbers is provided in Table 3.

Table 3: Number of workplace visits

Jurisdiction	Proposed Number	Total Number
VIC	50	45
TAS	18	18
NSW	65	104
QLD	50	52
SA	25	21
WA	30	30
Comcare	0	0
Nationwide	238	270

7.4 Audit Tool Results

The questions in the audit tool focused on five main areas², including:

1. Induction Training
2. Consultation & Communication
3. On the Job Training
4. Supervision
5. General Hazards

For each question, the inspector was asked to respond with yes, no or N/A.³ The data was collated from all jurisdictions and is presented in the tables below (4.1 – 4.15). Given the relatively small sample size, it is only possible to suggest emerging trends or themes in terms of OHS performance.

7.4.1 Audit Tool Results - Employers

Induction Training - Employers

A large number of employers reported systems being in place for induction training. The table below indicates that employers are showing new/young workers around the workplace, introducing them to key people and explaining their role to them.

20% of employers had not however provided new/young workers with specific OHS information, and 26% did not have an anti-harassment, bullying and workplace violence policy in place.

² Induction training, consultation & communication, on the job training and supervision were examined from both the employer and employee's perspective, with the employee's responses intended to verify those of the employer.

³ It should be noted that the responses relate to the opinion of the inspector.

Table 4.1: Induction Training - Employers

PART A – NEW & YOUNG WORKERS (EMPLOYERS) – TOTAL				
Induction Training		N/A	Yes	No
Q1	Has the new/young worker been shown around the workplace?	0%	100%	0%
Q2	Has the new/young worker been introduced to key people (HSR, first aid officer etc)?	6%	92%	2%
Q3	Do new/young workers have their duties and responsibilities explained?	1%	98%	1%
Q4	Has the new/young worker been provided with specific OHS information, such as policies and procedures on: <ul style="list-style-type: none"> • Safe work • Consultation and communication • Chemical safety – MSDS etc • Hazard, incident and injury reporting including location of forms • First aid • Fire safety and other emergencies 	1%	79%	20%
Q5	Do you have an ‘anti harassment, bullying and workplace violence’ policy, and have new/young workers been made aware of it?	4%	70%	26%

Consultation & Communication - Employers

Almost all employers reported that new/young workers are involved in hazard identification and control, and that they know how to report concerns. Of those workplaces where there is a health and safety representative, almost all employers reported that new/young workers know who they are and what their role is.

Table 4.2: Consultation & Communication – Employers

PART A – NEW & YOUNG WORKERS (EMPLOYERS) – TOTAL				
Consultation & Communication		N/A	Yes	No
Q1	Are the new/young workers involved in the identification and control of hazards in the workplace?	1%	94%	5%
Q2	Do new/young workers know how to report faulty equipment or unsafe working conditions?	0%	99%	1%
Q3	Do new/young workers know who their Health and Safety Representative is and what their role is?	46%	49%	5%

On the Job Training – Employers

The majority of employers reported systems being in place for on the job training. The greatest opportunity for improvement was in the area of provision and training in using/wearing PPE.

Table 4.3: On the Job Training – Employers

PART A – NEW & YOUNG WORKERS (EMPLOYERS) – TOTAL				
On the Job Training		N/A	Yes	No
Q1	Is job specific training provided to new/young workers for each new task?	0%	98%	2%
Q2	Is the job explained in detail, including clear instructions for each task?	0%	99%	1%
Q3	Are new/young workers provided with and shown how to wear/use any PPE?	4%	89%	7%
Q4	Are the new/young workers shown how to operate equipment/plant?	2%	97%	1%
Q5	Are specific hazards and control methods explained to new/young workers?	0%	97%	3%
Q6	Is the new/young worker understanding assessed before they start work?	0%	97%	3%
Q7	Are new/young workers provided with opportunities to ask questions?	0%	100%	0%
Q8	Are new/young workers required to perform the task until it is done exactly as required?	0%	98%	2%
Q9	Are maintenance requirements explained and who has the responsibility for this?	5%	94%	1%
Q10	Is there a 'buddy' system in place for new/young workers?	4%	93%	3%

Supervision - Employers

The majority of employers reported systems being in place for effective supervision of new/young workers.

Table 4.4 Supervision - Employers

PART A – NEW & YOUNG WORKERS (EMPLOYERS) – TOTAL				
Supervision		N/A	Yes	No
Q1	Is there heightened awareness of new/young workers' vulnerabilities?	0%	98%	2%
Q2	Are supervisors aware of job requirements, including OHS requirements	0%	98%	1%
Q3	Do supervisors understand the job risks?	1%	99%	0%
Q4	Are supervisors available to answer questions and provide advice?	0%	100%	0%
Q5	Are work practices and procedures monitored through spot checks?	1%	96%	3%
Q6	Is the new/young workers comprehension assessed before they start work?	0%	96%	4%
Q7	Are questions asked to ensure understanding?	0%	98%	2%
Q8	Are any unsafe work habits corrected immediately?	0%	100%	0%
Q9	Is refresher training or additional training provided if necessary?	1%	97%	2%

7.4.2 Audit Tool Results – Employees (New and Young Workers)

Induction Training – Employees

All new/young workers confirmed that they had been shown around the workplace, with the majority (91%) confirming that they had been introduced to key people in the workplace.

16% of new/young workers advised however that they were not provided with specific OHS information, and 28% did not know if there was an anti-harassment, bullying and workplace violence policy in place.

Table 4.5: Induction Training - Employees

PART B – NEW & YOUNG WORKERS (EMPLOYEES) - TOTAL				
Induction Training		N/A	Yes	No
Q1	Have you been shown around the workplace?	0%	100%	0%
Q2	Have you been introduced to key people (HSR, first aid officer etc)?	5%	91%	4%
Q3	Have you been provided with specific OHS information, such as policies and procedures on: <ul style="list-style-type: none"> • Safe work • Consultation and communication • Chemical safety – MSDS etc • Hazard, incident and injury reporting including location of forms • First aid • Fire safety and other emergencies 	1%	83%	16%
Q4	Did you know if your workplace has an ‘anti harassment, bullying and workplace violence’ policy?	7%	65%	28%

Consultation & Communication - Employees

Almost all new/young workers reported that they are involved in hazard identification and control, and that they know how to report concerns. Of those workplaces where there is a health and safety representative, almost all new/young workers reported that they know who they are and what their role is.

Table 4.6: Consultation & Communication – Employees

PART B – NEW & YOUNG WORKERS (EMPLOYEES) - TOTAL				
Consultation & Communication		N/A	Yes	No
Q1	Are you involved in identifying hazards in the workplace?	1%	93%	6%
Q2	Do you know how to report unsafe working conditions?	0%	99%	1%
Q3	Do you know who your HSR is and what their role is?	44%	49%	7%

On the Job Training – Employees

The majority of new/young workers reported systems being in place for on the job training. The greatest opportunity for improvement is again in the area of provision and training in using/wearing PPE.

Table 4.7: On the Job Training – Employees

PART B – NEW & YOUNG WORKERS (EMPLOYEES) - TOTAL				
On the Job Training		N/A	Yes	No
Q1	Are you provided with job specific training for each new task?	0%	99%	1%
Q2	Has your job been explained in detail, including clear instructions for each task?	0%	99%	1%
Q3	Have you been provided with and shown how to wear/use any personal protective equipment (gloves)?	9%	84%	7%
Q4	Have you had the safety features of any equipment/plant explained to you? Do you know how to tell if equipment is faulty and what you need to report it?	5%	93%	2%
Q5	Have specific hazards and control methods been explained to you?	1%	94%	5%
Q6	Are you provided with opportunities to ask questions?	0%	100%	0%
Q7	Are you required to perform the task until it is done exactly as required?	1%	98%	1%
Q8	Have maintenance requirements been explained to you, and if so who explained them?	9%	90%	1%
Q9	Were you assigned a 'buddy' to help with your on the job training?	4%	90%	6%

Supervision - Employees

The majority of new/young workers confirmed systems being in place for supervision.

Table 4.8: Supervision – Employees

PART B – NEW & YOUNG WORKERS (EMPLOYEEES) - TOTAL				
Supervision		N/A	Yes	No
Q1	Do you think there is an awareness of new/young workers/ and their special needs in your workplace?	0%	98%	2%
Q2	Are supervisors available to answer questions and provide advice regarding safe work practices?	1%	99%	1%
Q3	Are regular spot checks undertaken?	3%	94%	3%
Q4	Do you feel comfortable asking questions if you aren't sure of what is required of you when performing a task?	0%	100%	0%
Q5	Are any unsafe work habits corrected immediately?	0%	99%	1%
Q6	Is training provided if necessary?	1%	98%	1%

7.4.3 Audit Tool Results – General Hazards Checklist

Electrical Safety

In general, there were systems in place with respect to electrical safety. The areas showing the greatest opportunity for improvement were:

- Systems for inspection and testing of portable equipment
- Electrical inspection and testing register being in place

Table 4.9: Electrical Safety

PART C – GENERAL HAZARD CHECKLIST - TOTAL				
Electrical Safety		N/A	Yes	No
Q1	Systems for inspection and testing of portable equipment	9%	73%	18%
Q2	Electrical inspection and testing register in place	8%	66%	26%
Q3	General power outlets in good condition/checked	1%	94%	5%
Q4	Electrical power leads in good condition	3%	93%	4%
Q5	Switchboard is clear of obstruction	4%	92%	4%
Q6	Switchboard or portable residual current devices (RCD) installed	7%	86%	7%

Chemical Safety

In general, there were systems in place with respect to chemical safety. The areas showing the greatest opportunity for improvement were:

- MSDS available, < 5 years old, register in place
- PPE signs displayed

Table 4.10: Chemical Safety

PART C – GENERAL HAZARD CHECKLIST - TOTAL				
Chemical Safety		N/A	Yes	No
Q1	MSDS available, < 5 years old, register in place	6%	65%	29%
Q2	Chemicals sorted appropriately – location, drip trays, separation	6%	83%	11%
Q3	Labelling on containers, including decant containers	6%	83%	11%
Q4	PPE signs displayed	17%	67%	16%

Plant Safety

In general, there were systems in place with respect to plant safety. The lower levels of compliance with respect to guarding and tag/lockout systems (both 58%) were due to those matters not being applicable at 31% and 35% of workplaces visited respectively.

Table 4.11: Plant Safety

PART C – GENERAL HAZARD CHECKLIST - TOTAL				
Plant Safety		N/A	Yes	No
Q1	Fryer – stable, away from water, aerosol cans and loose articles	13%	85%	2%
Q2	Guarding in place <ul style="list-style-type: none"> • Planetary mixers • Dough sheeters • Slicer machines • Other 	31%	58%	11%
Q3	Tag/lockout system in place and includes mechanical locks and whole current isolators	35%	58%	7%
Q4	Range hoods cleaned regularly to prevent fire, are there procedures in place for this?	6%	93%	1%

Emergency Procedures

In general, there were systems in place with respect to emergency procedures. The area showing the greatest opportunity for improvement were evacuation procedures and diagrams being prominently displayed.

Table 4.12: Emergency Procedures

PART C – GENERAL HAZARD CHECKLIST - TOTAL				
Emergency Procedures		N/A	Yes	No
Q1	Access and egress areas are clear	0%	98%	2%
Q2	Evacuation procedure and diagram are prominently displayed	2%	71%	27%
Q3	Exit signs are in place and in good working order	2%	91%	7%
Q4	Fire extinguishers provided and in service	1%	90%	9%
Q5	Fire blankets provided where deep fryers are used	5%	91%	4%
Q6	First aid kit stocked and up to date	0%	95%	5%
Q7	Adequate number of staff trained in first aid	6%	86%	8%

Manual Handling

In general, there were systems in place with respect to manual handling. The lower level of compliance with respect to trolleys (78%) was due to their not being applicable at 21% of workplaces visited.

Table 4.13: Manual Handling

PART C – GENERAL HAZARD CHECKLIST - TOTAL				
Manual Handling		N/A	Yes	No
Q1	Trolleys provided and in good condition	21%	78%	1%
Q2	Heavy items stored at low height on shelves and in cool rooms	7%	90%	3%
Q3	Work benches, dishwashers are at good working height	1%	99%	0%
Q4	Waste bin – equipment able to be moved easily when necessary	1%	98%	1%
Q5	Clear access to shelving, fridges etc	1%	98%	1%

Slips, Trips and Falls

There were generally systems in place to prevent slips, trips and falls. The lower levels of compliance with respect to matting, kitchen access/egress and ladders (71%, 67% and 67% respectively) were due to those matters not being applicable at 25%, 30% and 30% of workplaces visited respectively.

Table 4.14: Slips, Trips and Falls

PART C – GENERAL HAZARD CHECKLIST - TOTAL				
Slips, Trips and Falls		N/A	Yes	No
Q1	Floor surfaces clean and dry	1%	93%	6%
Q2	Adequate drainage	2%	97%	1%
Q3	Matting in good condition	25%	71%	4%
Q4	Clean as you go policy	2%	97%	1%
Q5	Kitchen access/egress safe ie. Window in door, doors marked 'in' and 'out'	30%	67%	3%
Q6	Ladders in good working order (acceptable steps or ladders)	30%	67%	3%
Q7	Slip resistant and closed footwear worn	1%	97%	2%
Q8	Adequate lighting provided	3%	96%	1%

Other

Almost all workplaces visited contained facilities that were provided and cleaned. Gas cylinders being secured was not applicable at 34% of workplaces visited, however they were not secured at 17% of workplaces visited.

Table 4.15: Other

PART C – GENERAL HAZARD CHECKLIST – TOTAL			
Other	N/A	Yes	No
Q1 Workplace facilities provided and clean (toilets, change rooms, kitchen)	4%	96%	0%
Q2 Gas cylinders are secured	34%	49%	17%

7.5 Number of Notices Issued

Where inspectors identified breaches of the legislation, relevant notices were issued to employers. This enforcement action was undertaken in line with each jurisdiction's local compliance and enforcement policy. This in part accounts for the distribution of the number of notices issued across various jurisdictions.

As part of the workplace visits, nationally endorsed guidance information was provided to employers and new/young workers as to managing hazards and risks to new/young workers, and new/young workers' health and safety rights and responsibilities.

In total 416 notices were issued. 22% of notices issued related to new/young workers, and were mainly with respect to induction and on the job training. 78% related to general hazards in the workplaces visited, and were mainly with respect to hazardous substances.

An overview of the number of workplace notices under this project is provided in Table 5.

Table 5: Number and Subject of Notices issued

NOTICES ISSUED							
	VIC	TAS	NSW	QLD	SA	WA	TOTAL
Section 1 – New & Young Workers							
Improvement Notices	1	1	11	9	0	71	93
Prohibition Notices	0	0	0	0	0	0	0
Section 2 – General Hazards							
Improvement Notices	27	0	72	45	25	140	309
Prohibition Notices	0	0	1	5	5	3	14
Total	28	1	84	59	30	214	416

8. EVALUATION

The project evaluation involved a review of the impact of the project through measurement against the set performance indicators. A summary of the evaluation related back to the set performance indicators is provided in table 7 below.

Table 7: Summary Evaluation – Results Achieved

OUTCOMES	PERFORMANCE INDICATORS	RESULTS ACHIEVED
1. Development of nationally consistent harmonised guidance and resources for a variety of audiences, including duty holders and new/young workers in terms of controlling risks to new and young workers.	Harmonised guidance material and inspector audit tools.	Harmonised nationally consistent guidance material developed across jurisdictions. Audit and evaluation tools developed.
2. Existing and current jurisdictional resources shared and maximised.	100% of jurisdictional resources considered.	100% of jurisdictional resources concerning new and young workers shared and considered by the National Reference Group.
3. Key stakeholders engaged in project.	Key stakeholders engaged in consultation process and attend education forums/presentations.	National stakeholders advised of project, and local stakeholders engaged at a jurisdictional level through variety of communication methods.
4. Measure OHS compliance in individual workplaces visited during intervention phase of project.	Audit results.	270 workplace visits (exceeding 238 committed to) conducted during the intervention phase.
5. Increase in awareness of duty holders in terms of controlling risks to new/young workers and new/young workers in terms of their workplace health and safety rights and responsibilities.	Workplace visit results.	270 workplace visits completed. Verbal and written information provided to employers and new/young workers as part of the workplace visits, with positive feedback received from stakeholders including inspectors, employers, unions and industry associations.
6. Improved levels of jurisdictional understanding of the factors involved in improving the control of risks to new and young workers, in addition to the barriers.	Final report includes information on factors contributing to improvement and barriers identified during intervention.	Report includes information on factors contributing to improvement and barriers identified as part of the project.
7. Experiences from the national intervention documented for future consideration in national and jurisdictional interventions.	Final report includes jurisdictional experiences from intervention.	Report includes experiences from the workplace visits.
8. Timely implementation of national intervention.	100% of audits completed on time. 100% of education forums/presentations delivered and on time.	270 workplace visits conducted on time, exceeding the target number of visits. Face to face briefings and forums delivered on time.

9. CONCLUSION

In 2008/2009, the national HWSA New and Young Workers in Hospitality project was successfully completed across six jurisdictions throughout Australia.

All jurisdictions worked positively and constructively together to develop a nationally consistent approach to managing new and young worker health and safety in the hospitality industry. The purpose of the project was to raise the awareness of duty holders regarding controlling risks to new/young workers, and raise the awareness of new/young workers regarding their workplace health and safety rights and responsibilities. Nationally consistent harmonized guidance material was developed and used in each participating jurisdiction for new/young workers and their employers. A workplace visit audit tool was also developed for inspectors.

As part of the intervention phase of the project, 270 workplace visits were carried out by the participating jurisdictions, exceeding the target visit number of 238. Due to the small size of the sample group, the conclusions relating to the data collected are trends and themes based on the overall data, rather than the result of cross jurisdictional comparison.

The workplace visit data and the associated compliance and enforcement action suggest that the national level of compliance was good with respect to new/young workers. Opportunities for improvement were however identified, which predominantly related to induction training (provision of specific OHS information, including policies and procedures) and on the job training (provision and use of PPE).

Improvement opportunities identified in terms of general hazards related to electrical and chemical safety, emergency procedures and gas cylinders being secured.

10. RECOMMENDATIONS

As a result of the project it is recommended that the Heads of Workplace Safety Authorities:

- Consider the findings of the report
- Consider a follow up campaign that:
 - Ø Is restricted to young workers only to enable more focused and targeted guidance material and intervention activity
 - Ø Is carried out in a high risk industry for young workers such as special trades construction (electrical, plumbing, carpentry), where young workers tend to be in the workplace during regular business hours
 - Ø Includes a focus on managing risks to the psychological health of young workers, particularly harassment, bullying and workplace violence
- Continue to promote guidance material that is nationally endorsed in future projects.

11. ACKNOWLEDGEMENTS

The New and Young Workers in Hospitality Project National Reference Group recognises the combined efforts required to successfully conduct the project. The support and assistance of the following people has been greatly appreciated:

- The participating inspectors for their combined efforts in conducting workplace visits and providing valuable feedback in relation to the project as a whole
- The support staff from each authority
- The various stakeholders from each jurisdiction

The New and Young Workers in Hospitality Project National Reference Group comprised:

Jurisdiction	Participants
Victoria	Caroline Hicks, Elizabeth Kilduff & Jill McCabe
Tasmania	Daryn Weller & Carolyn Daly
New South Wales	Belinda McKean & Bruce Davidson
Queensland	Cameron Young & Mike Gordon
South Australia	Barry Shaw
Western Australia	Carla van Ijzendoorn
Comcare	Sue McCubbin, Tanja Watson & Julie Lucas

ATTACHMENT 1

**HWSA – New and Young Workers in Hospitality
(Cafes and Restaurants 5730) Intervention**

State:

Inspector: Date of Intervention:

Registered Name:

Trading Name:

Registered Office Address:

Site Address:

ABN No:

Employer interviewed:

Name:

Position:

Number of:

New* and Young Workers**

Workers (all other).....

Inspectors to complete form and return to: Local Jurisdiction Representative

Fax: **XXX**..... Phone: **XXX**

E-mail: **XXX**.....

Address: **XXX**.....

Compliance Action Section 1 - New and Young Workers

Improvement Notice: Prohibition Notice:

Advisory:

Compliance Action Section 2 – General Hazards in Hospitality Industry

Improvement Notice: Prohibition Notice:

Advisory:

***New workers** are defined as workers of any age within the targeted industry who are new to the role (**less than 12 months**), new to the workplace and/or new to the task or any combination thereof.

****Young workers** are defined as those workers **under 24 years** who are working within the targeted industry. This may include labour hire employees, apprentices and trainees, and students who are part of a work experience or structured workplace learning program.

SECTION 1 - NEW AND YOUNG WORKERS

PART A – Employer

Inspector to sight company procedures, policies, checklists, training schedules etc

Induction Training	N/A	Yes	No
1. Has the new/young worker been shown around the workplace?			
2. Has the new/young worker been introduced to key people (HSR, first aid officer etc)			
3. Do new/young worker have their duties and responsibilities explained?			
4. Has the new/young worker been provided with specific OHS information, such as policies and procedures on: <ul style="list-style-type: none"> • Safe work • Consultation and communication • Chemical safety – MSDS etc • Hazard, incident and injury reporting including location of forms • First aid • Fire safety and other emergencies 			
5. Do you have an 'anti harassment, bullying and workplace violence' policy, and have new/young workers been made aware of it?			
List non-compliance issues:			

Consultation & Communication	N/A	Yes	No
1. Are the new/young workers involved in the identification and control of hazards in the workplace?			
2. Do new/young workers know how to report faulty equipment or unsafe working conditions?			
3. Do new/young workers know who their Health and Safety Representative is and what their role is?			
List non-compliance issues:			

On the Job Training	N/A	Yes	No
1. Is job specific training provided to new/young workers for each new task?			
2. Is the job explained in detail, including clear instructions for each task?			
3. Are new/young workers provided with and shown how to wear/use any PPE?			
4. Are the new/young workers shown how to operate equipment/plant?			
5. Are specific hazards and control methods explained to new/young workers?			
6. Is the new/young workers understanding assessed before they start work?			
7. Are new/young workers provided with opportunities to ask questions?			
8. Are new/young workers required to perform the task until it is done exactly as required?			
9. Are maintenance requirements explained and who has the responsibility for this?			
10. Is there a 'buddy' system in place for new/young workers?			
List non-compliance issues:			

Supervision	N/A	Yes	No
1. Is there heightened awareness of new/young workers' vulnerabilities?			
2. Are supervisors aware of job requirements, including OHS requirements			
3. Do supervisors understand the job risks?			
4. Are supervisors available to answer questions and provide advice?			
5. Are work practices and procedures monitored through spot checks?			
6. Is the new/young workers comprehension assessed before they start work?			
7. Are questions asked to ensure understanding?			
8. Are any unsafe work habits corrected immediately?			
9. Is refresher training or additional training provided if necessary?			
List non-compliance issues:			

Part B – Employee

Conduct interview with one or more young workers in a confidential area to verify employer claims. Randomly check knowledge of employees against procedures and policies.

Induction Training	N/A	Yes	No
1. Have you been shown around the workplace?			
2. Have you been introduced to key people (HSR, first aid officer etc)			
3. Have you been provided with specific OHS information, such as policies and procedures on: <ul style="list-style-type: none"> • Safe work • Consultation and communication • Chemical safety – MSDS etc • Hazard, incident and injury reporting including location of forms • First aid • Fire safety and other emergencies 			
5. Did you know if your workplace has an 'anti harassment, bullying and workplace violence' policy?			
List non-compliance issues:			

Consultation & Communication	N/A	Yes	No
1. Are you involved in identifying hazards in the workplace?			
2. Do you know how to report unsafe working conditions?			
3. Do you know who your HSR is and what their role is?			
List non-compliance issues:			

On the Job Training	N/A	Yes	No
1. Are you provided with job specific training for each new task?			
2. Has your job been explained in detail, including clear instructions for each task?			
3. Have you been provided with and shown how to wear/use any personal protective equipment (gloves)?			
4. Have you had the safety features of any equipment/plant explained to you? Do you know how to tell if equipment is faulty and what you need to report it?			
5. Have specific hazards and control methods been explained to you?			
6. Are you provided with opportunities to ask questions?			
7. Are you required to perform the task until it is done exactly as required?			
8. Have maintenance requirements been explained to you, and if so who explained them?			
9. Were you assigned a 'buddy' to help with your on the job training?			
List non-compliance issues:			

Supervision	N/A	Yes	No
1. Do you think there is an awareness of new/young workers' and their special needs in your workplace?			
2. Are supervisors available to answer questions and provide advice regarding safe work practices?			
3. Are regular spot checks undertaken?			
4. Do you feel comfortable asking questions if you aren't sure of what is required of you when performing a task?			
5. Are any unsafe work habits corrected immediately?			
6. Is training provided if necessary?			
List non-compliance issues:			

SECTION 2 - GENERAL HAZARD CHECKLIST

Checklist is a guide only to best practice. Some elements may be mandatory in various jurisdictions.

Electrical Safety	N/A	Yes	No
1. Systems for inspection and testing of portable equipment			
2. Electrical inspection and testing register in place			
3. General power outlets in good condition/checked			
4. Electrical power leads in good condition			
5. Switchboard is clear of obstruction			
6. Switchboard or portable residual current devices (RCD) installed			

Chemical Safety	N/A	Yes	No
1. MSDS available, < 5 years old, register in place			
2. Chemicals stored appropriately – location, drip trays, separation			
3. Labelling on containers, including decant containers			
4. PPE signs displayed			

Plant Safety	N/A	Yes	No
1. Fryer- stable, away from water, aerosol cans and loose articles			
2. Guarding in place: <ul style="list-style-type: none"> • Planetary mixers • Dough sheeters • Slicer machines • Other 			
3. Tag/lockout system in place and includes mechanical locks and whole current isolators			
4. Range hoods cleaned regularly to prevent fire, are there procedures in place for this?			

Emergency Procedures	N/A	Yes	No
1. Access and egress areas are clear			
2. Evacuation procedure and diagram are prominently displayed			
3. Exit signs are in place and in good working order			
4. Fire extinguishers provided and in service			
5. Fire blankets provided where deep fryers are used			
6. First aid kit stocked and up to date			
7. Adequate number of staff trained in first aid			

Manual Handling	N/A	Yes	No
1. Trolleys provided and in good condition			
2. Heavy items stored at low height on shelves and in cool rooms			
3. Work benches, dishwashers are at good working height			
4. Waste bin – equipment able to be moved easily when necessary			
5. Clear access to shelving, fridges etc			

Slips, Trips and Falls	N/A	Yes	No
1. Floor surfaces clean and dry			
2. Adequate drainage			
3. Matting in good condition			
4. Clean as you go policy			
5. Kitchen access / egress safe ie. window in door, doors marked 'in' and 'out'			
6. Ladders in good working order (acceptable steps or ladders)			
7. Slip resistant and closed footwear worn			
8. Adequate lighting provided			

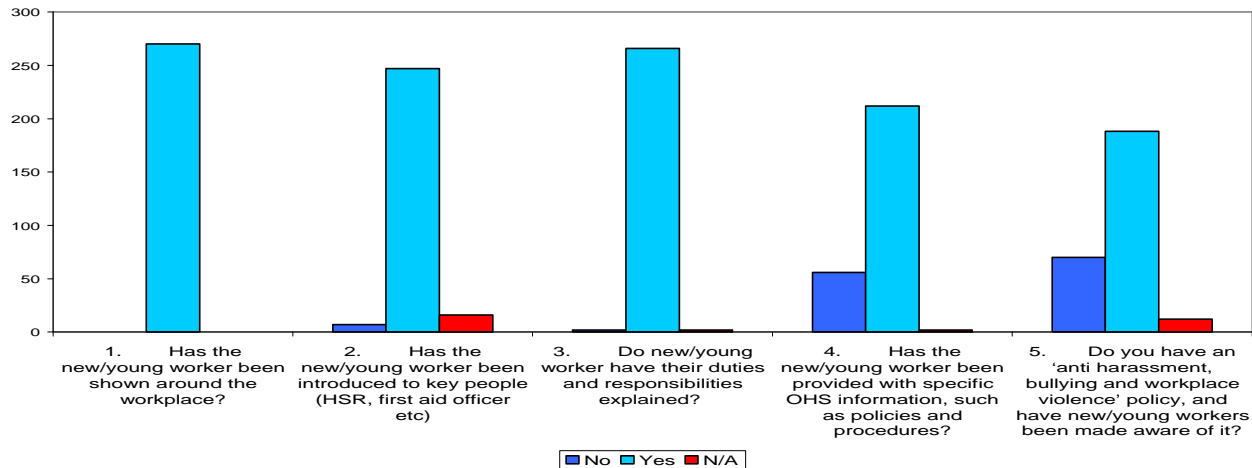
Other	N/A	Yes	No
1. Workplace facilities provided and clean (toilets, change rooms, kitchen)			
2. Gas cylinders are secured			

List non-compliance issues:

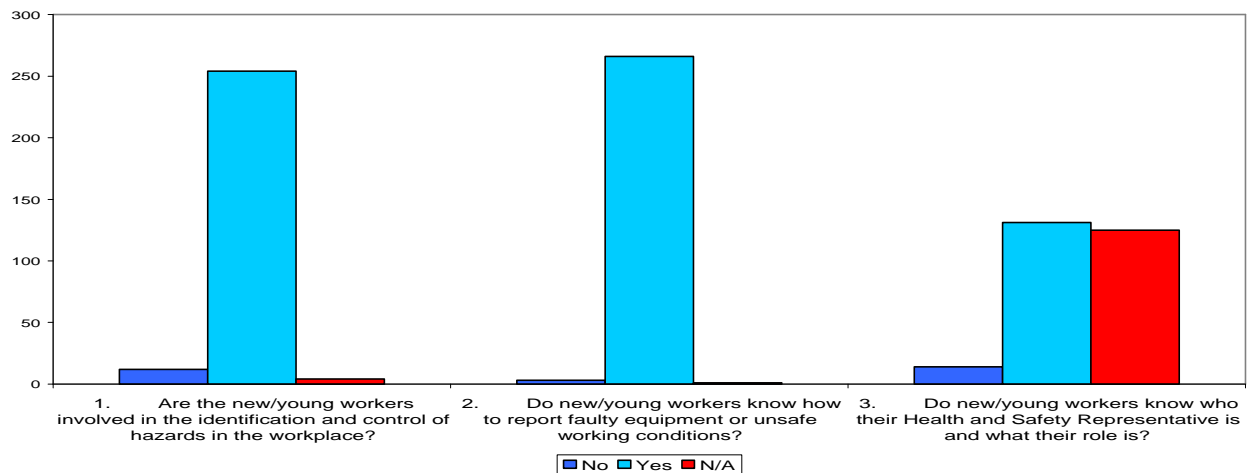
ATTACHMENT 2

NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA TOTAL

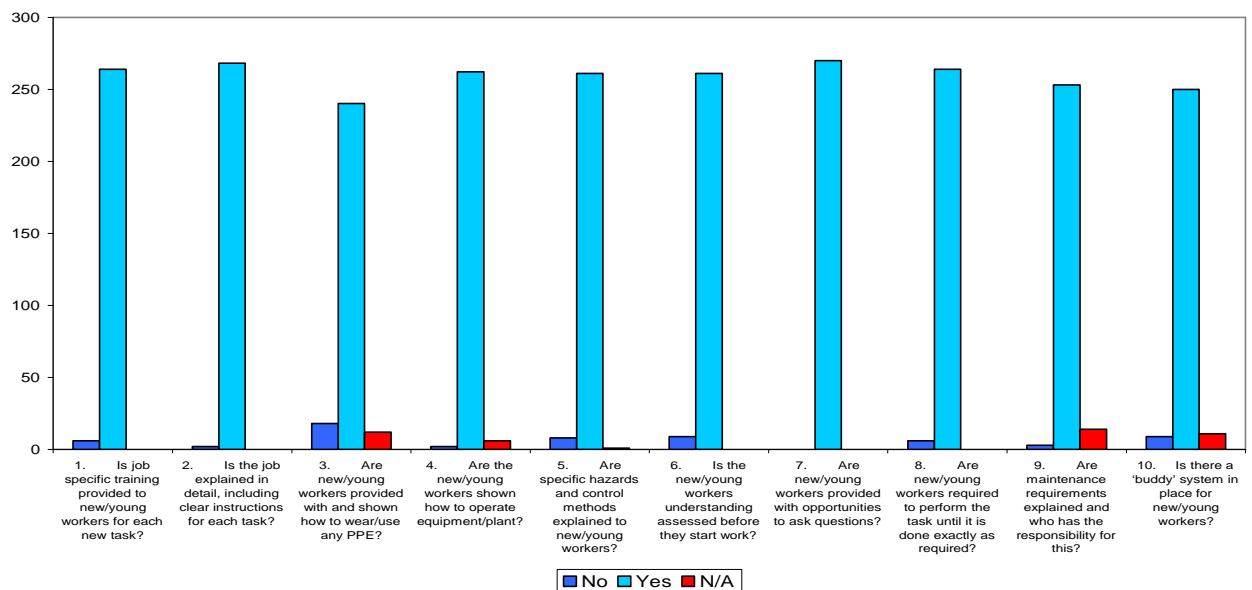
Induction Training



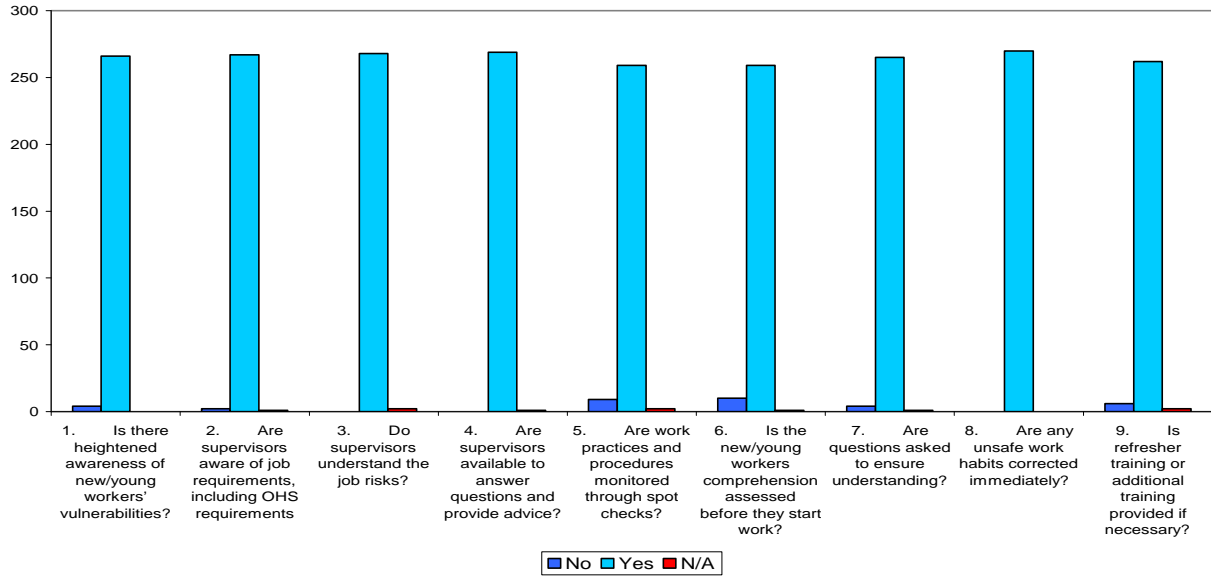
Consultation & Communication



On the Job Training

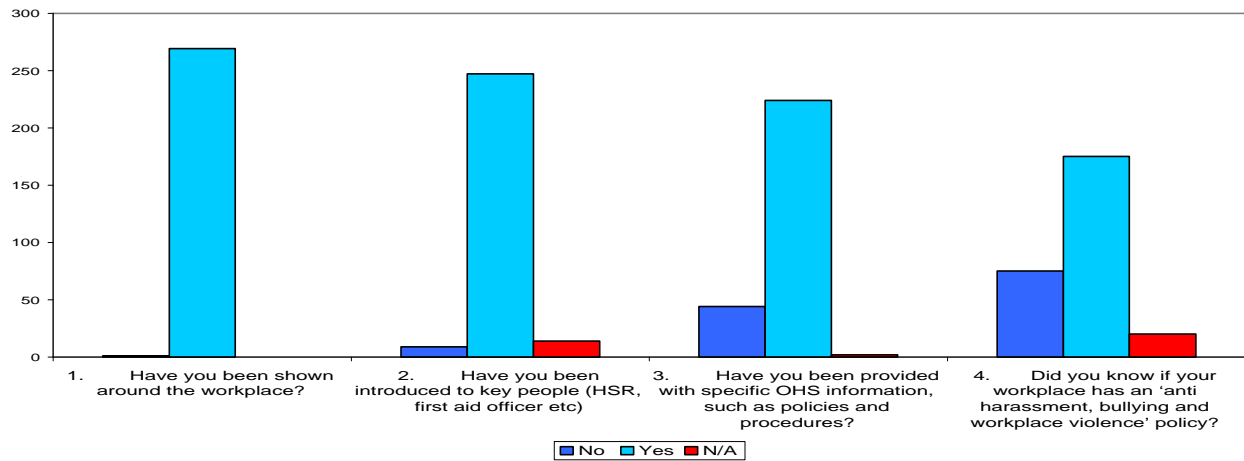


Supervision

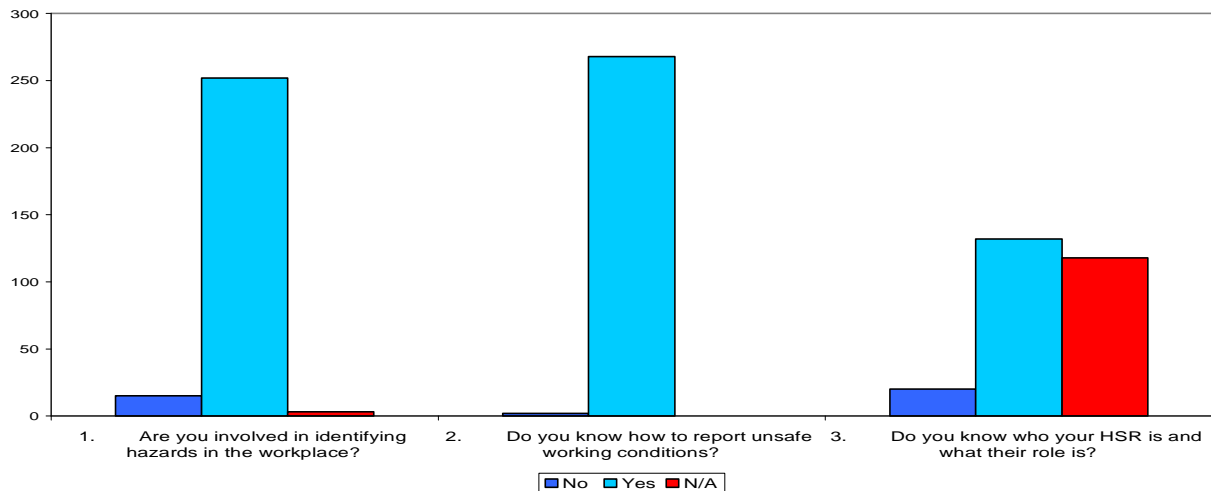


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA TOTAL

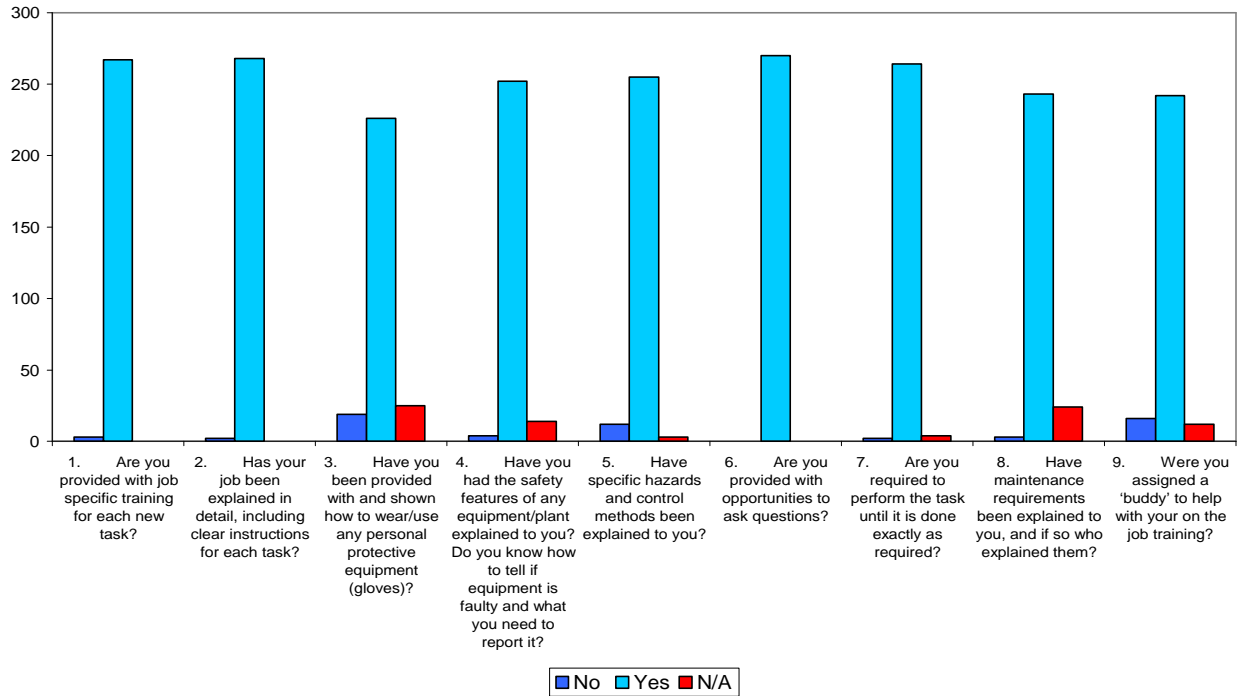
Induction Training



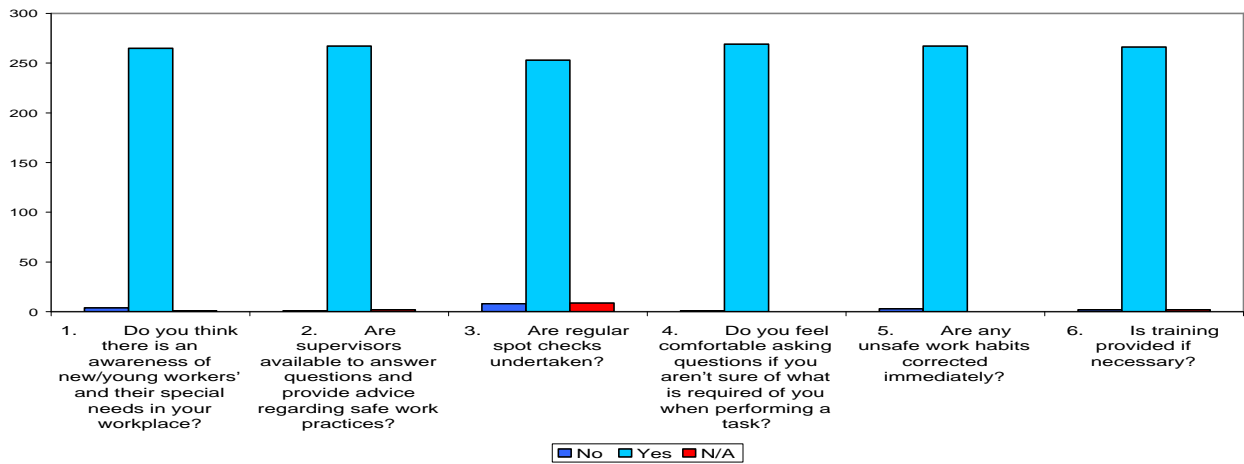
Consultation & Communication



On the Job Training

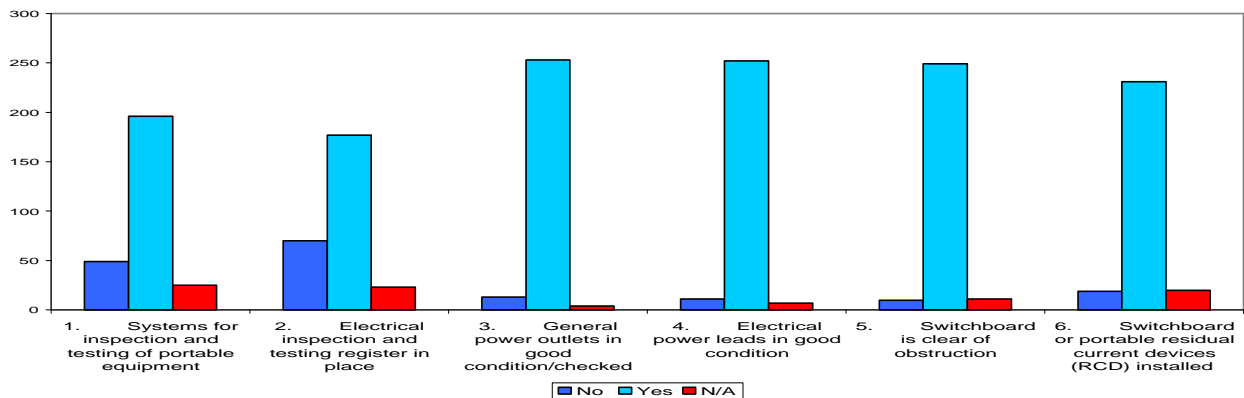


Supervision

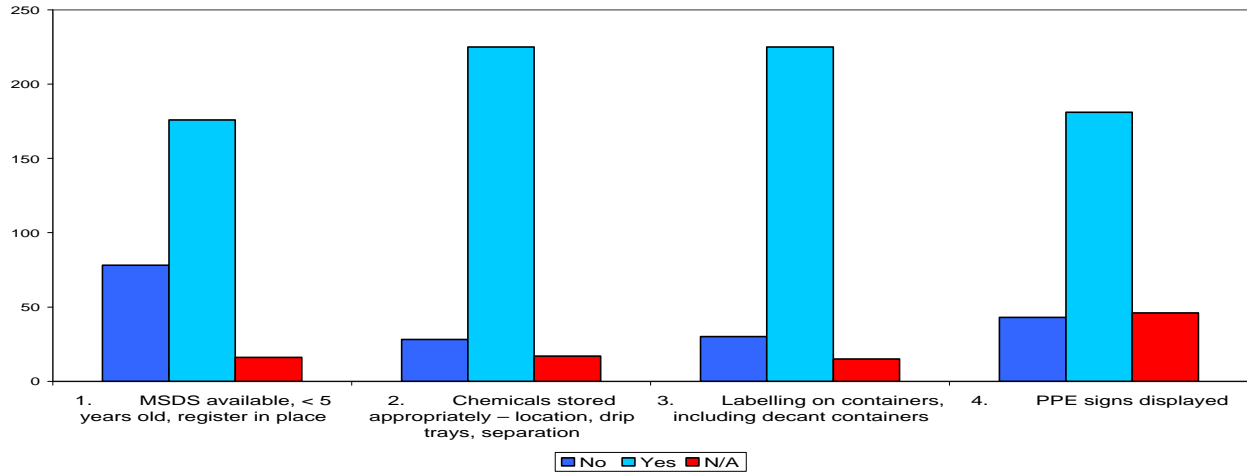


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA TOTAL

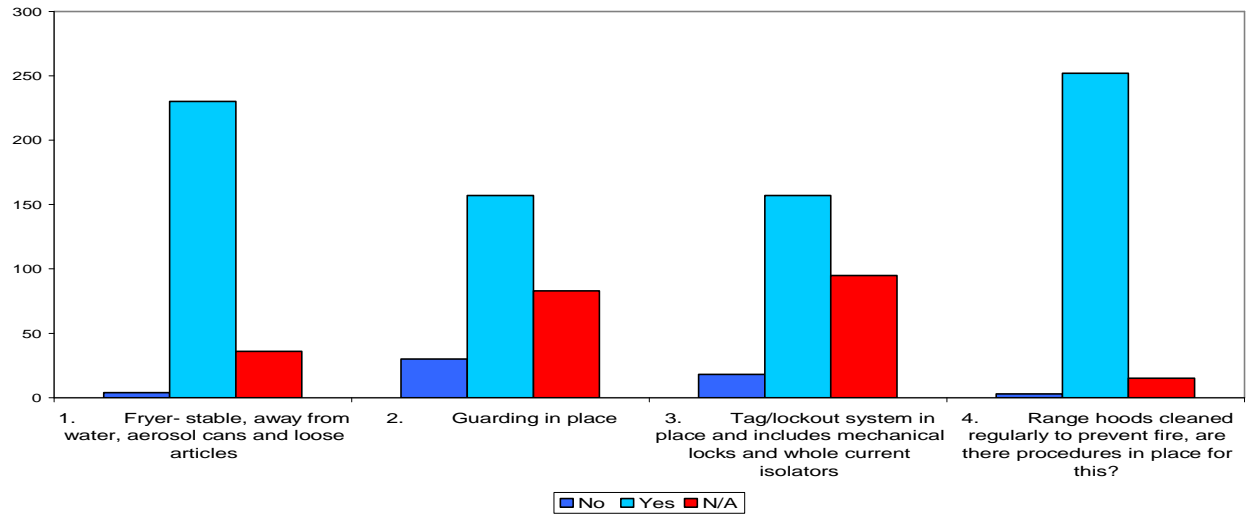
Electrical Safety



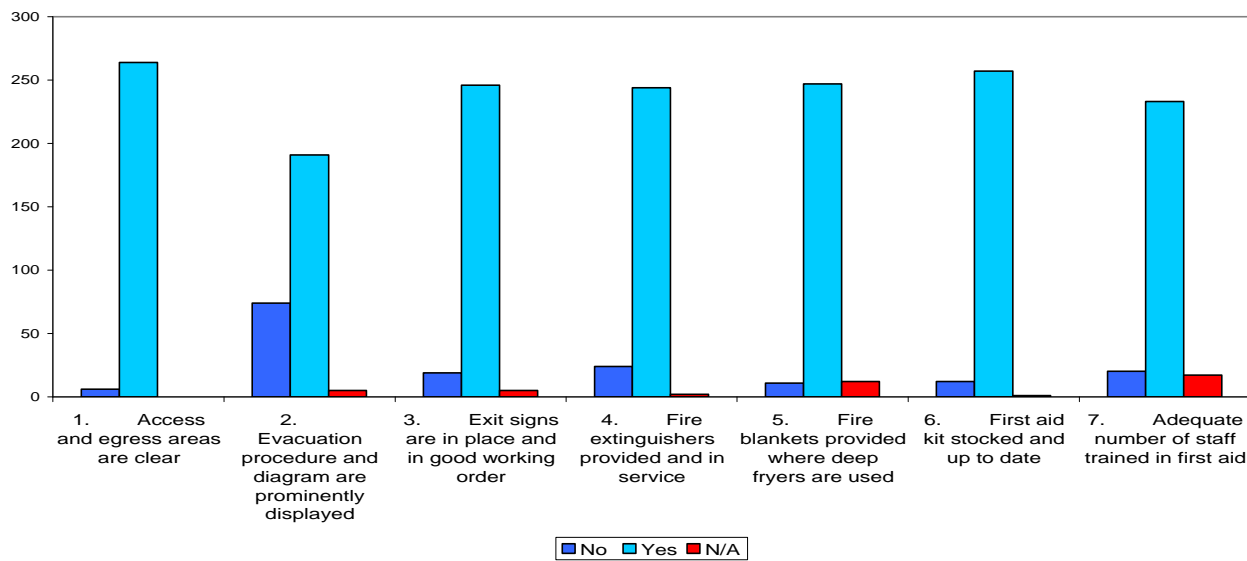
Chemical Safety



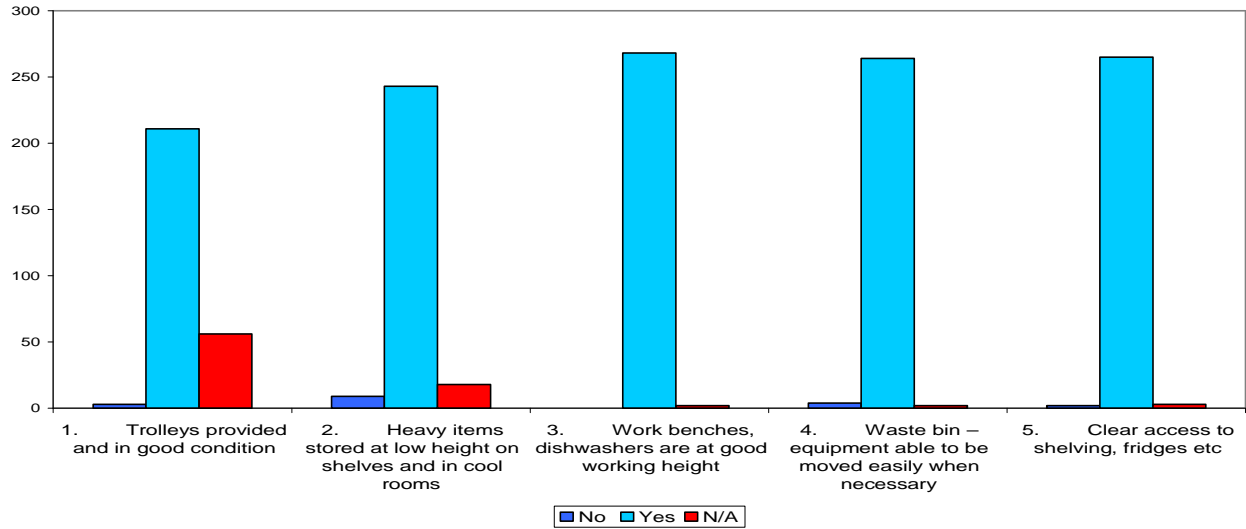
Plant Safety



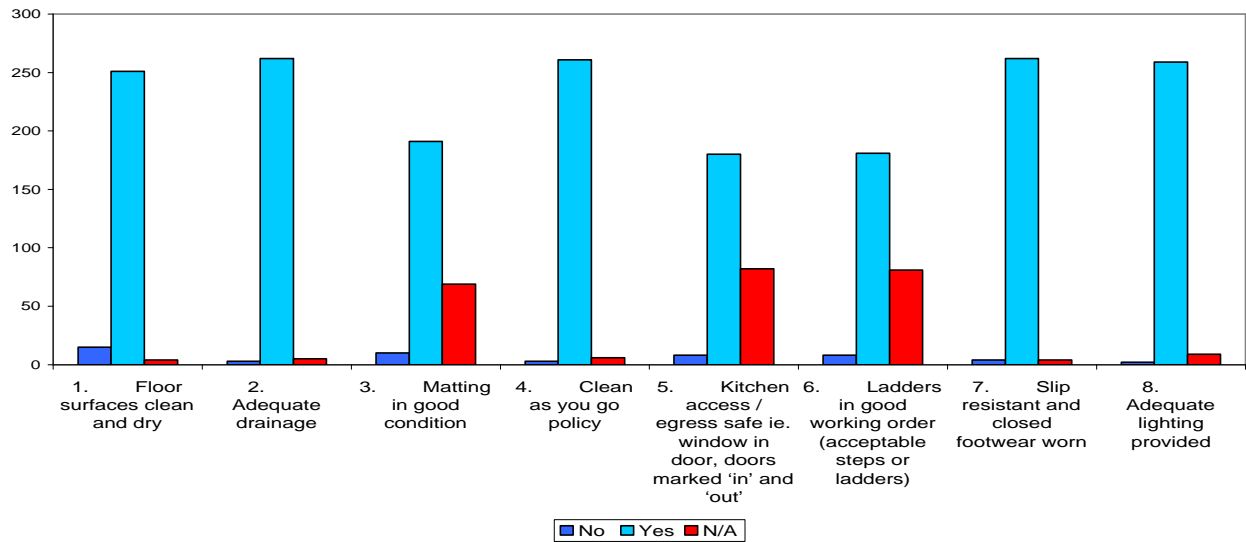
Emergency Procedures



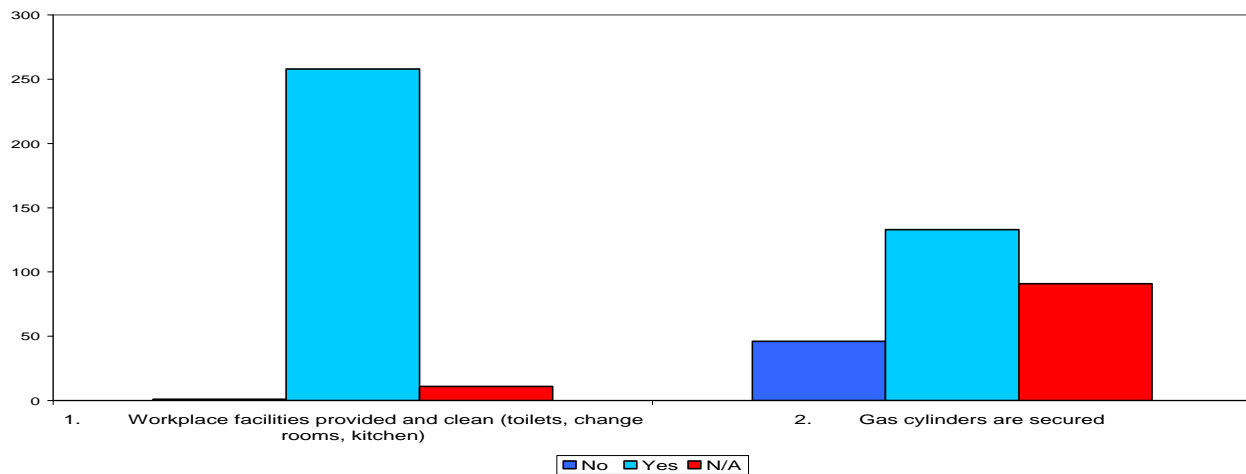
Manual Handling



Slips, Trips and Falls



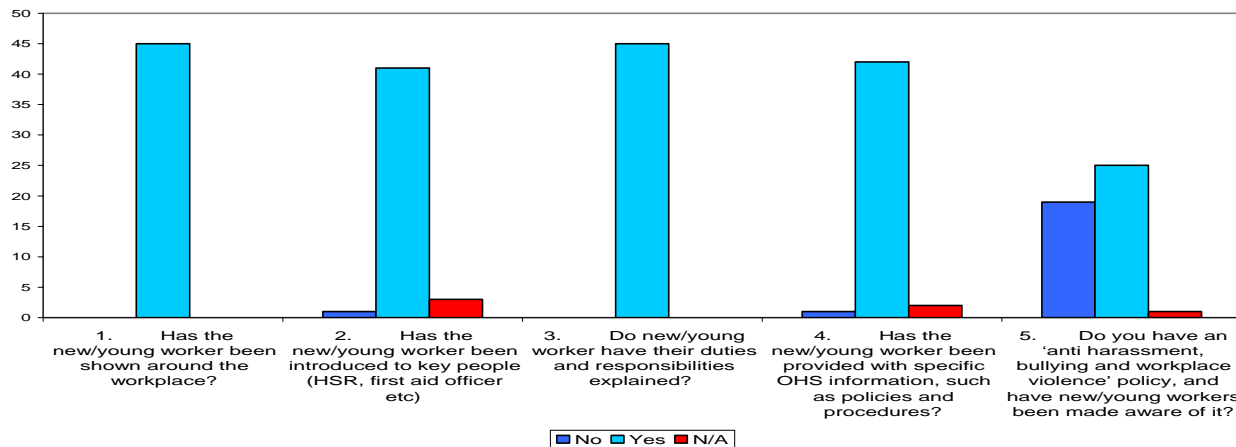
Other



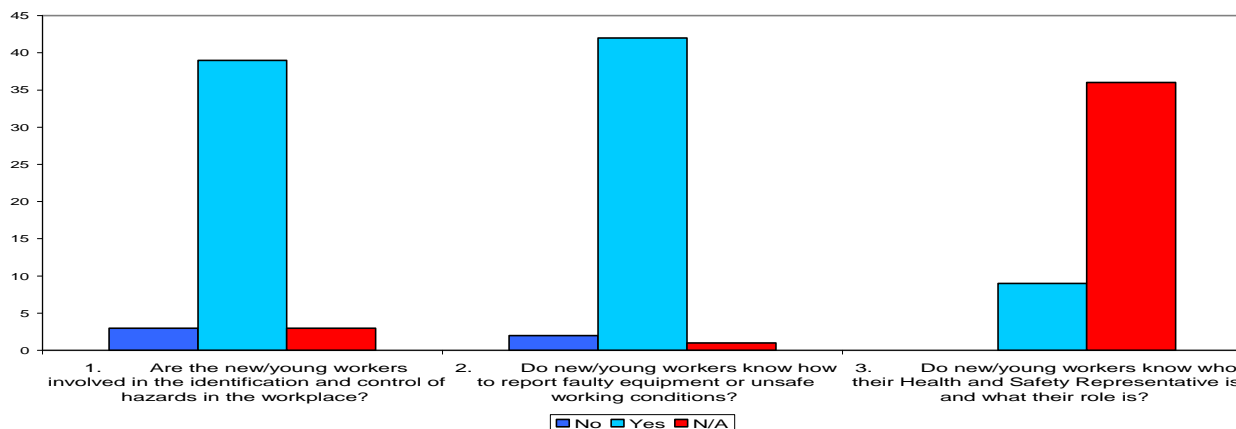
ATTACHMENT 3

NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA VICTORIA

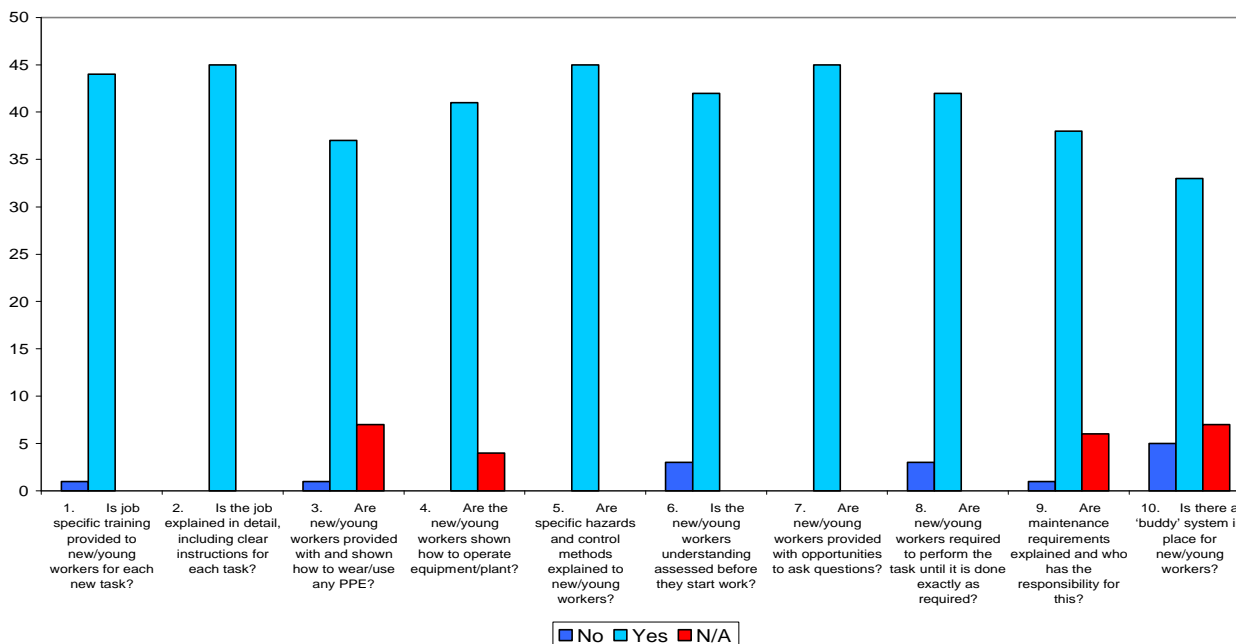
Induction Training



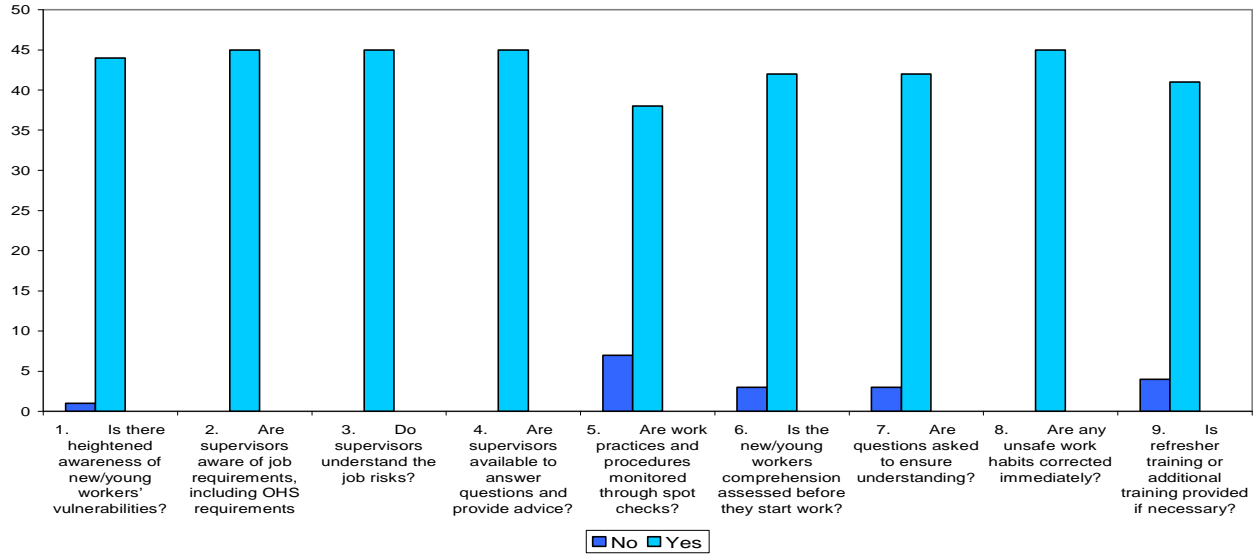
Consultation & Communication



On the Job Training

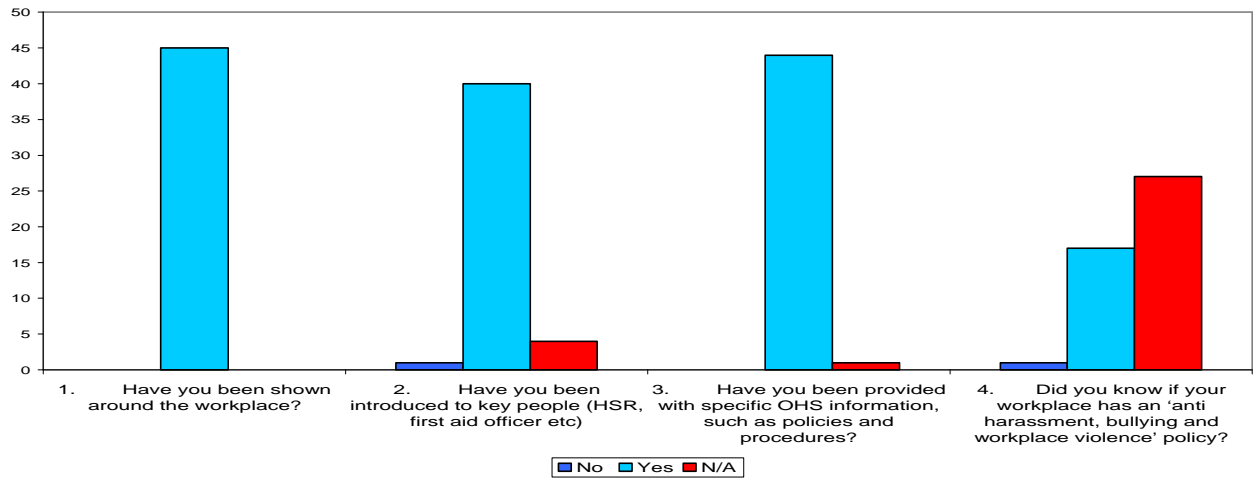


Supervision

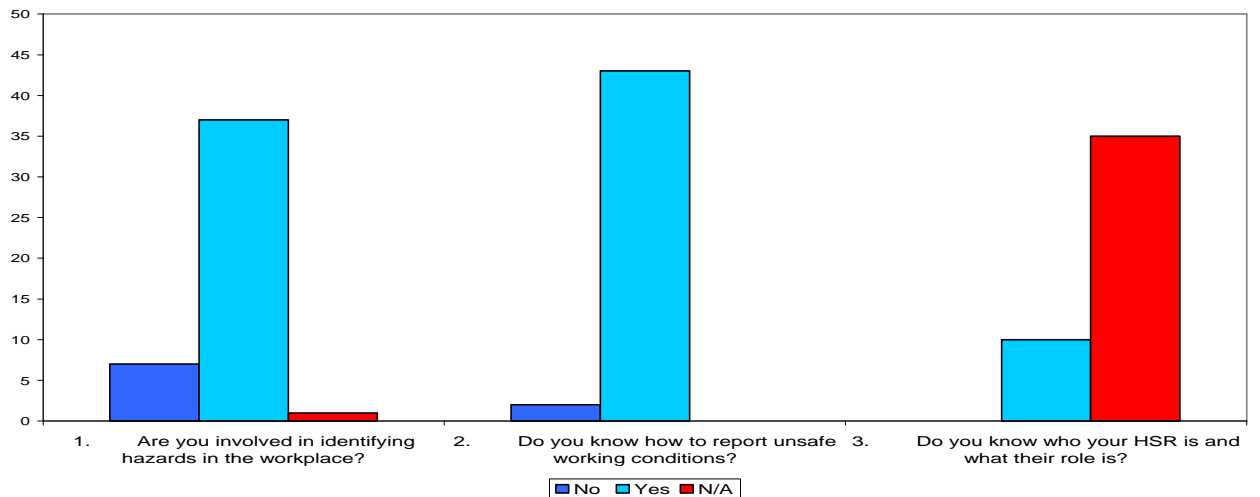


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA VICTORIA

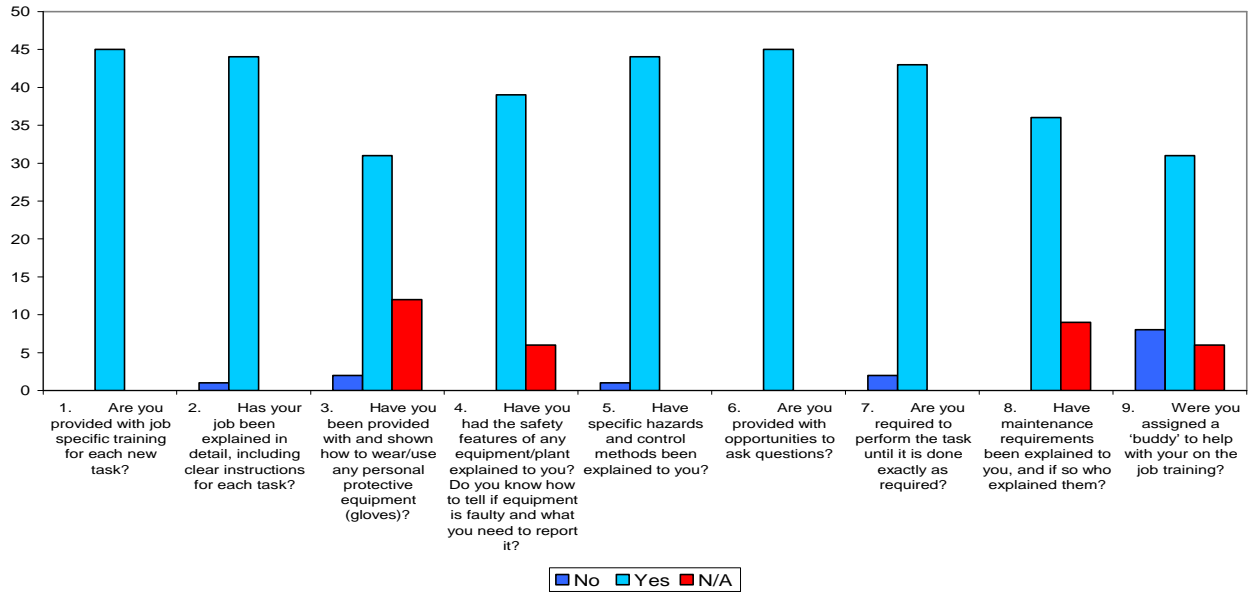
Induction Training



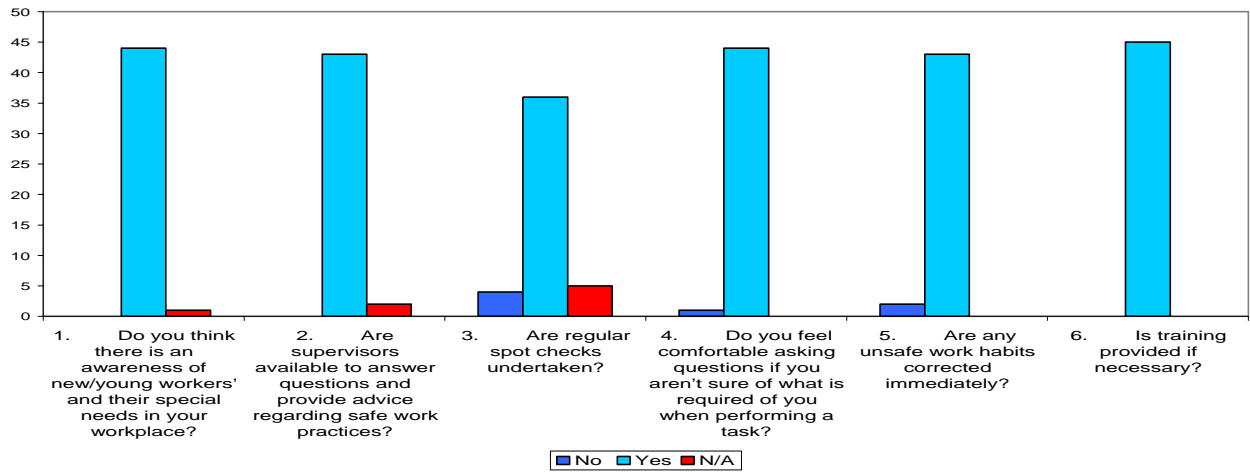
Consultation & Communication



On the Job Training

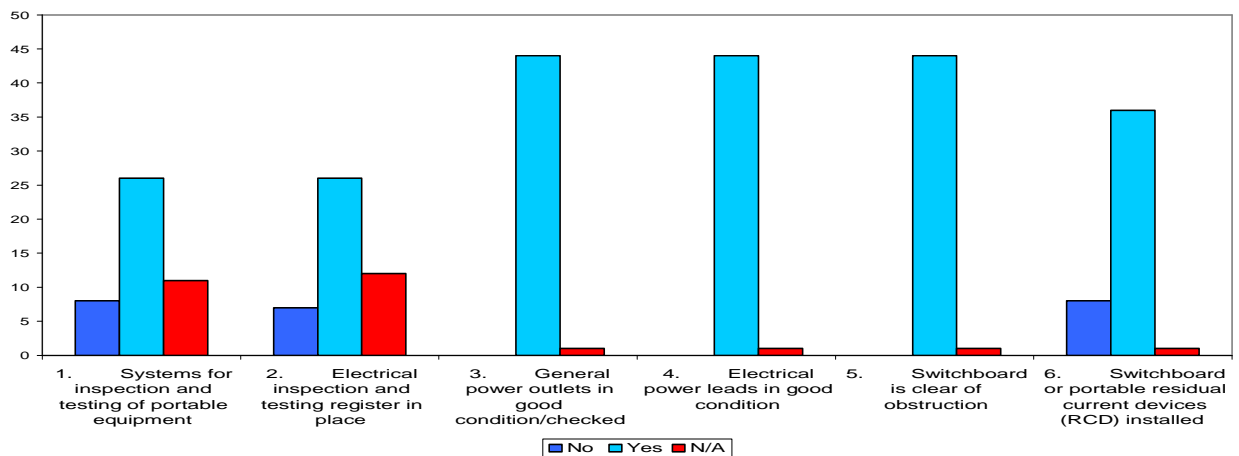


Supervision

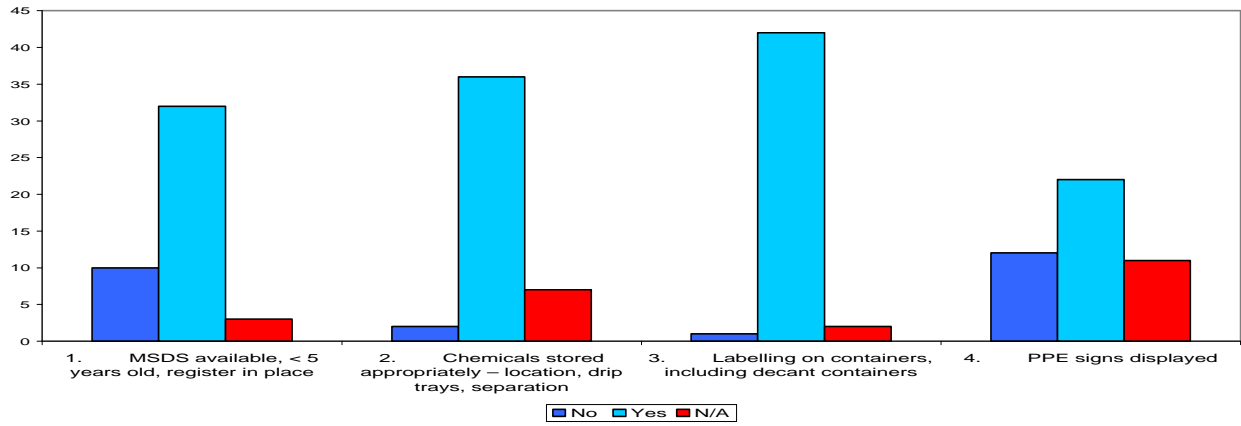


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA VICTORIA

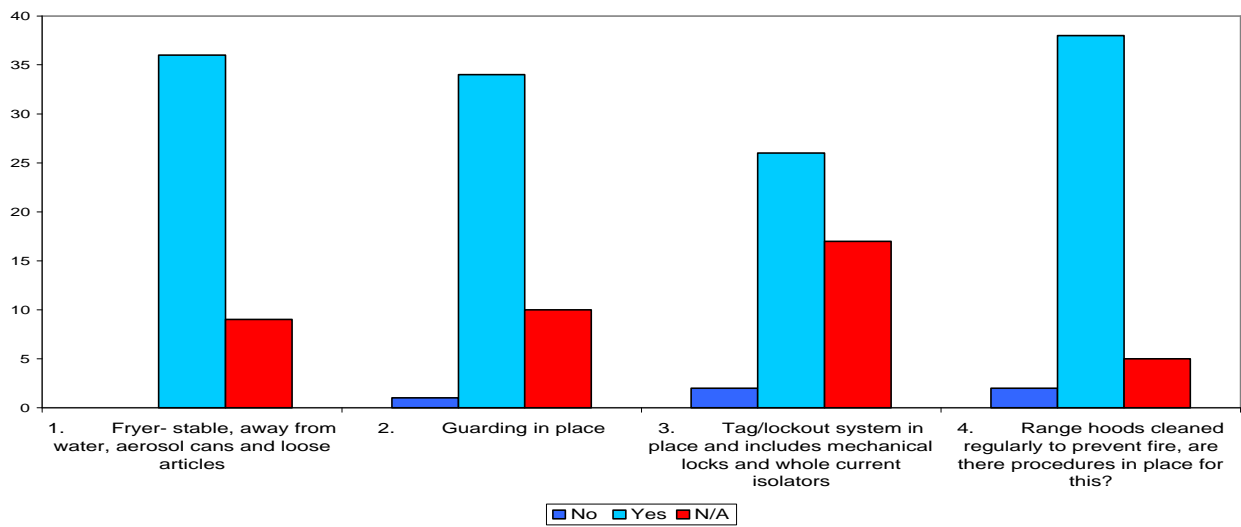
Electrical Safety



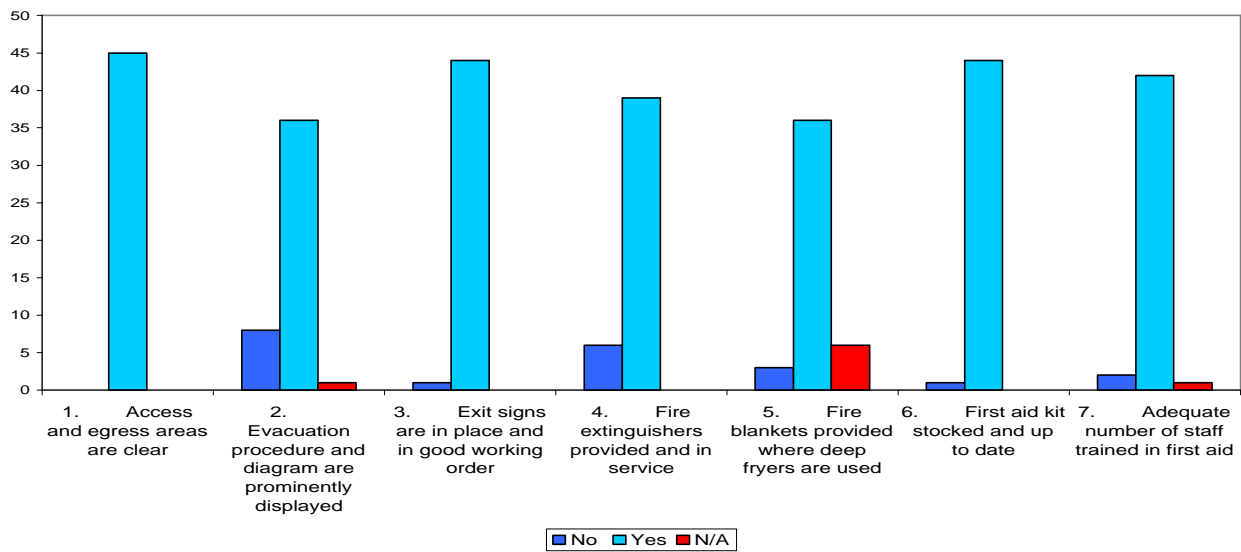
Chemical Safety



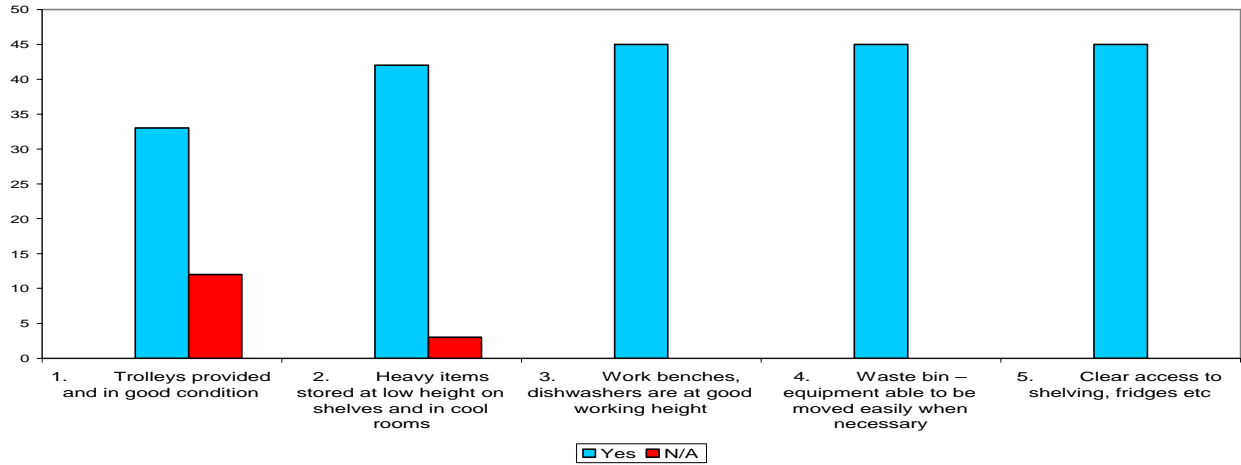
Plant Safety



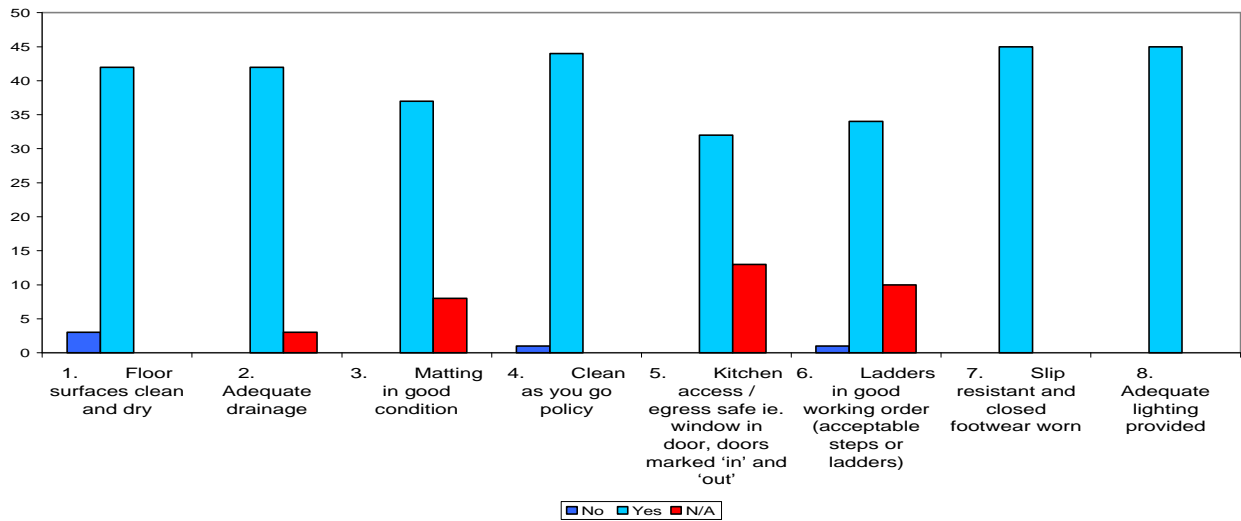
Emergency Procedures



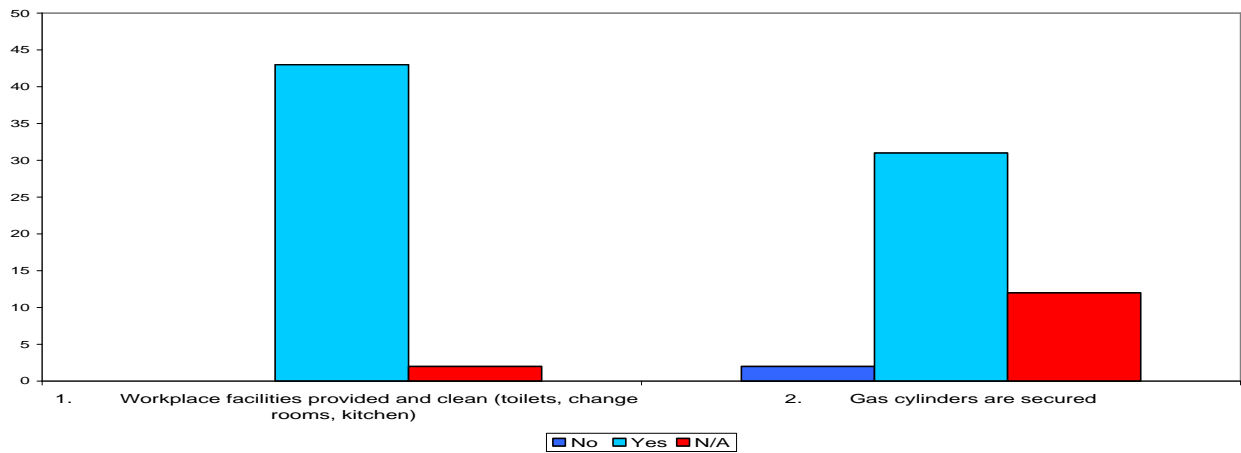
Manual Handling



Slips, Trips and Falls

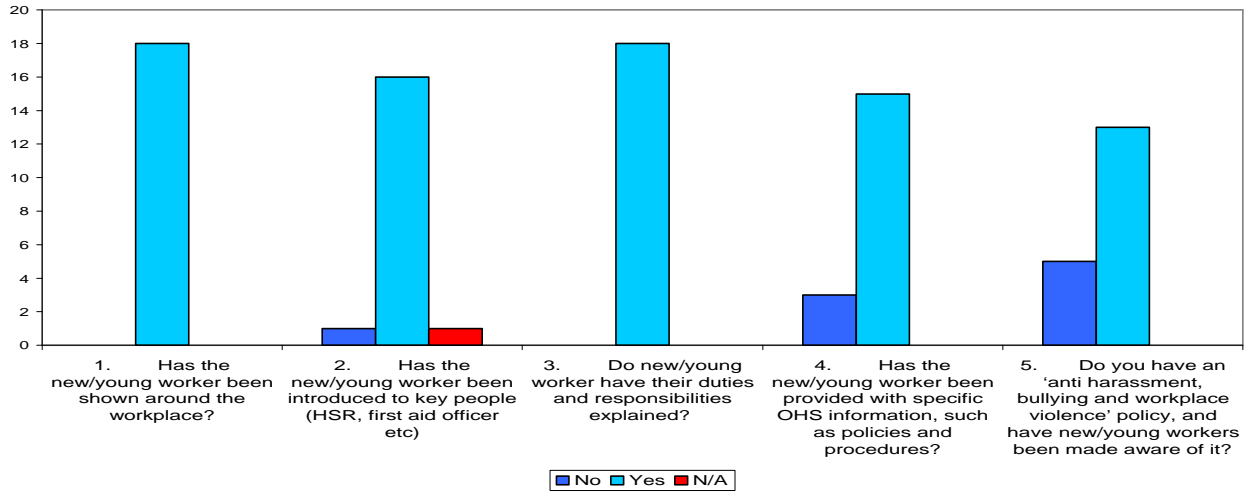


Other

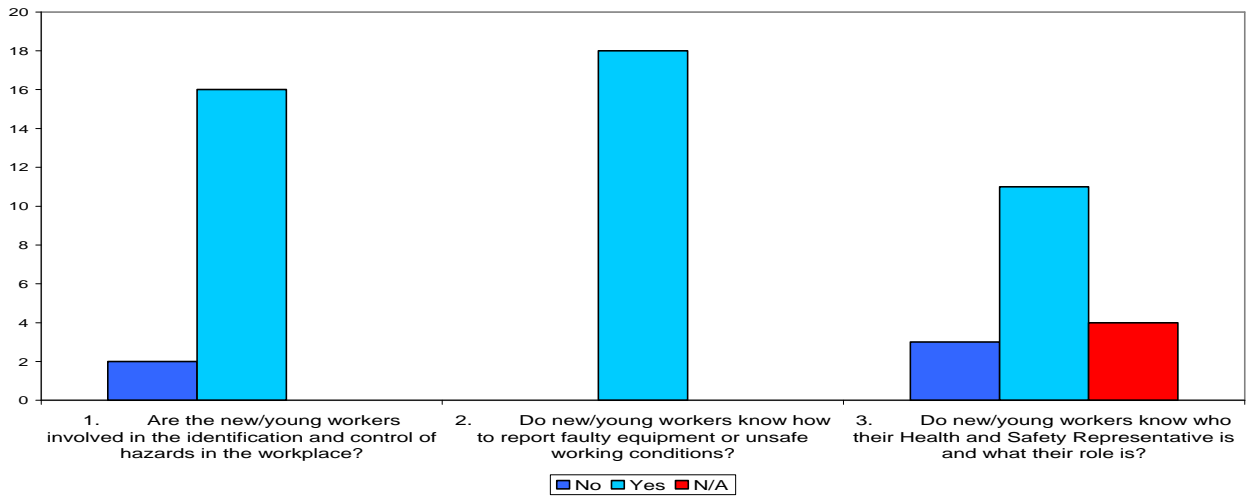


NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA TASMANIA

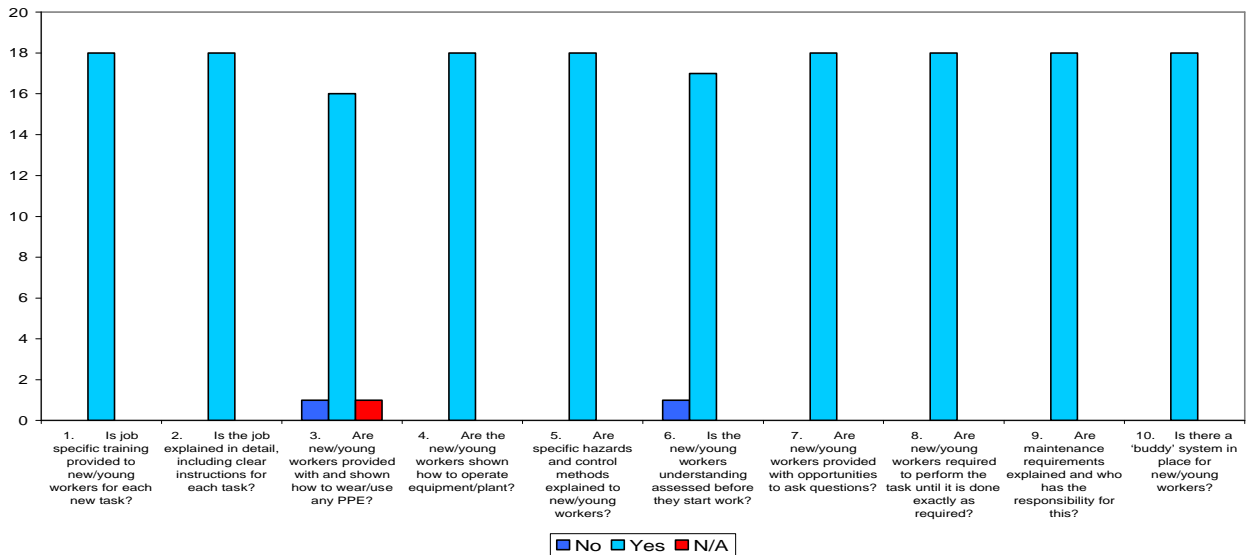
Induction Training



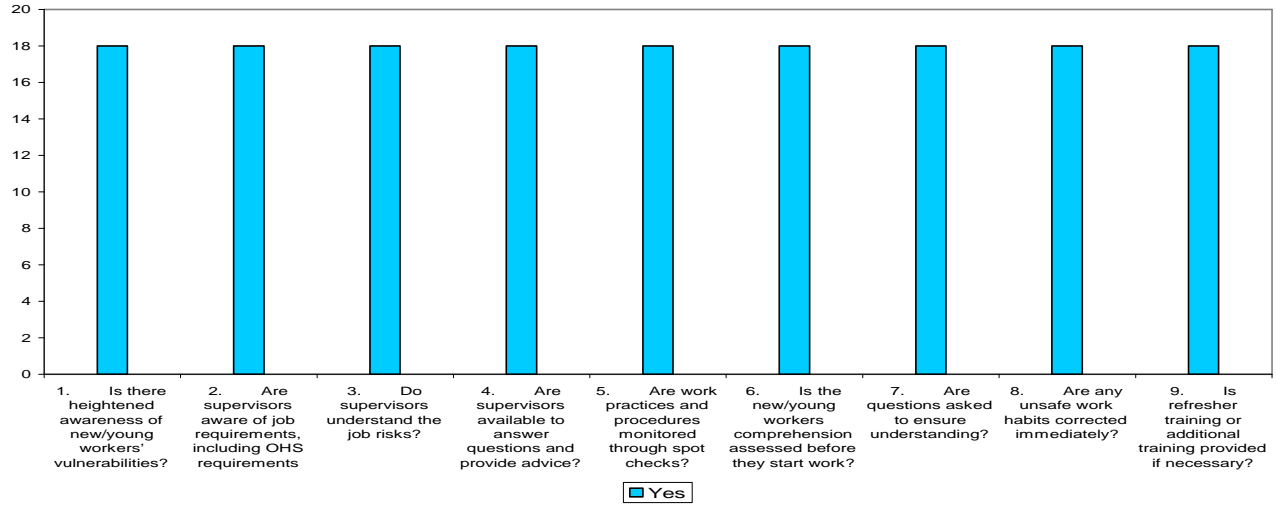
Consultation & Communication



On the Job Training

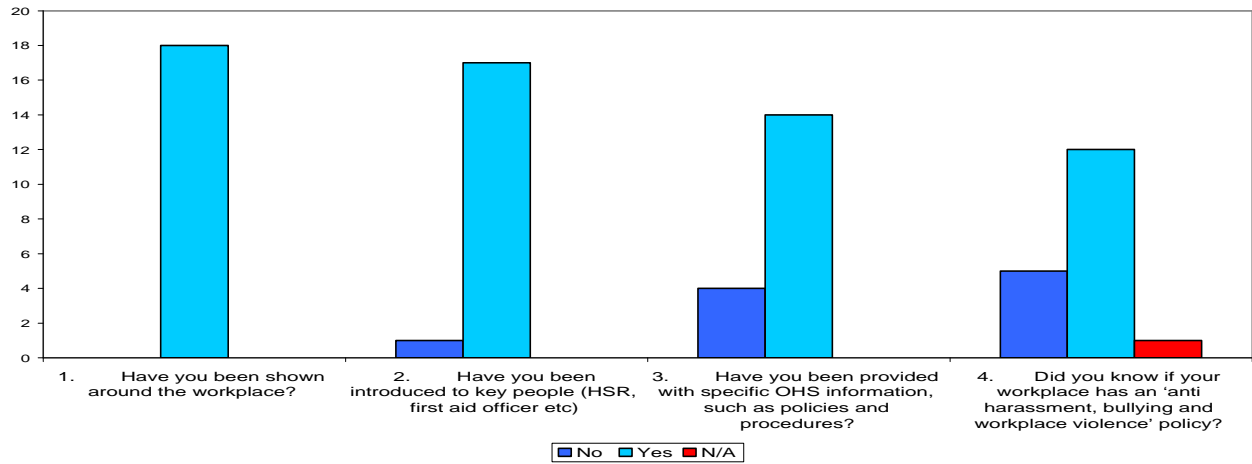


Supervision

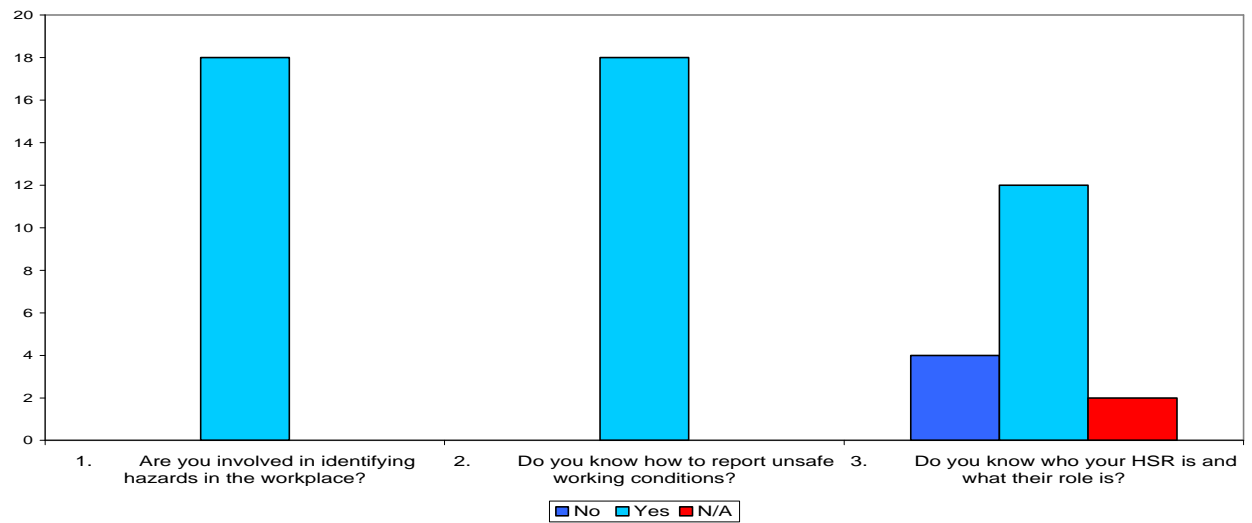


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA TASMANIA

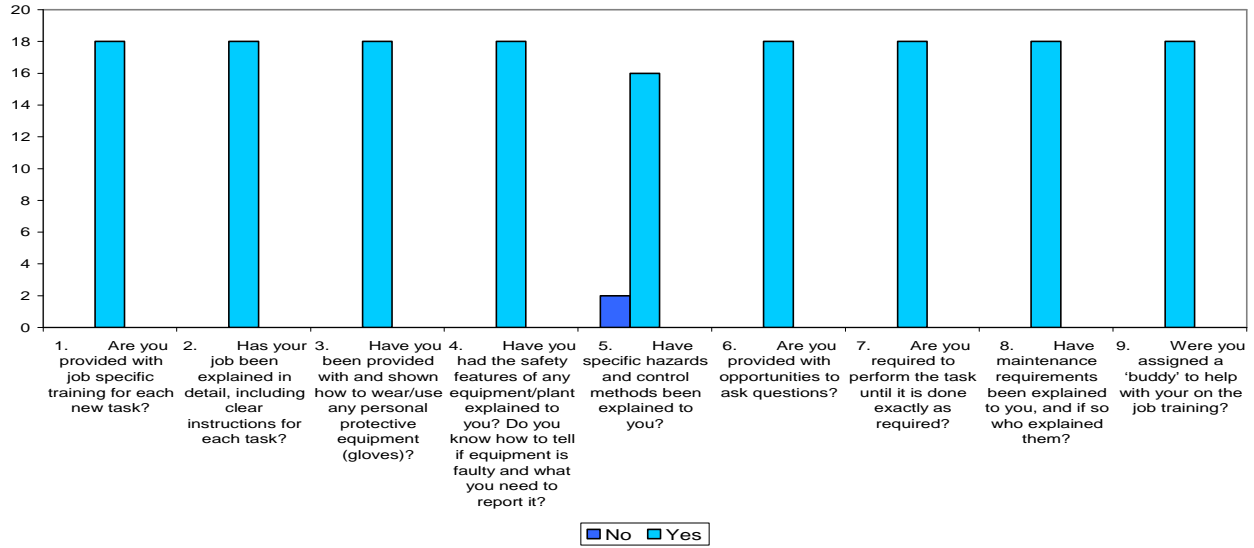
Induction Training



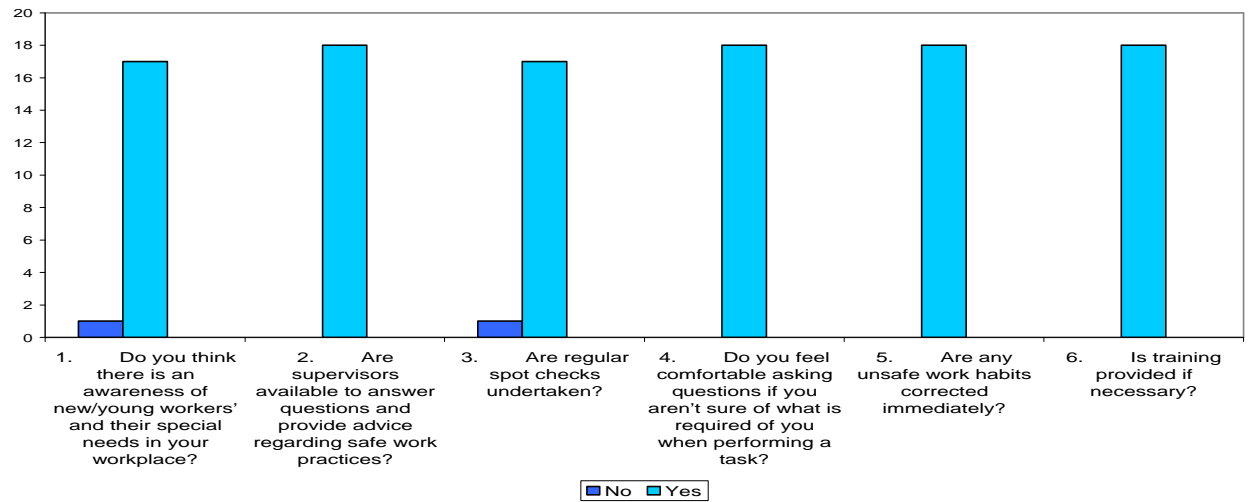
Consultation & Communication



On the Job Training

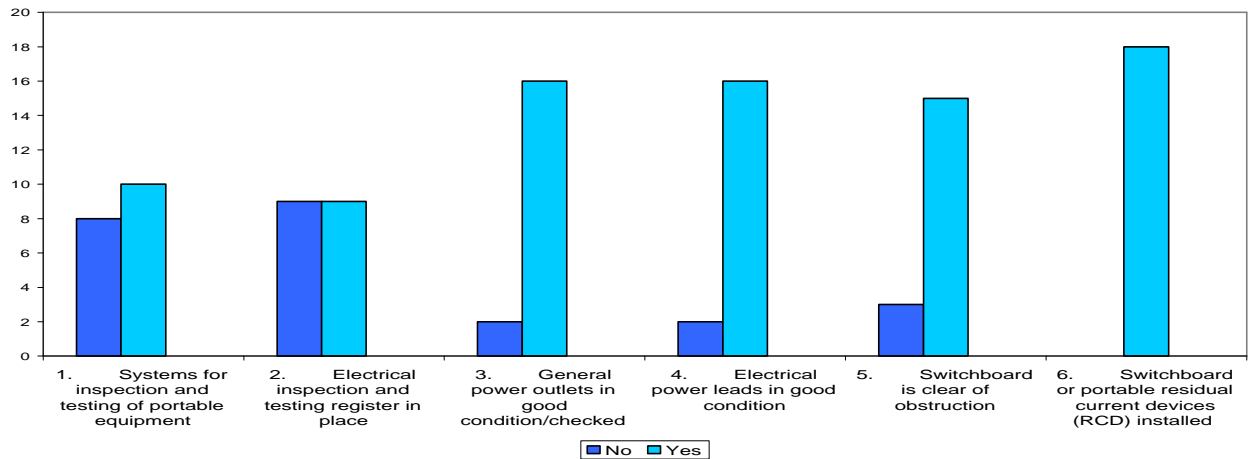


Supervision

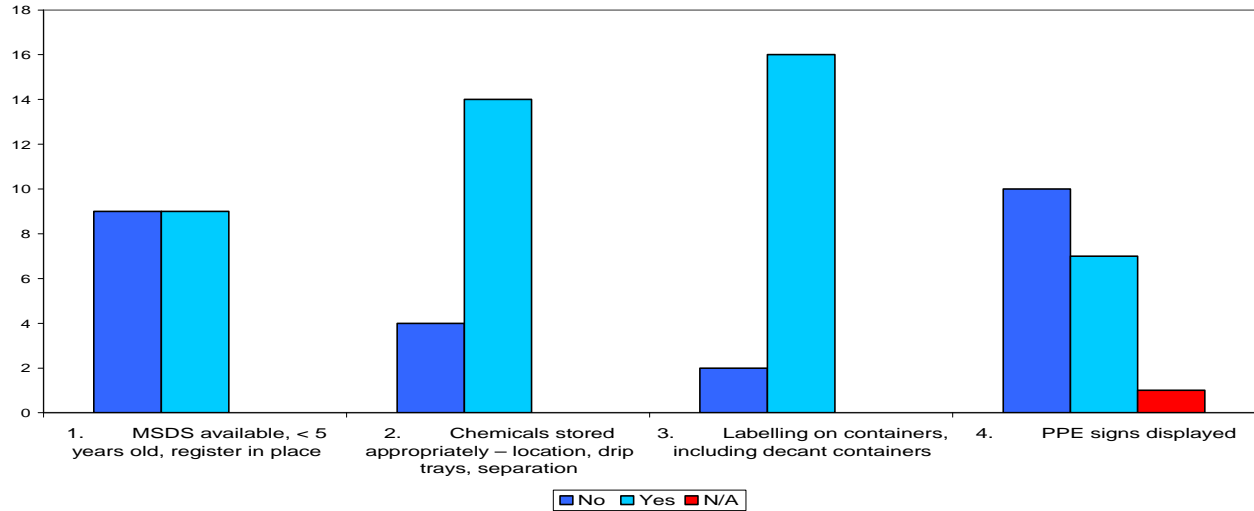


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA TASMANIA

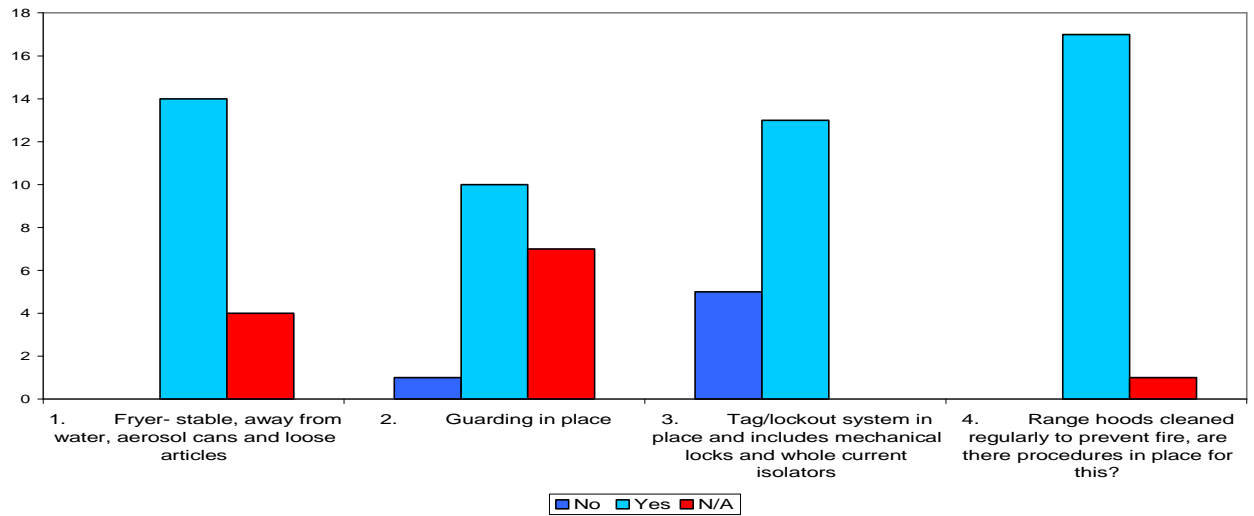
Electrical Safety



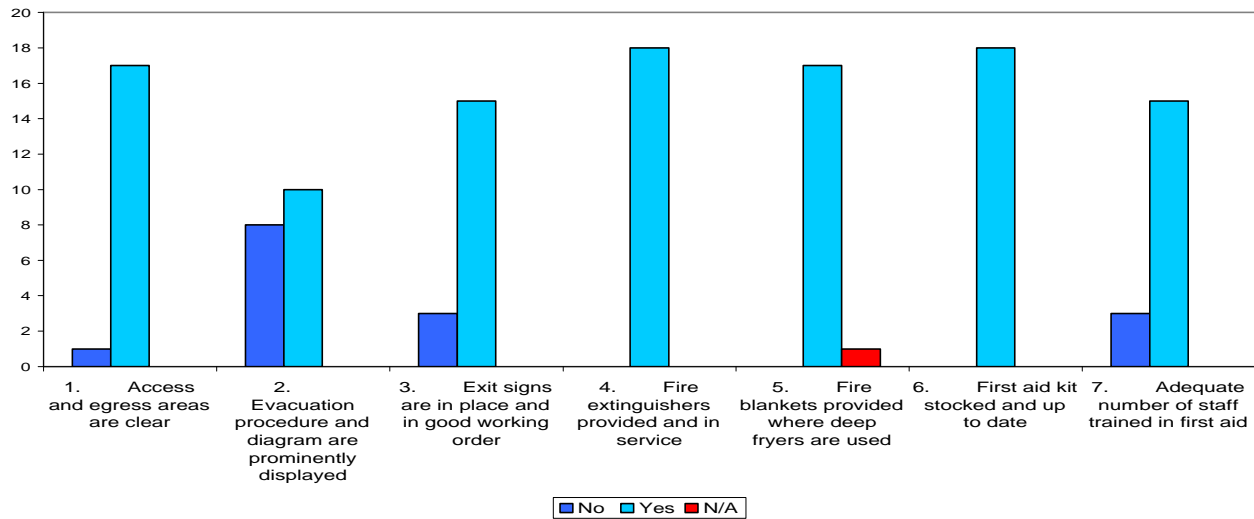
Chemical Safety



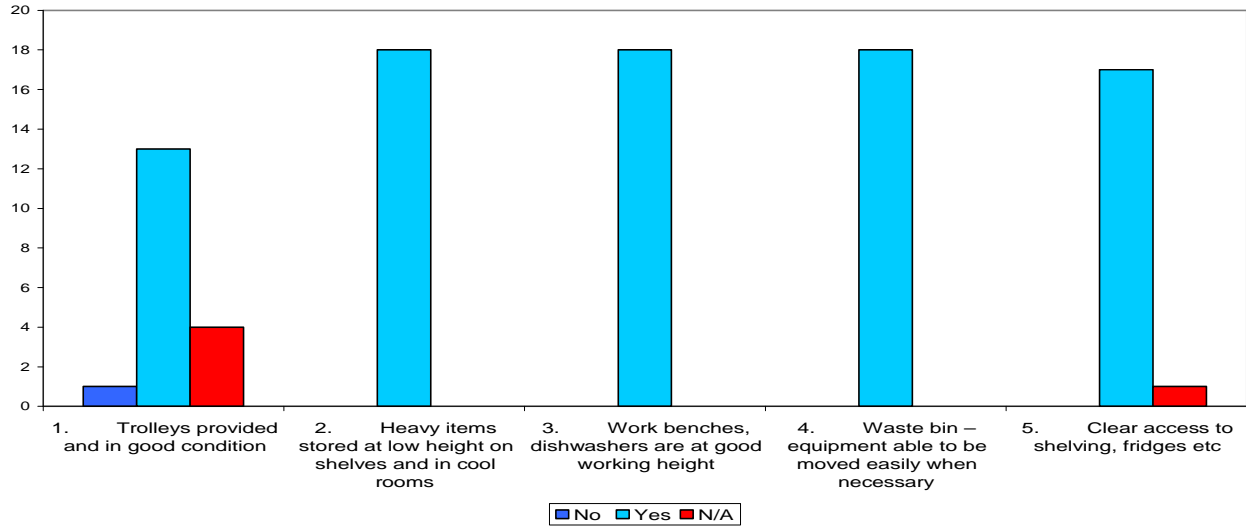
Plant Safety



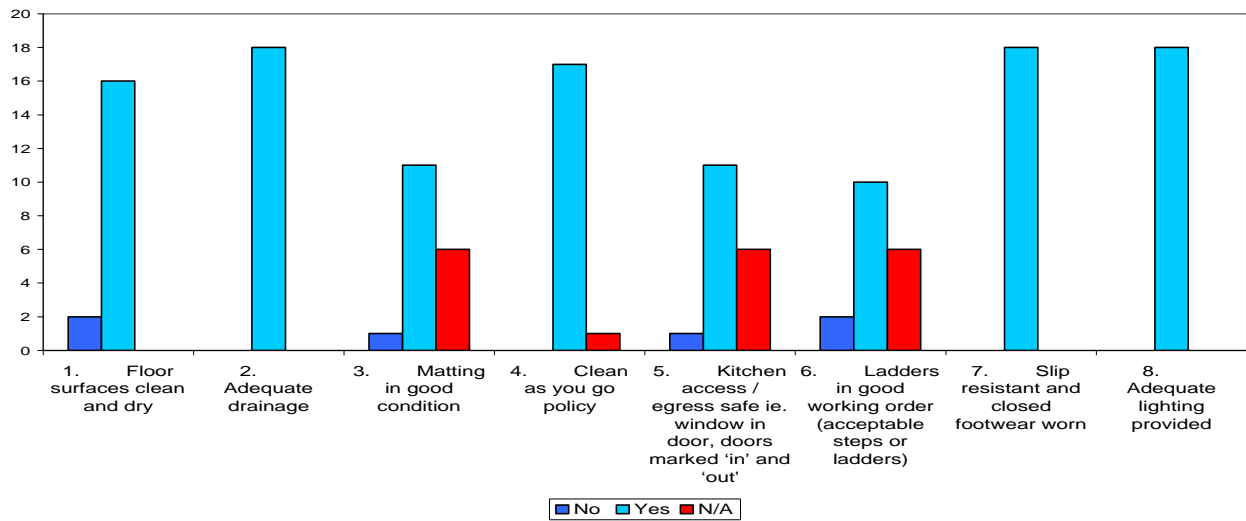
Emergency Procedures



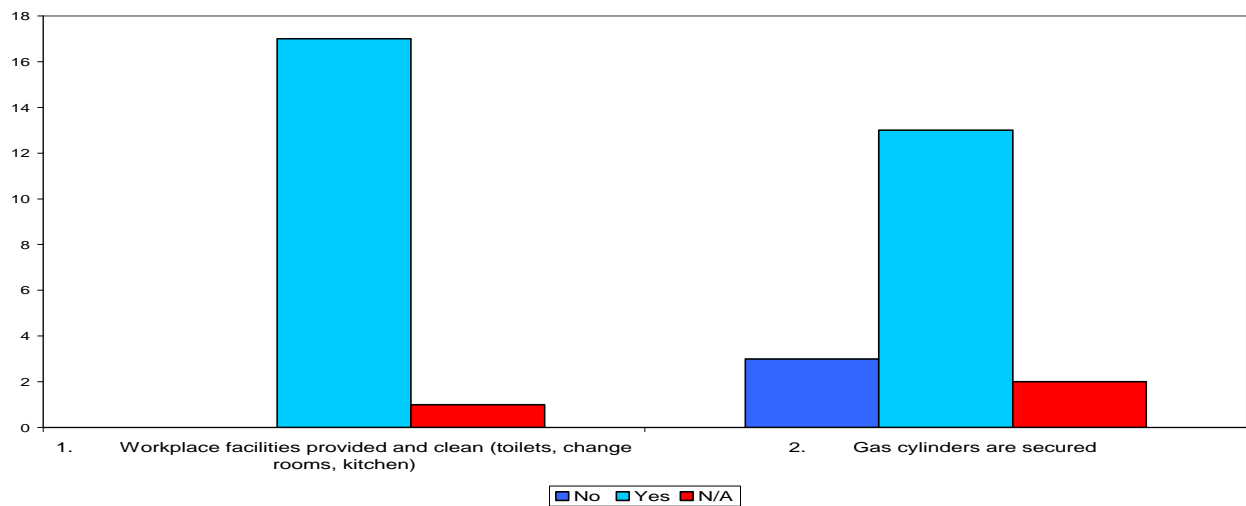
Manual Handling



Slips, Trips and Falls

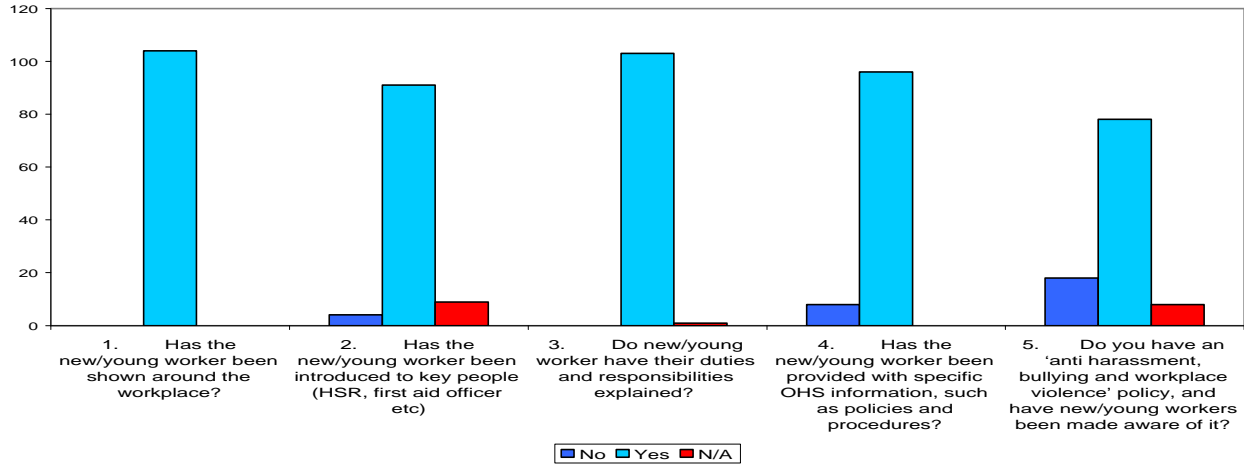


Other

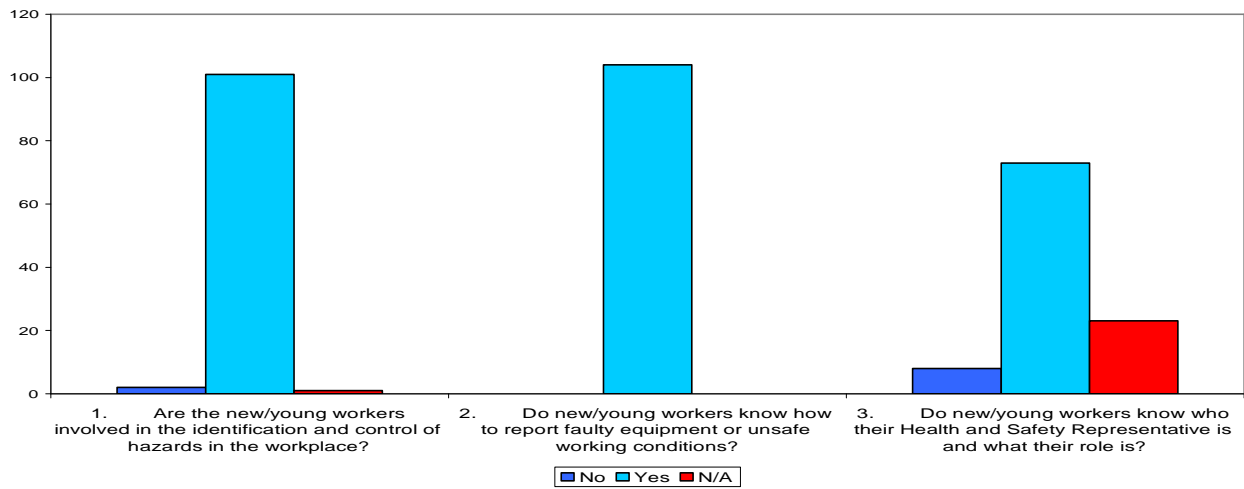


NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA NSW

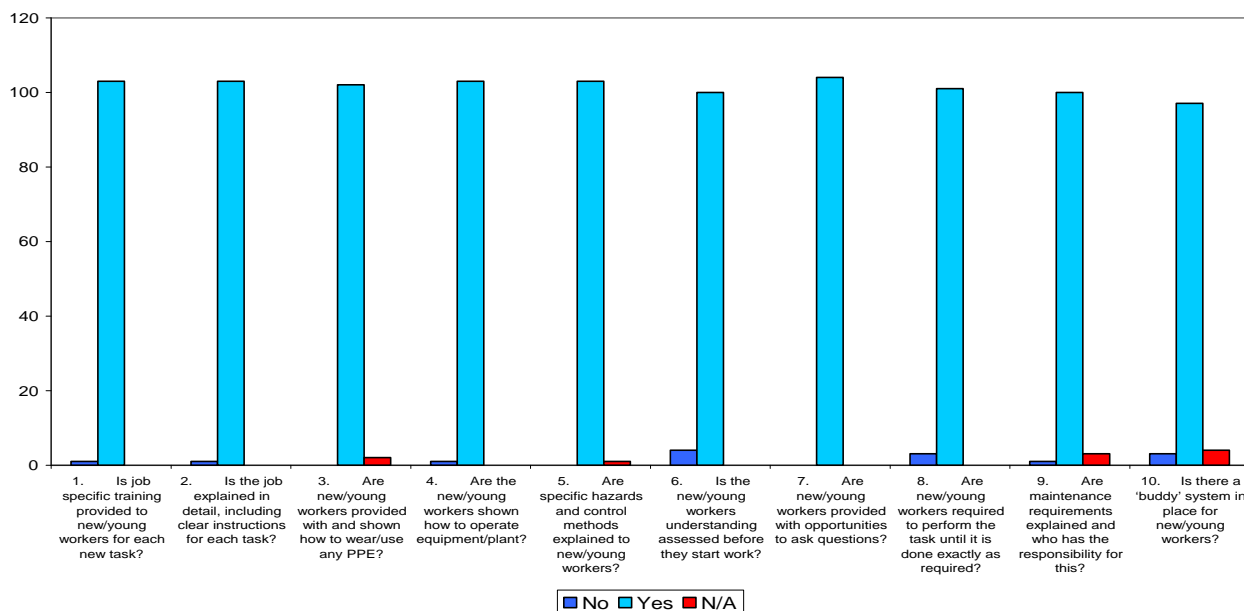
Induction Training



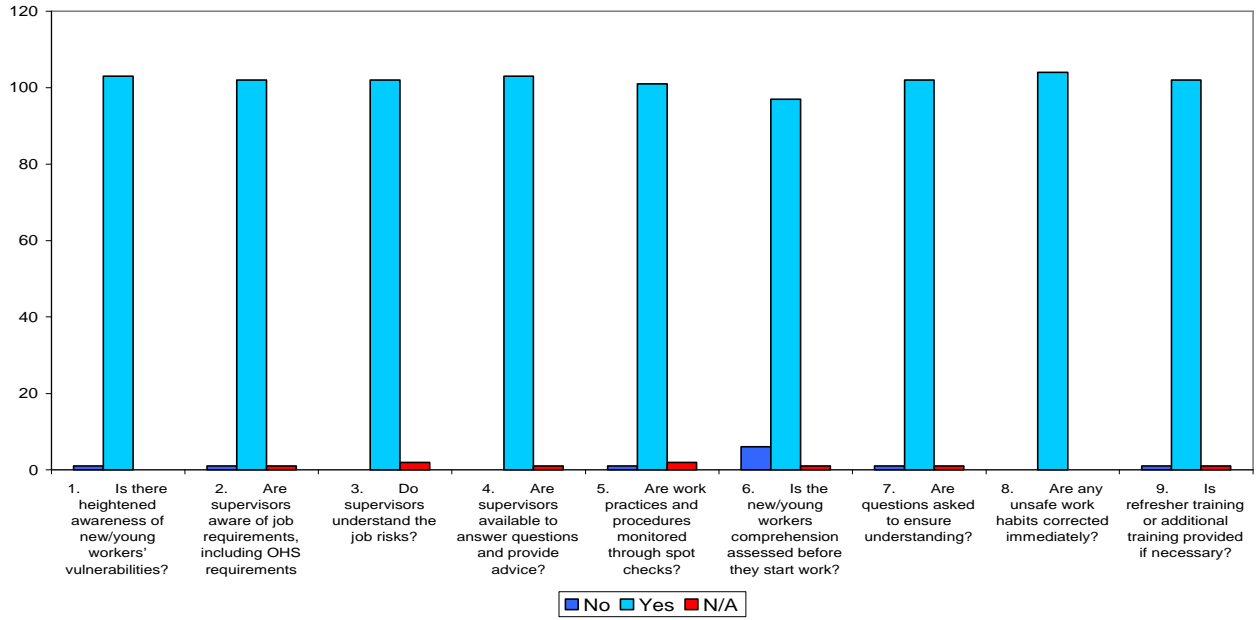
Consultation & Communication



On the Job Training

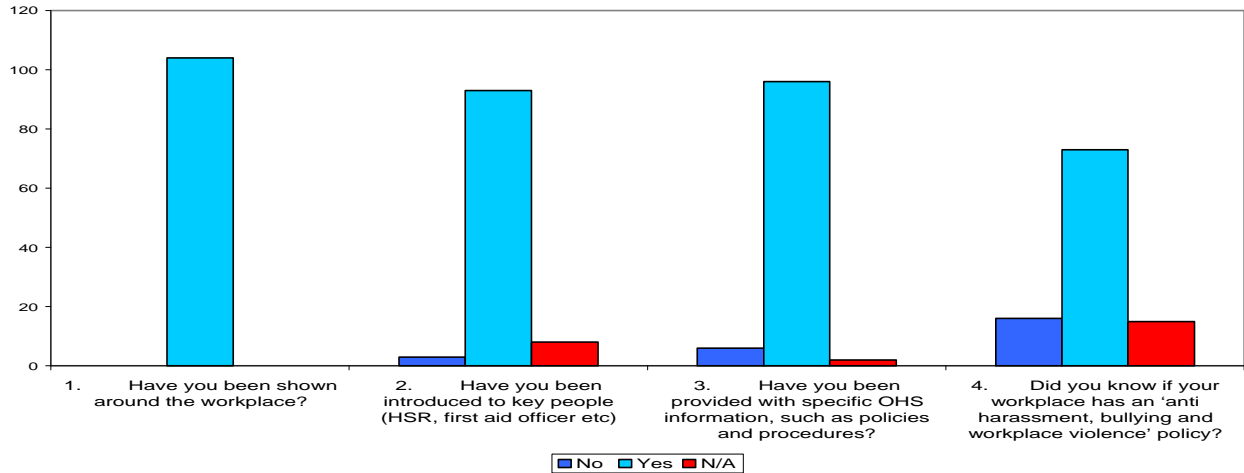


Supervision

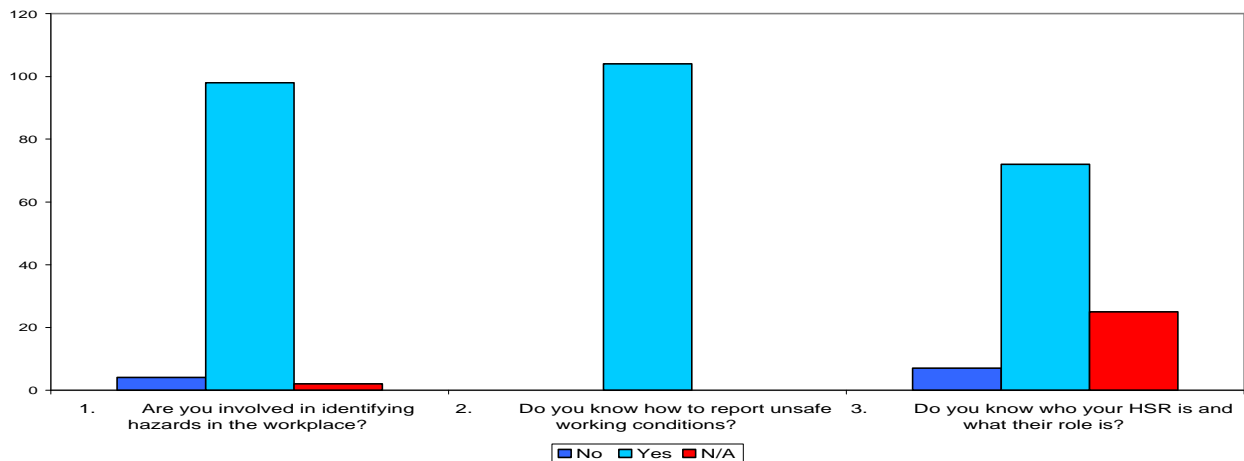


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA NSW

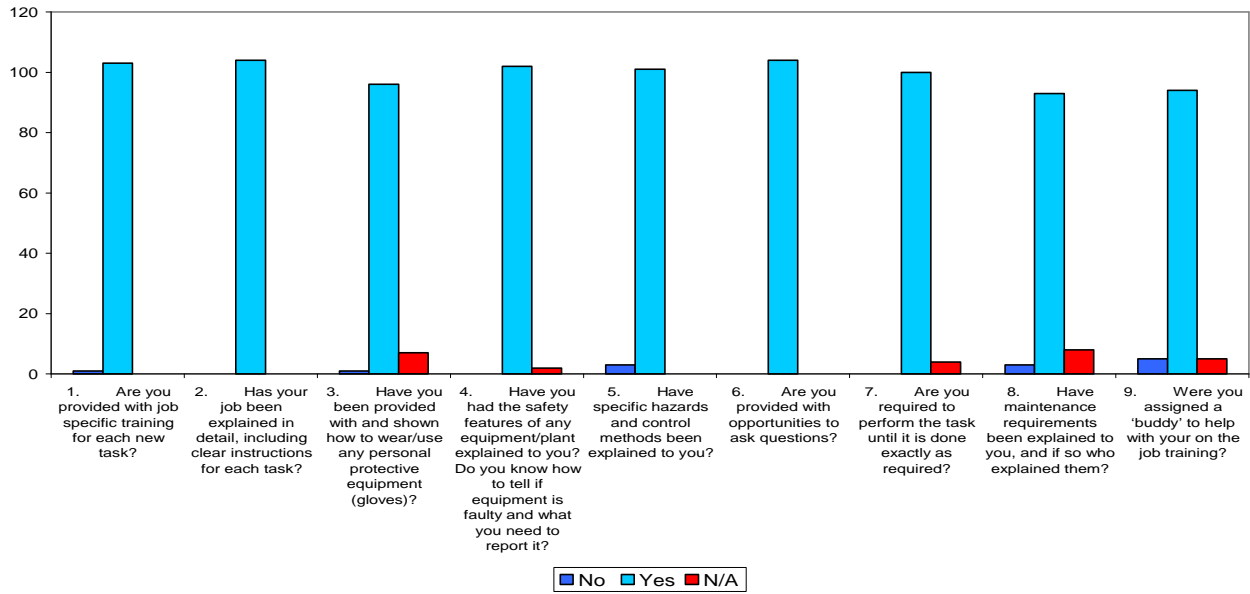
Induction Training



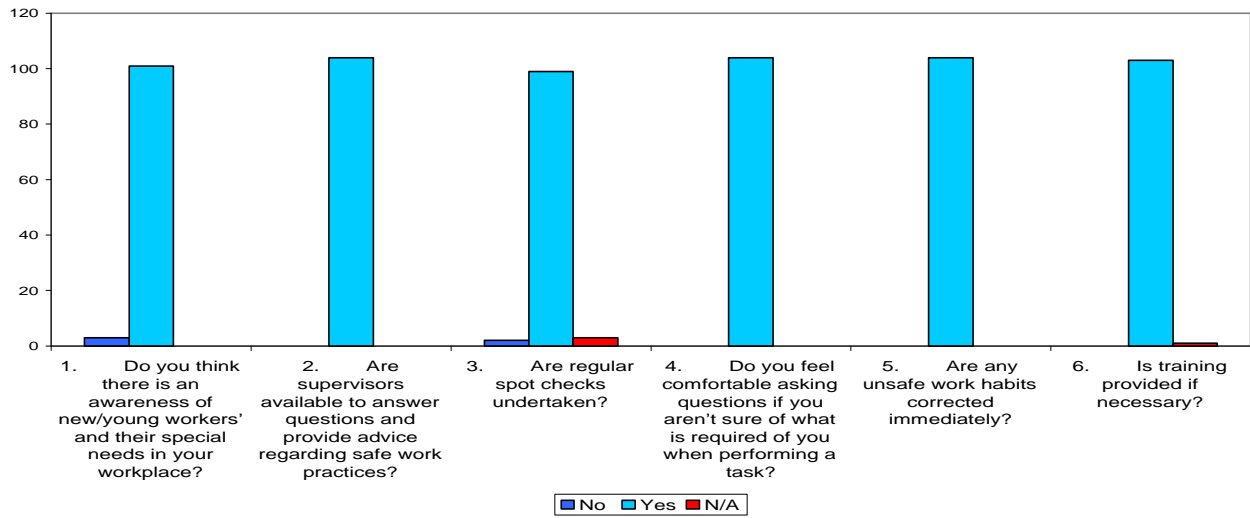
Consultation & Communication



On the Job Training

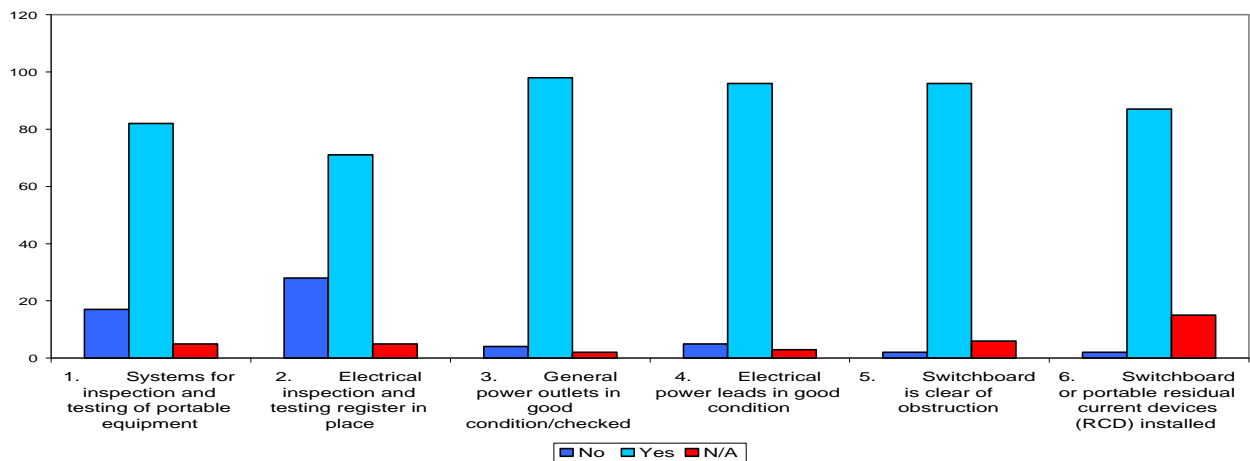


Supervision

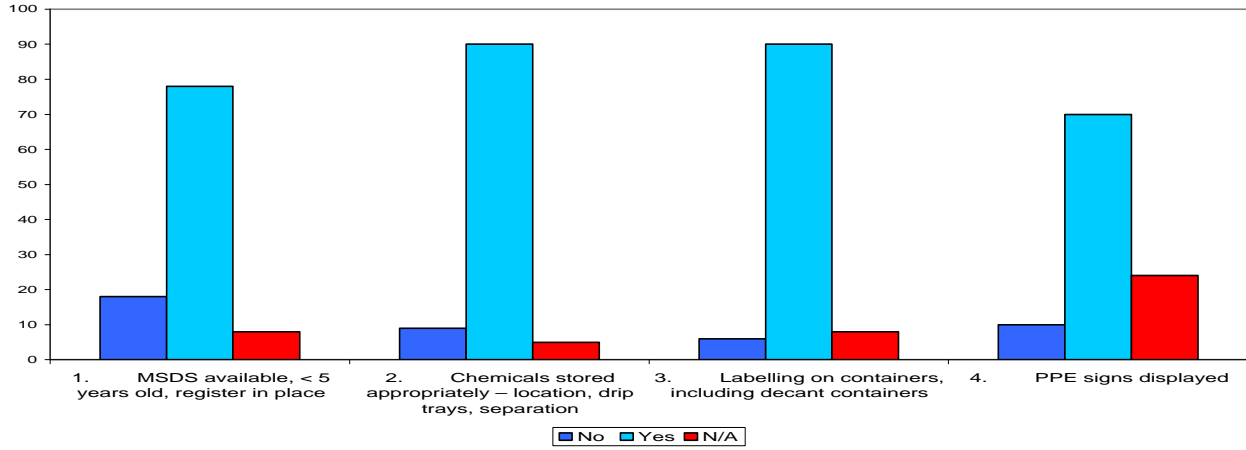


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA NSW

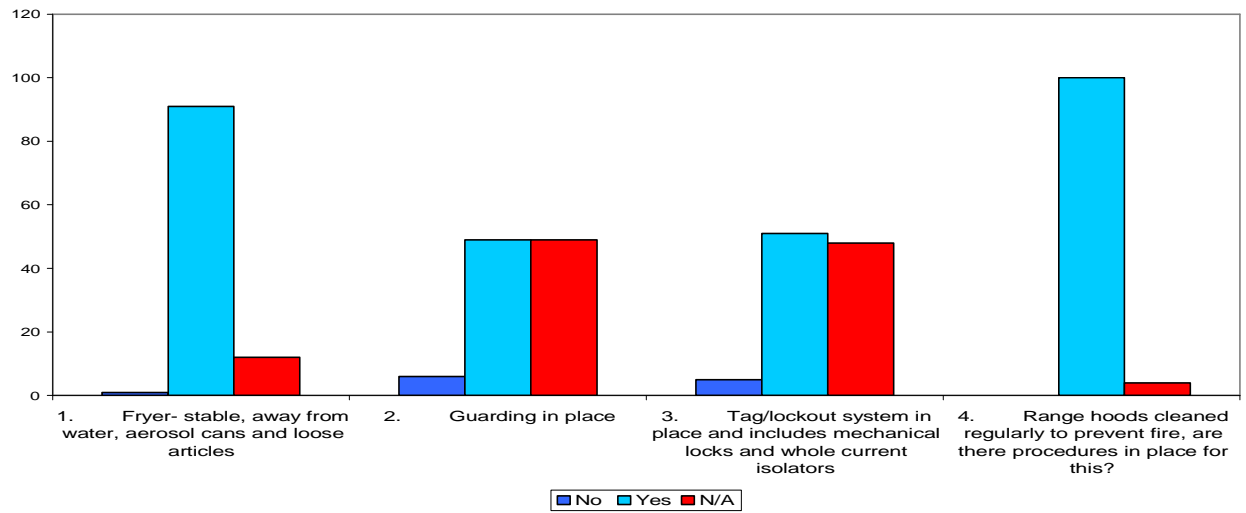
Electrical Safety



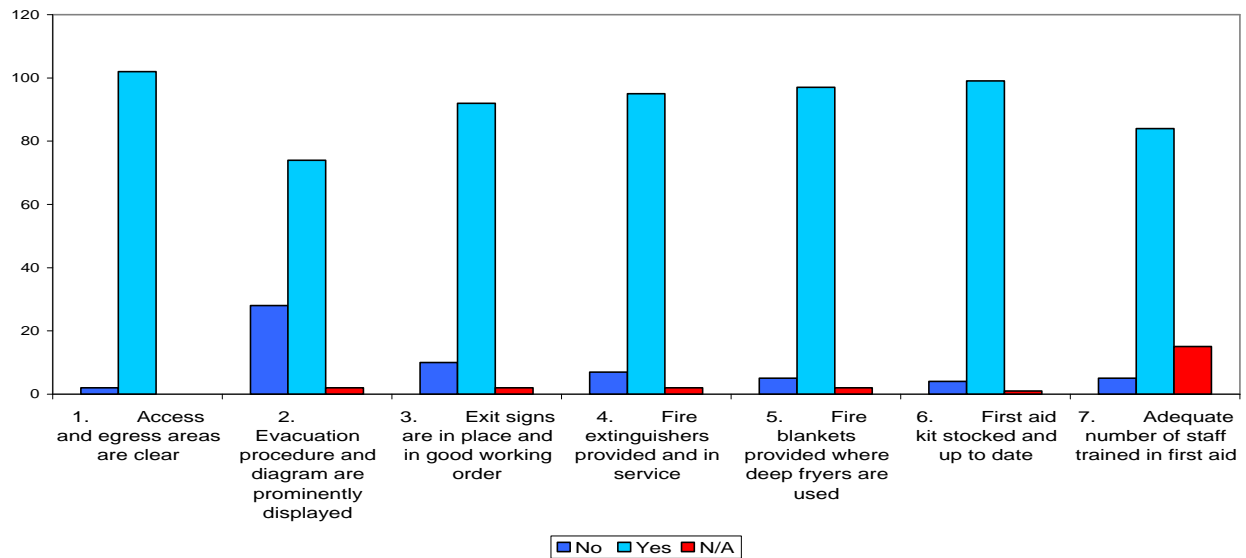
Chemical Safety



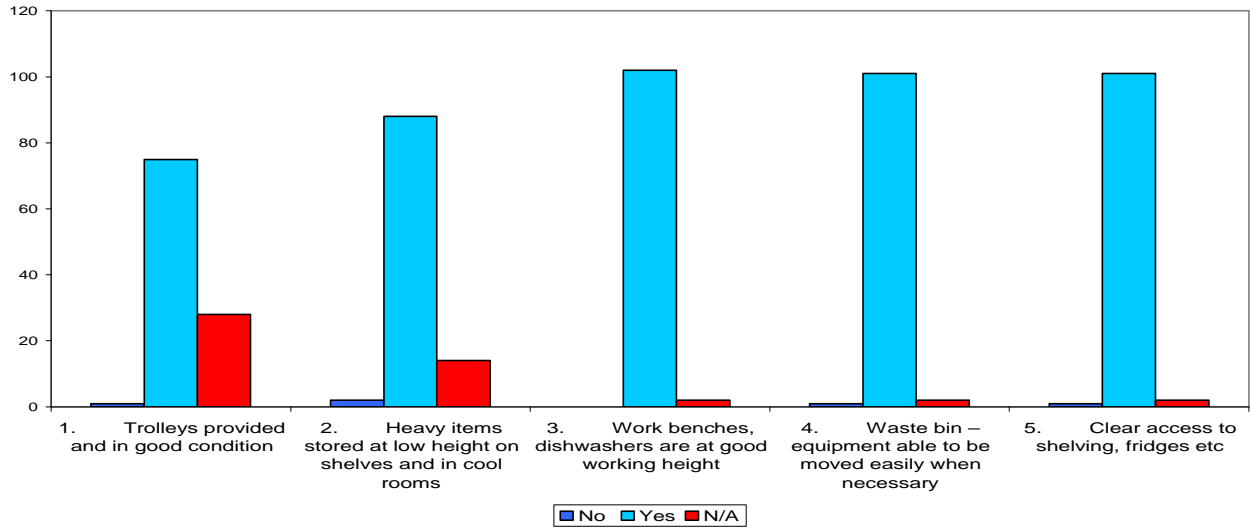
Plant Safety



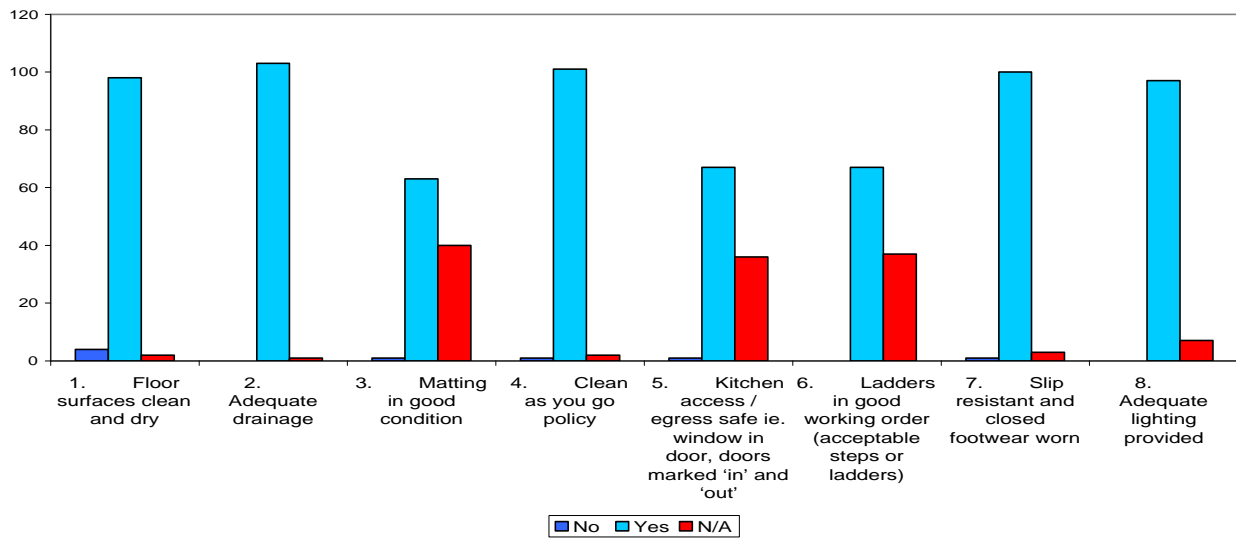
Emergency Procedures



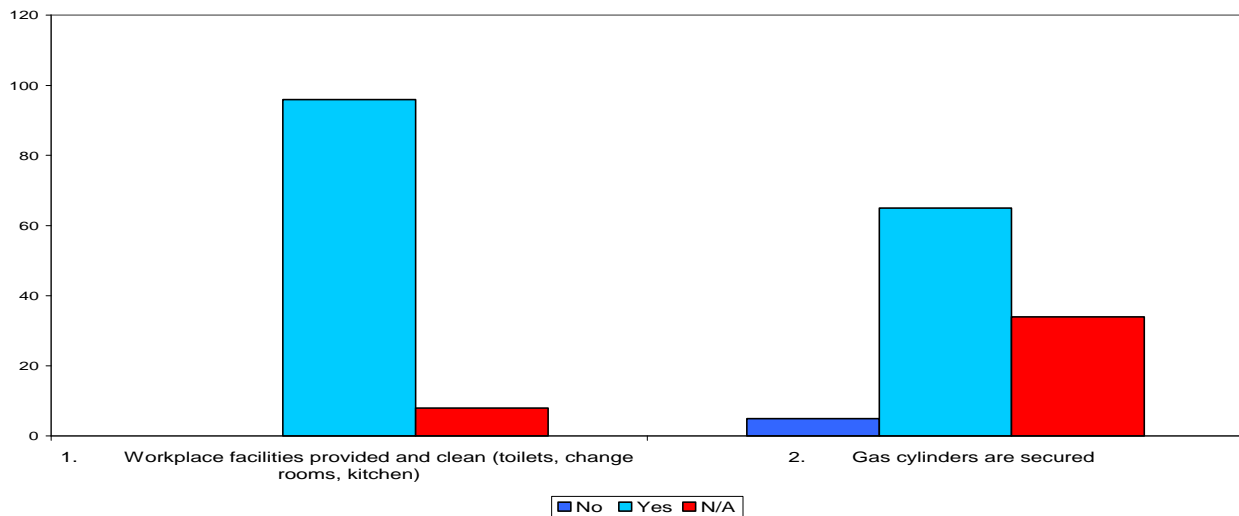
Manual Handling



Slips, Trips and Falls

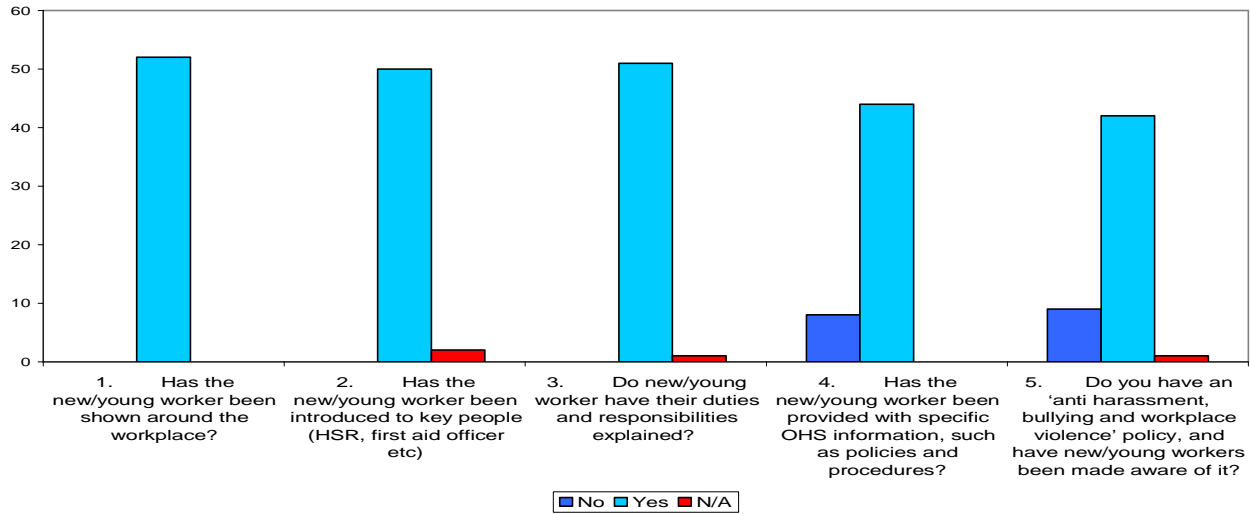


Other

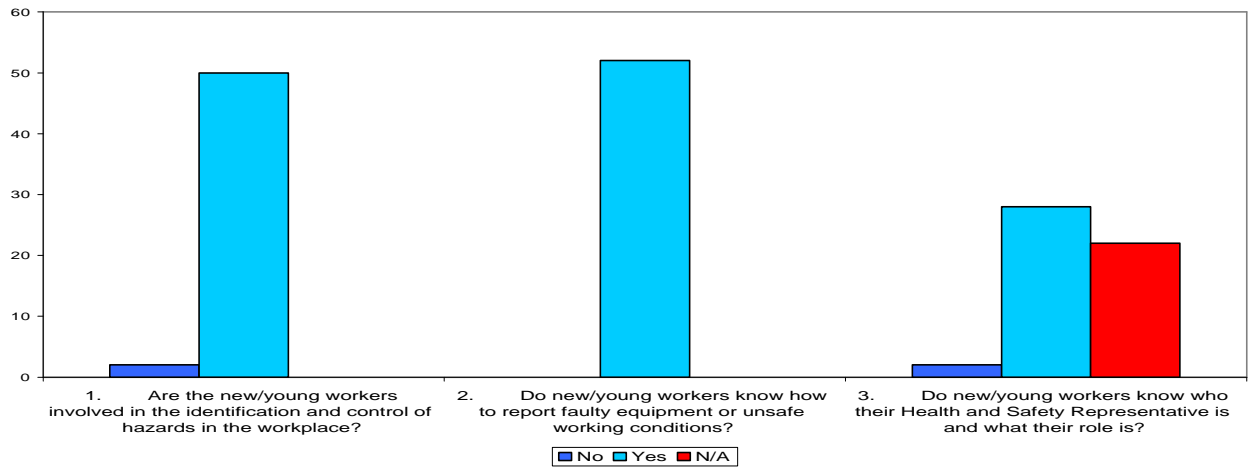


NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA QUEENSLAND

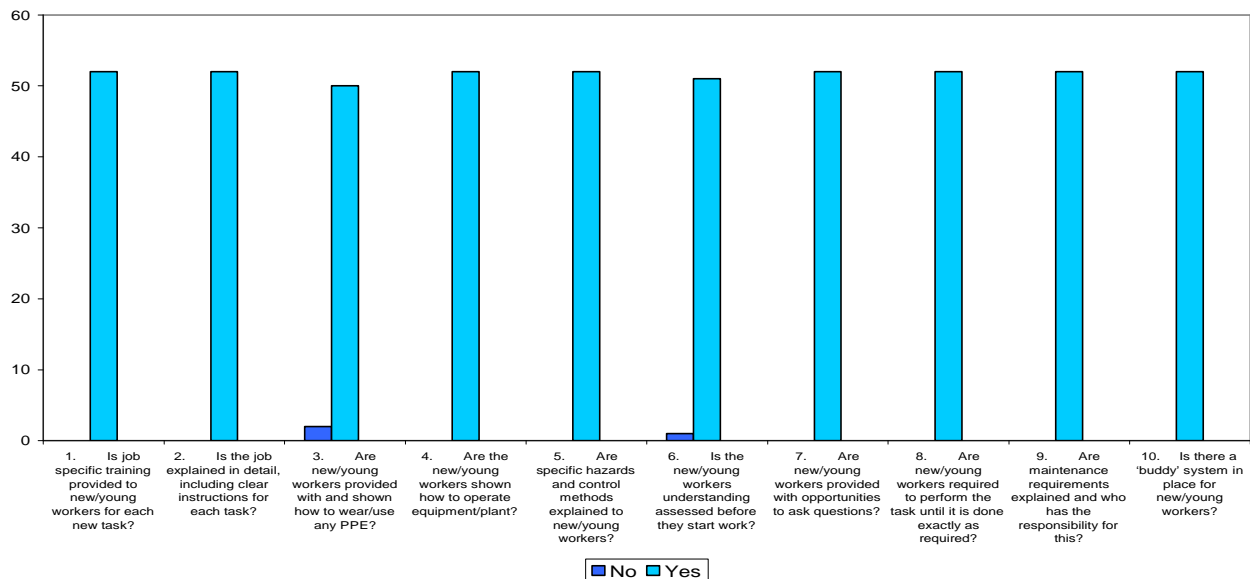
Induction Training



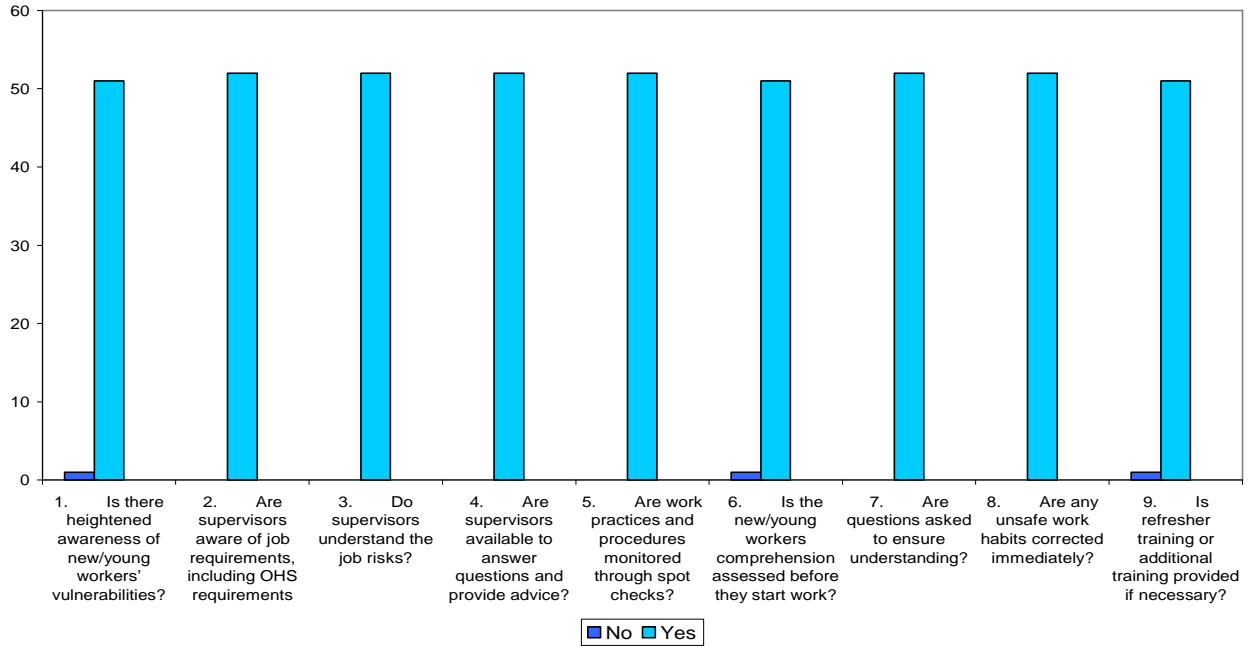
Consultation & Communication



On the Job Training

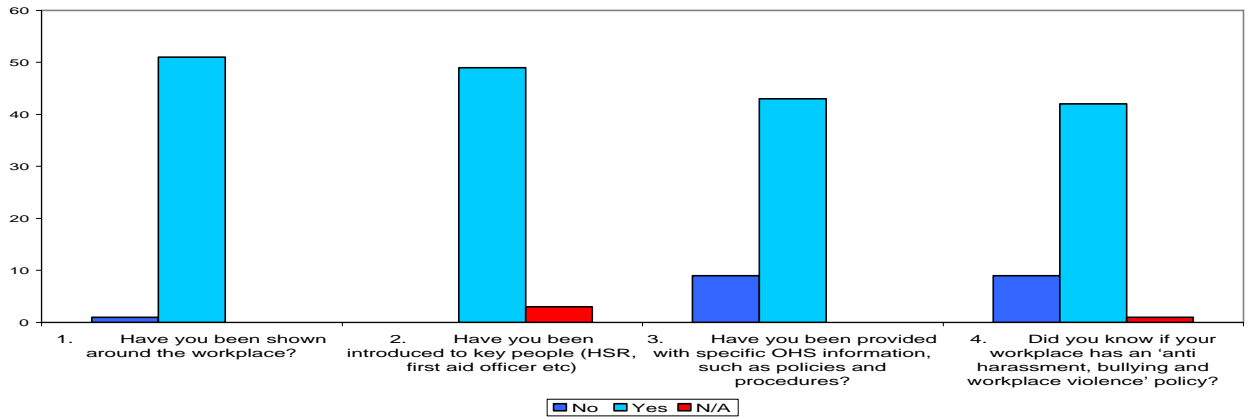


Supervision

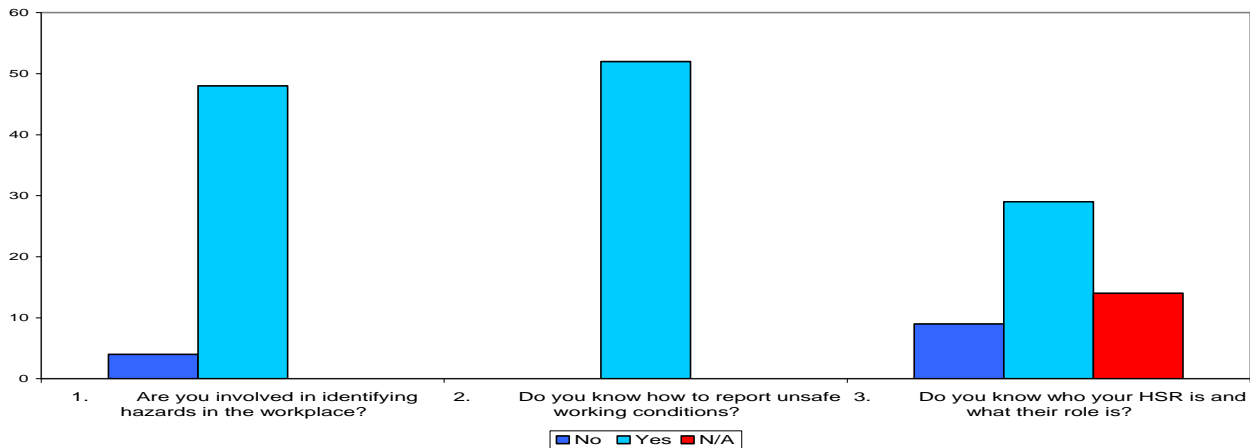


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA QUEENSLAND

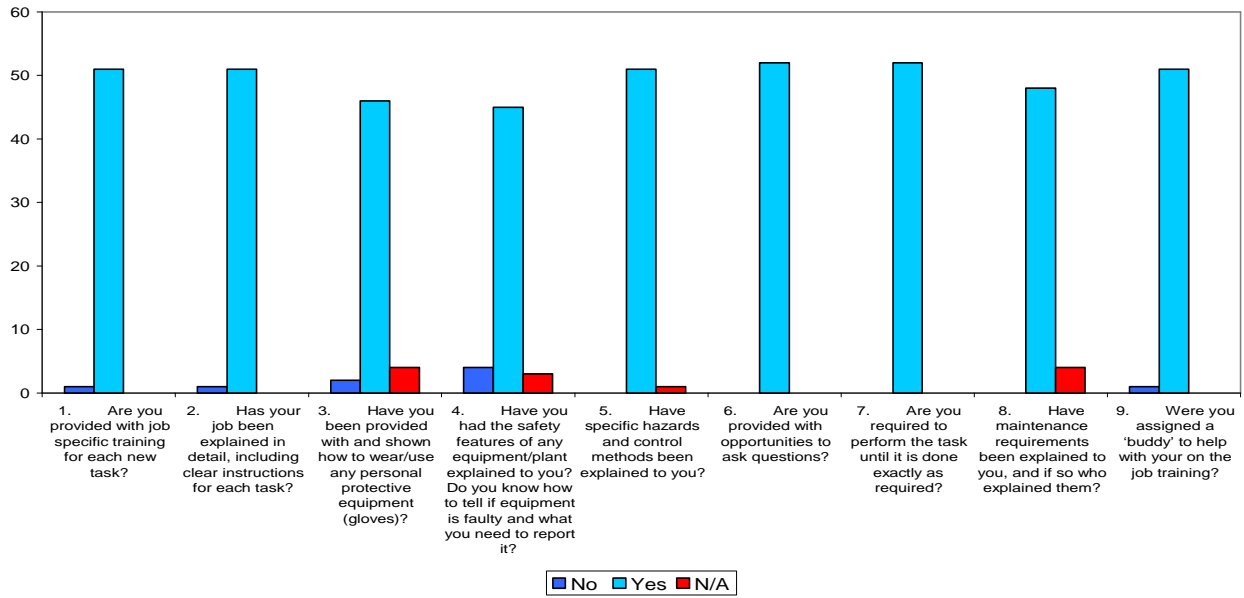
Induction Training



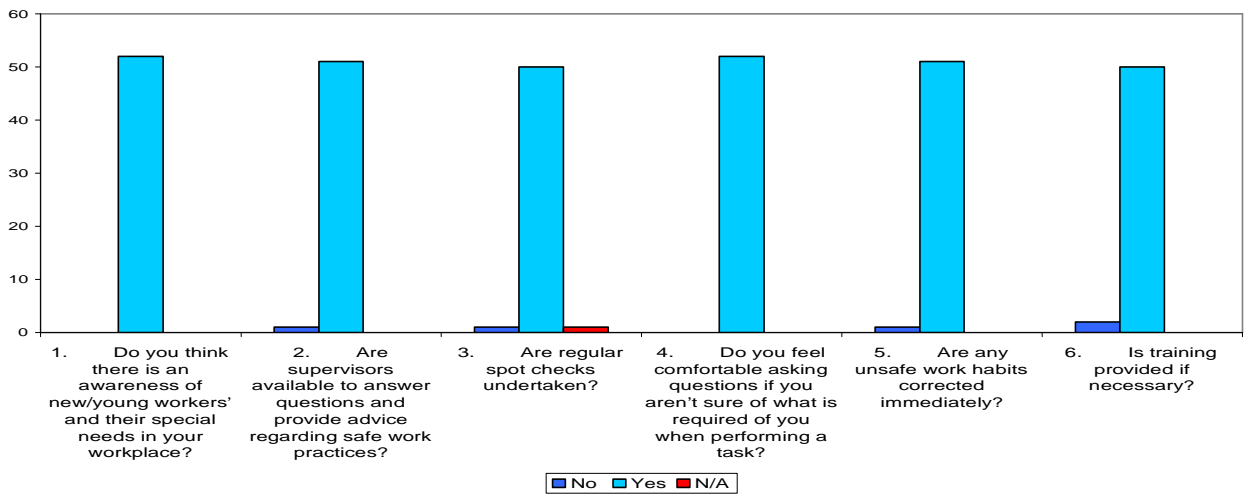
Consultation & Communication



On the Job Training

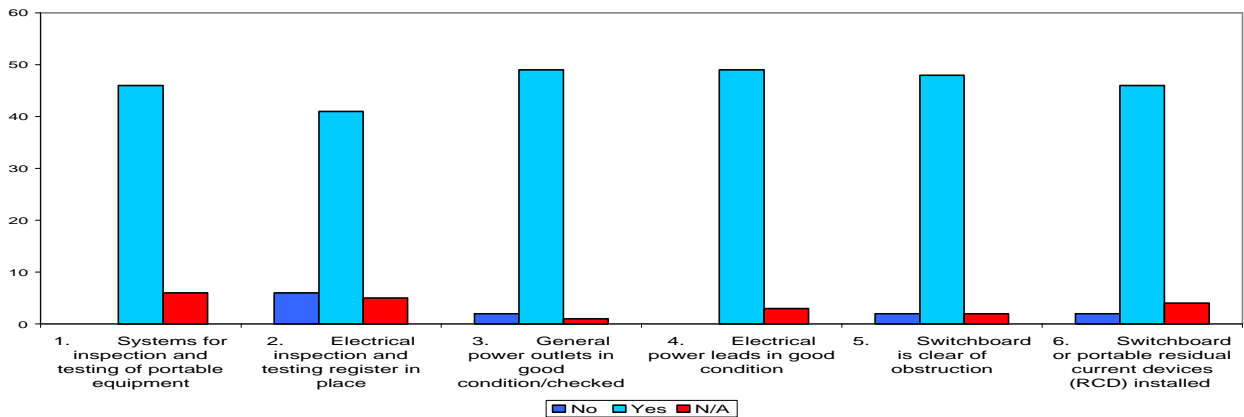


Supervision

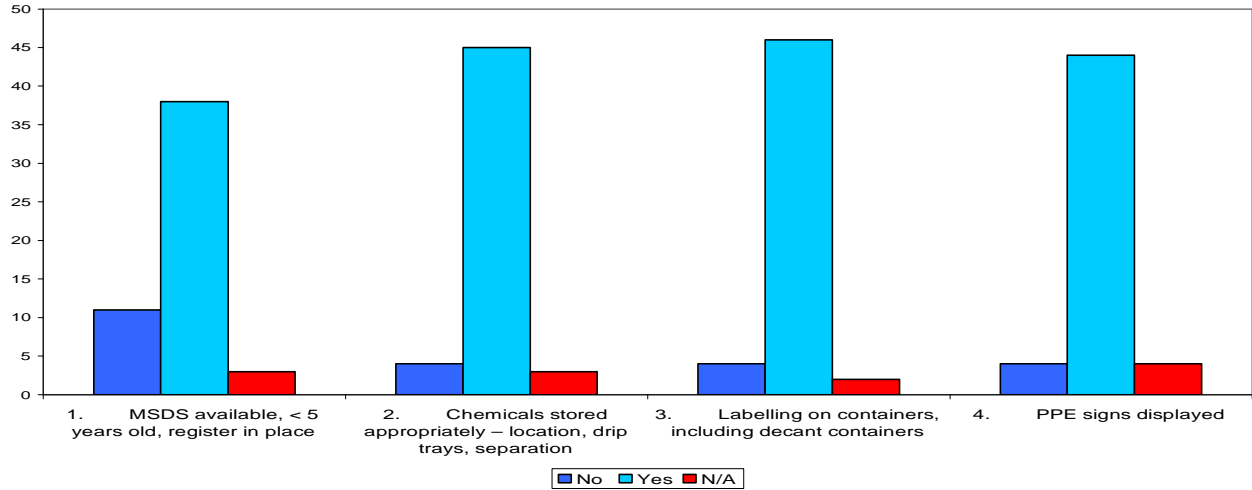


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA QUEENSLAND

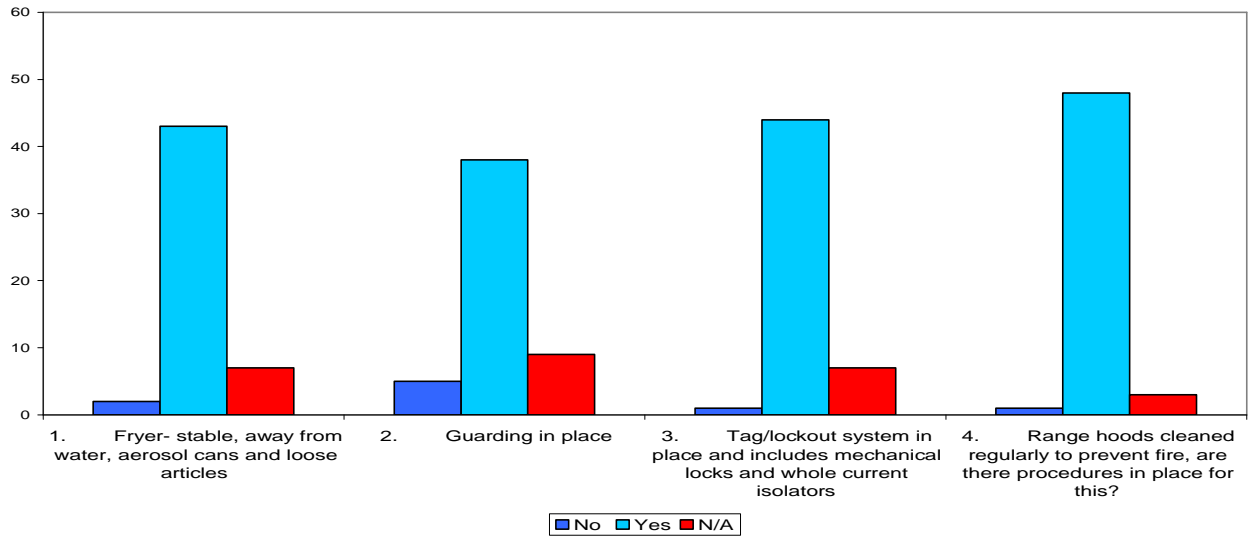
Electrical Safety



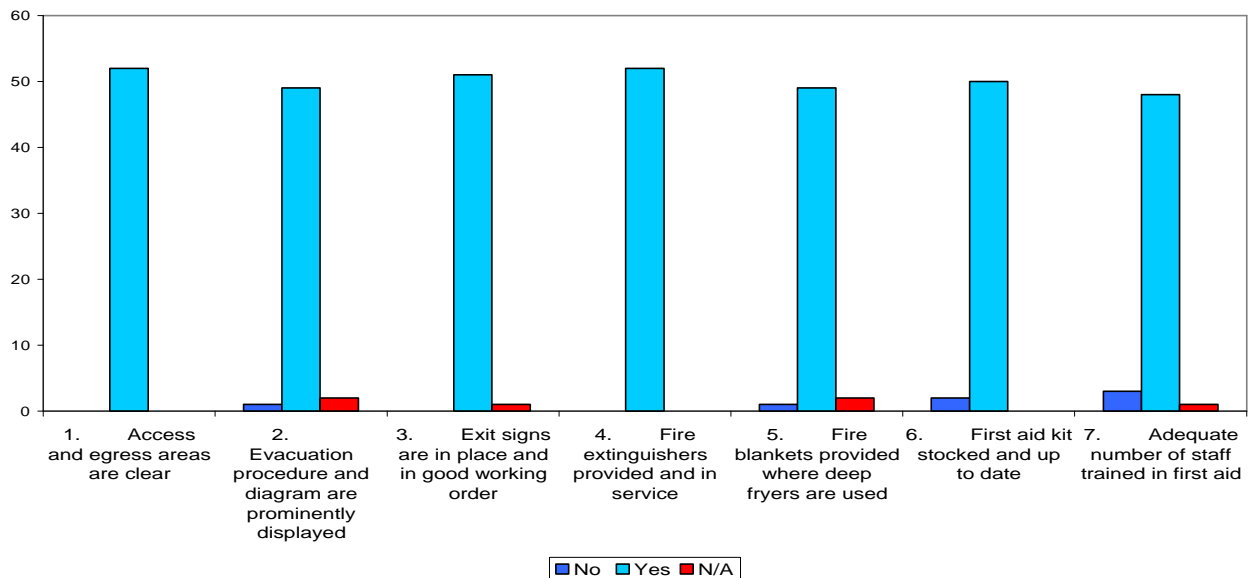
Chemical Safety



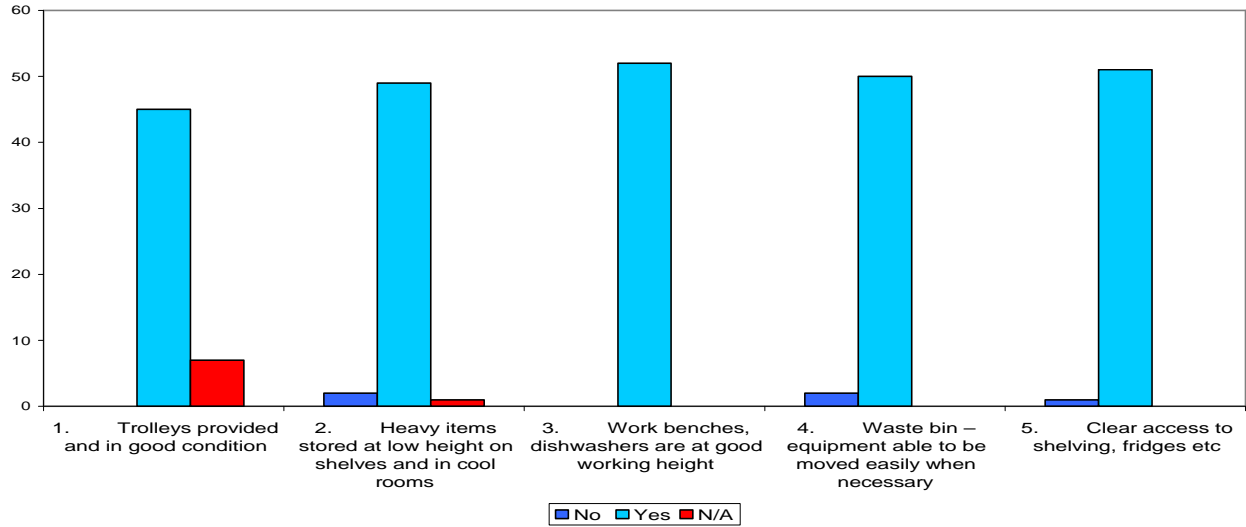
Plant Safety



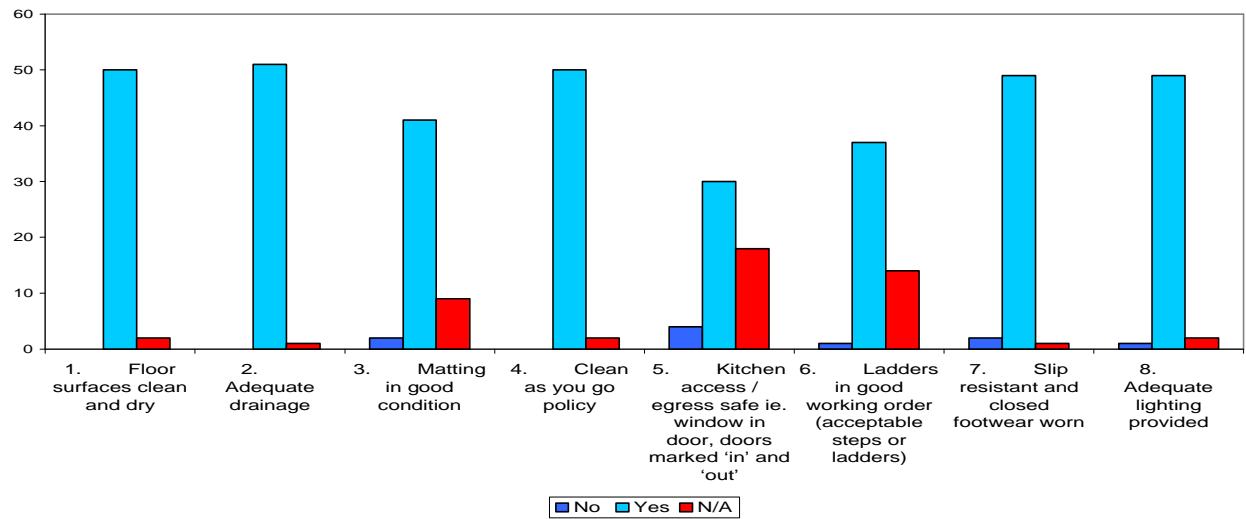
Emergency Procedures



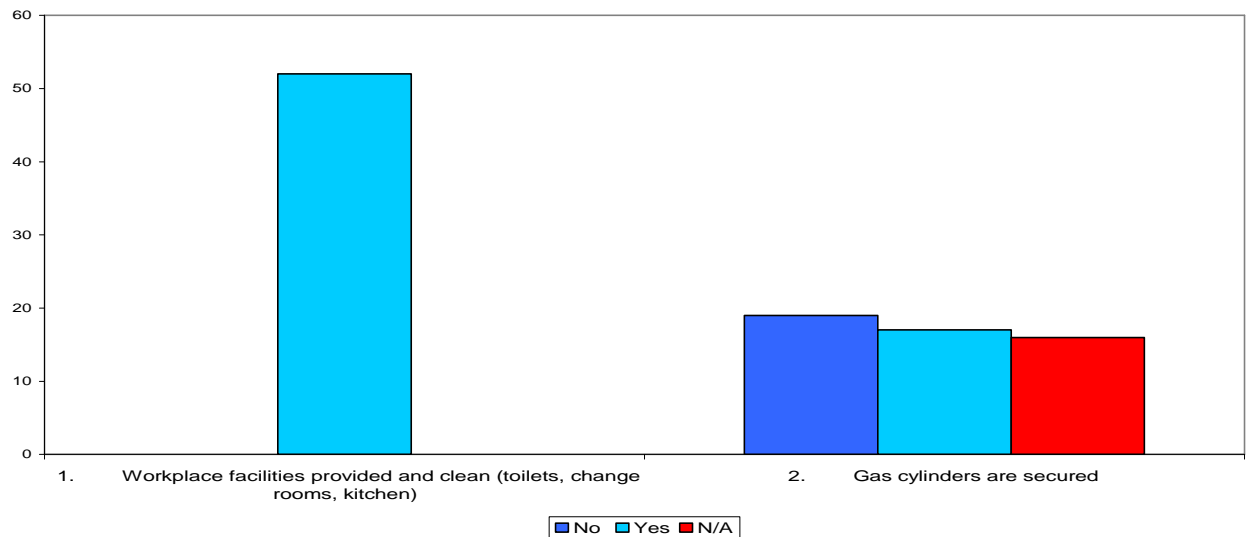
Manual Handling



Slips, Trips and Falls

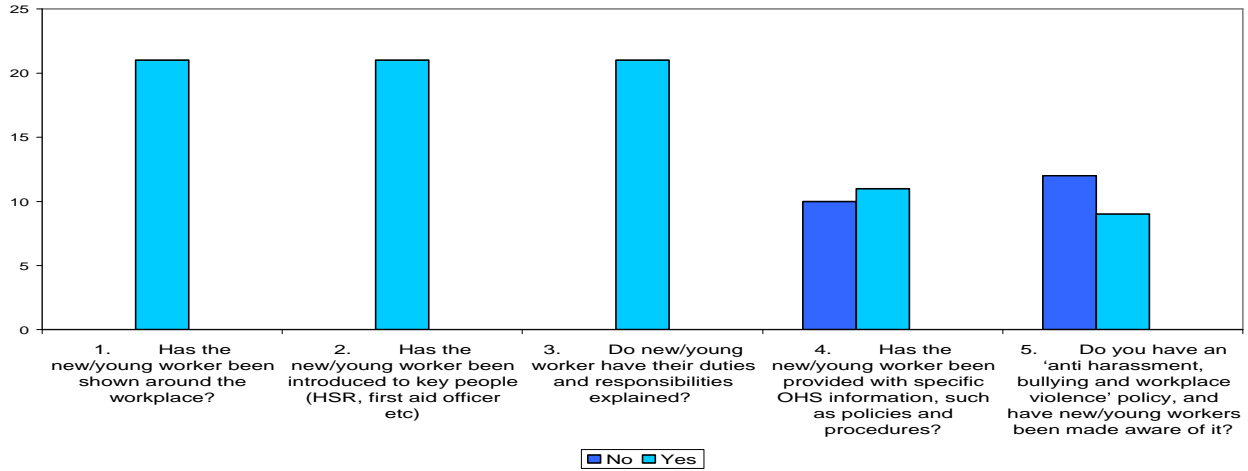


Other

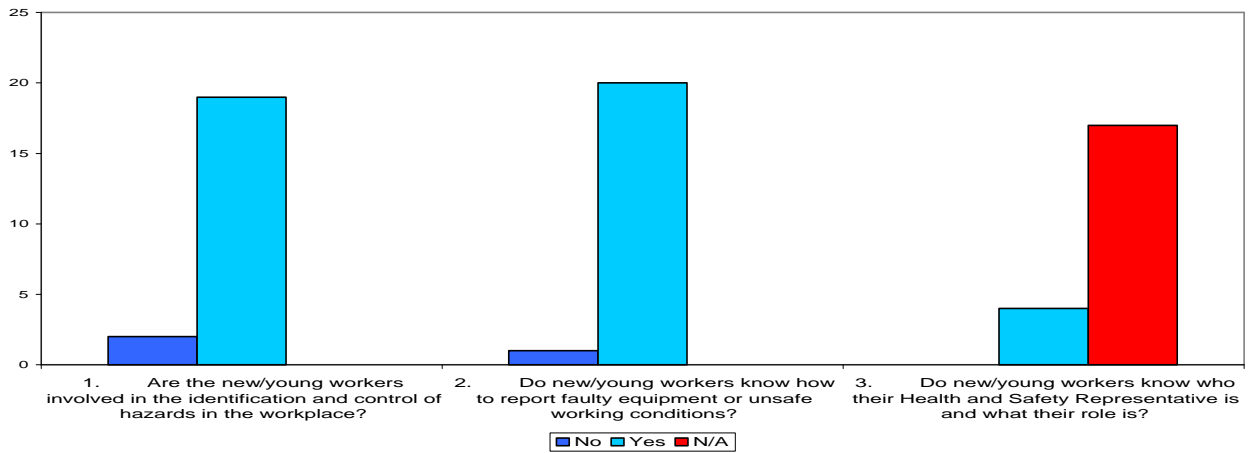


NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA SA

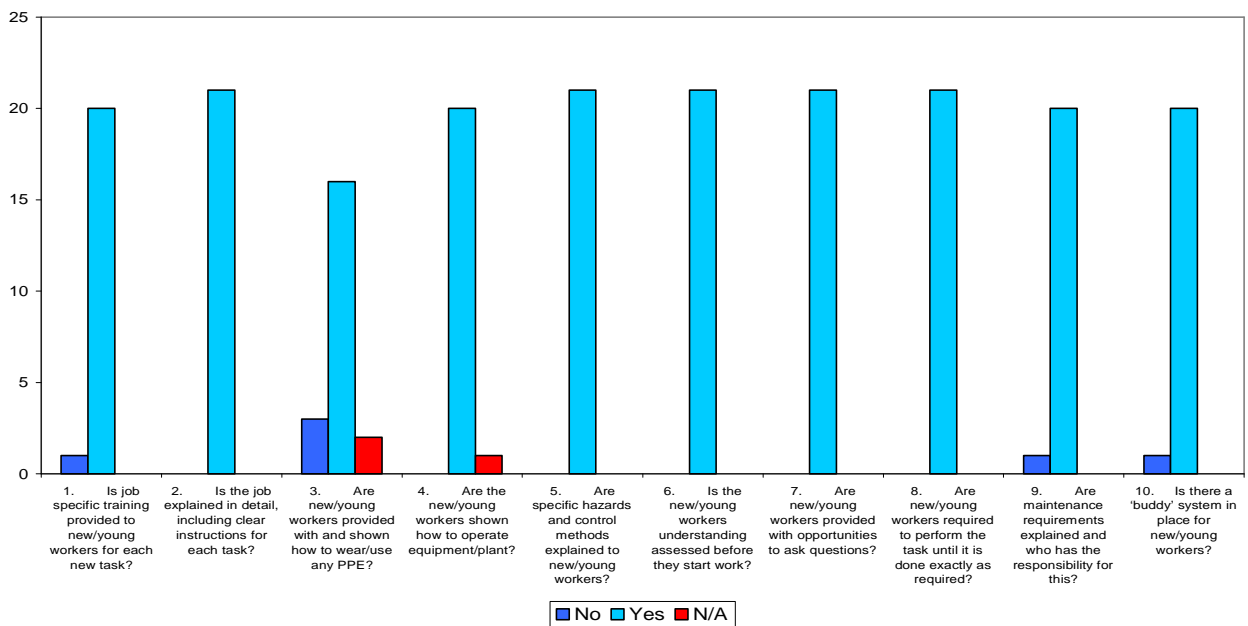
Induction Training



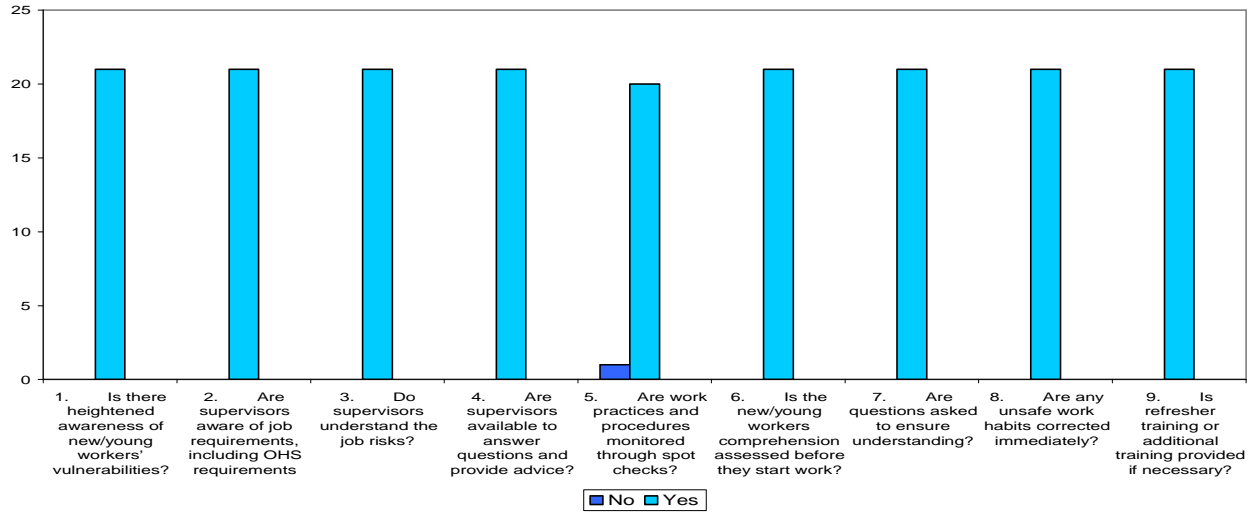
Consultation & Communication



On the Job Training

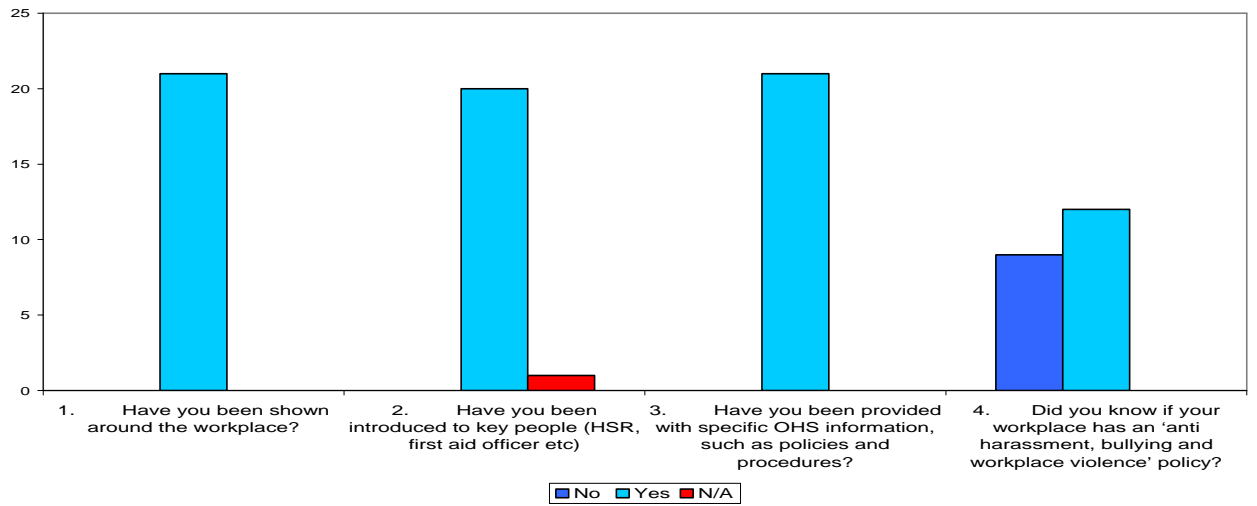


Supervision

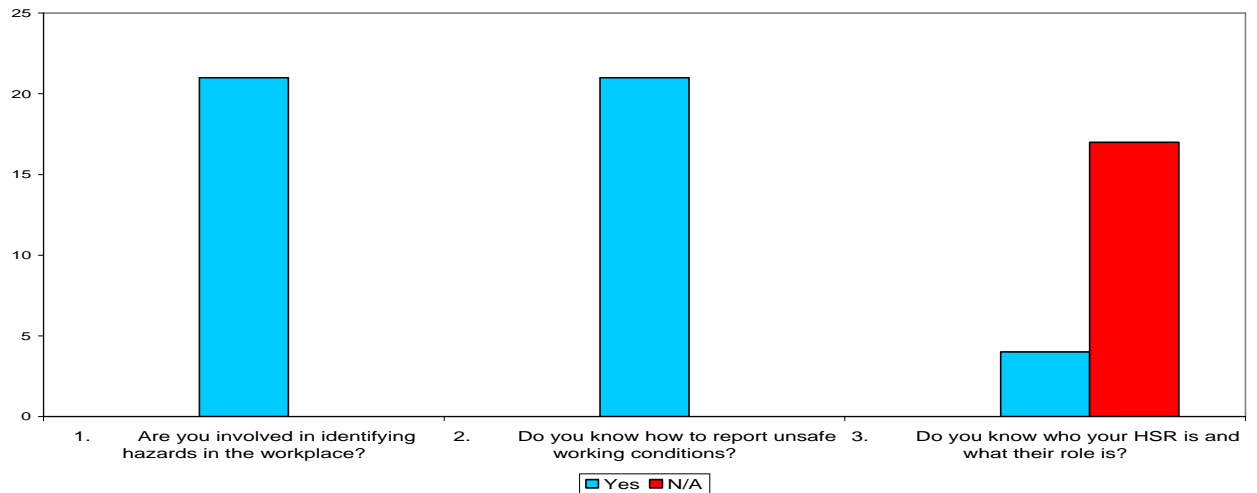


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA SA

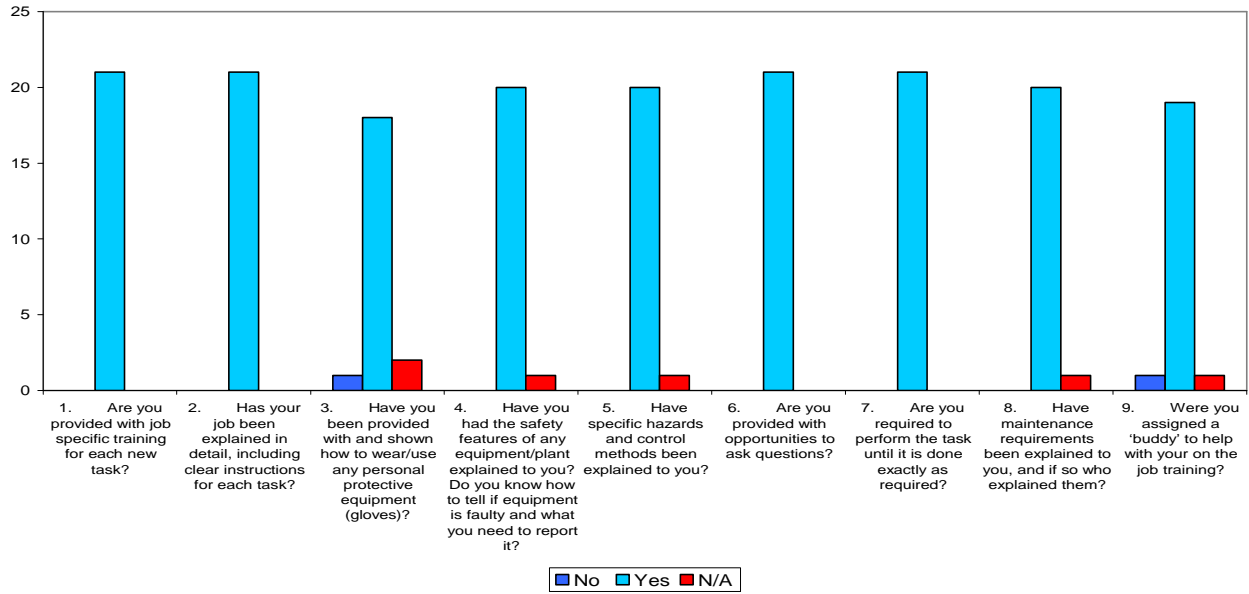
Induction Training



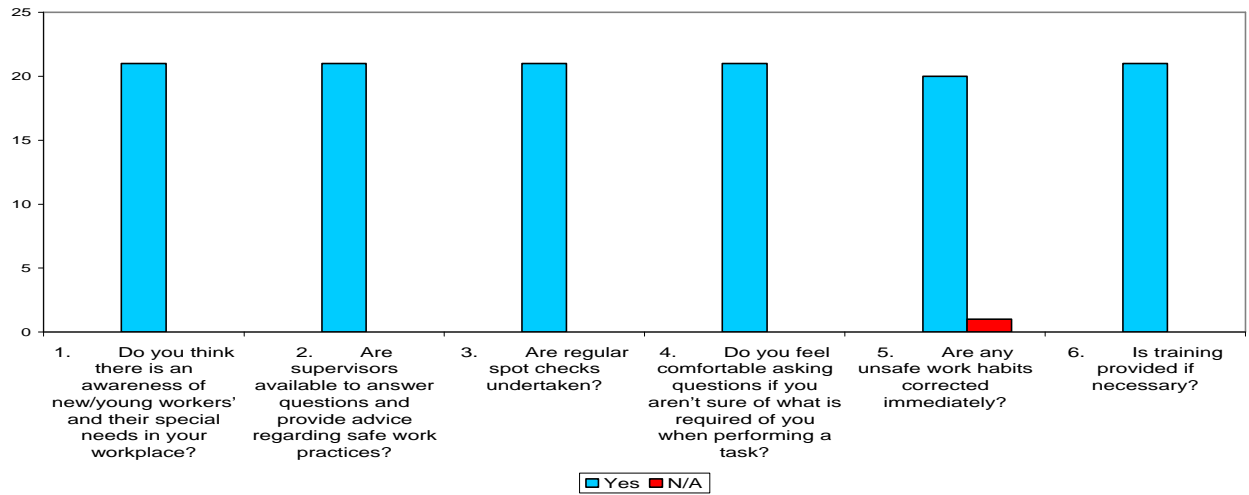
Consultation & Communication



On the Job Training

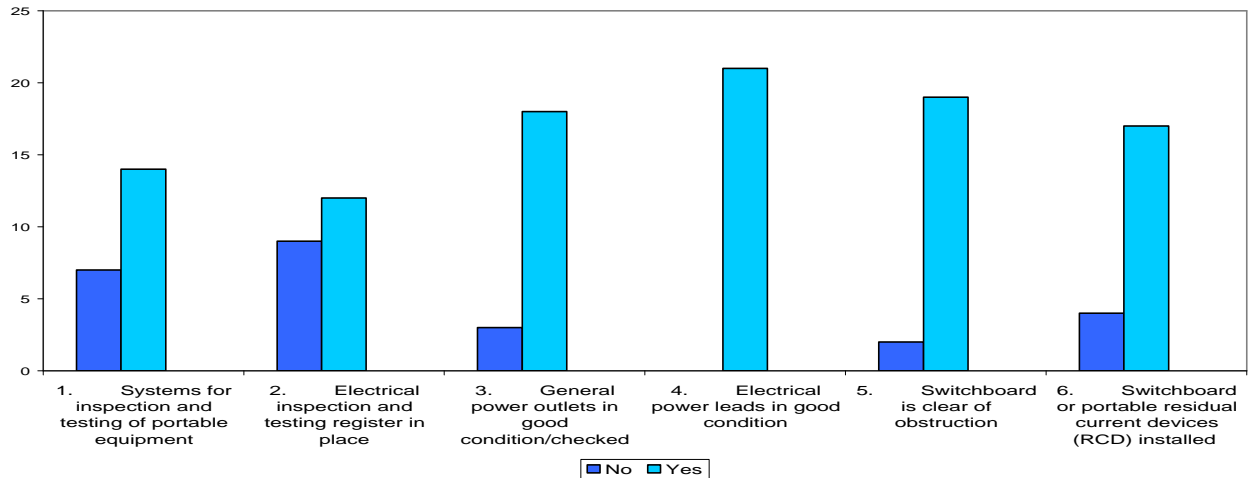


Supervision

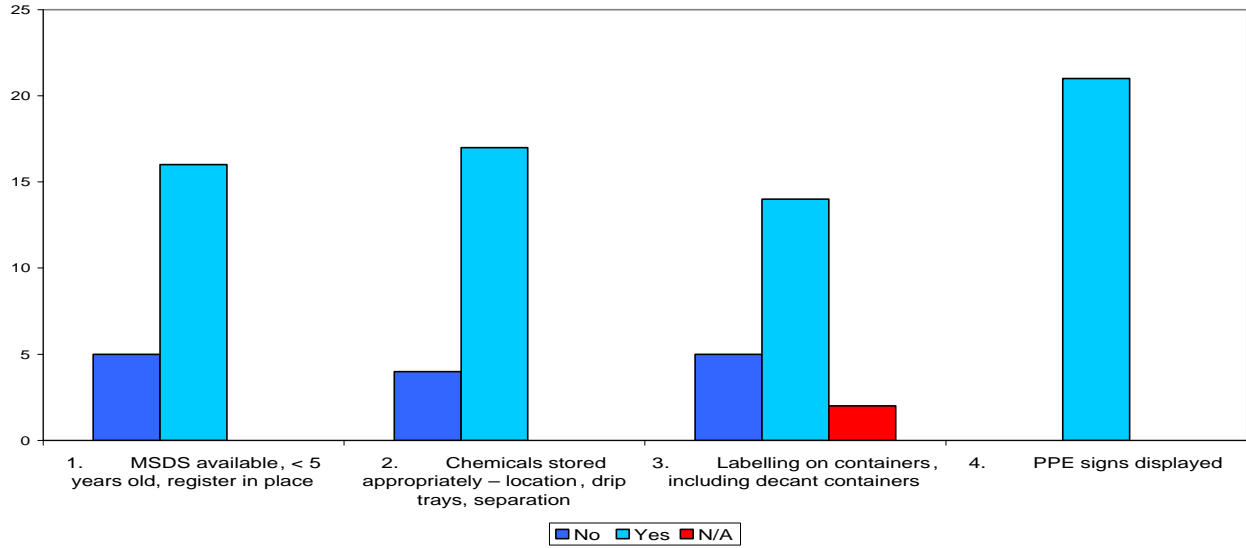


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA SA

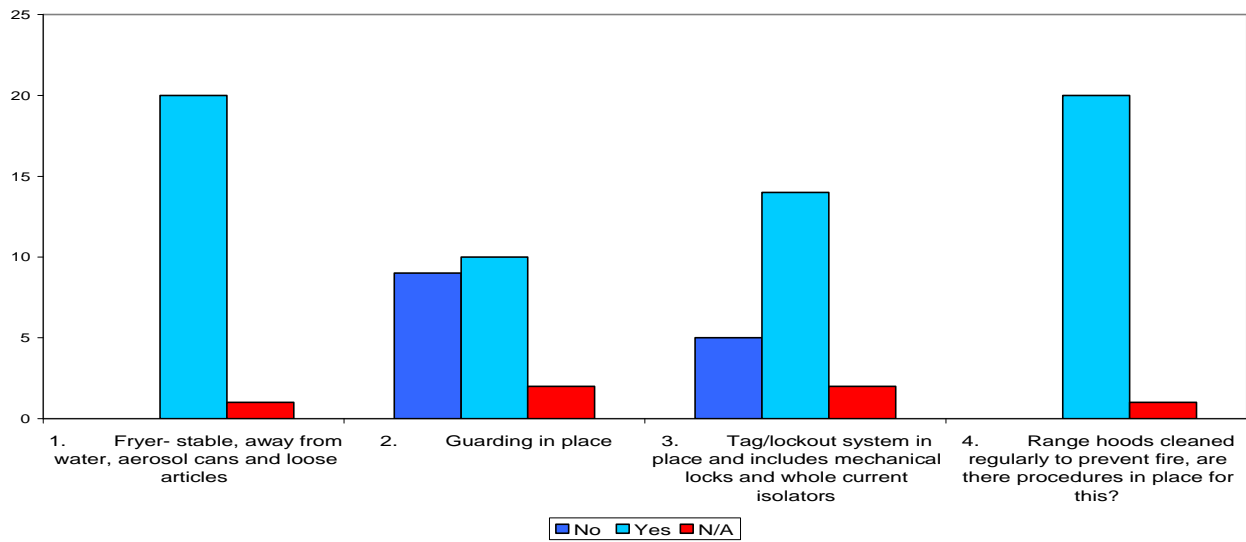
Electrical Safety



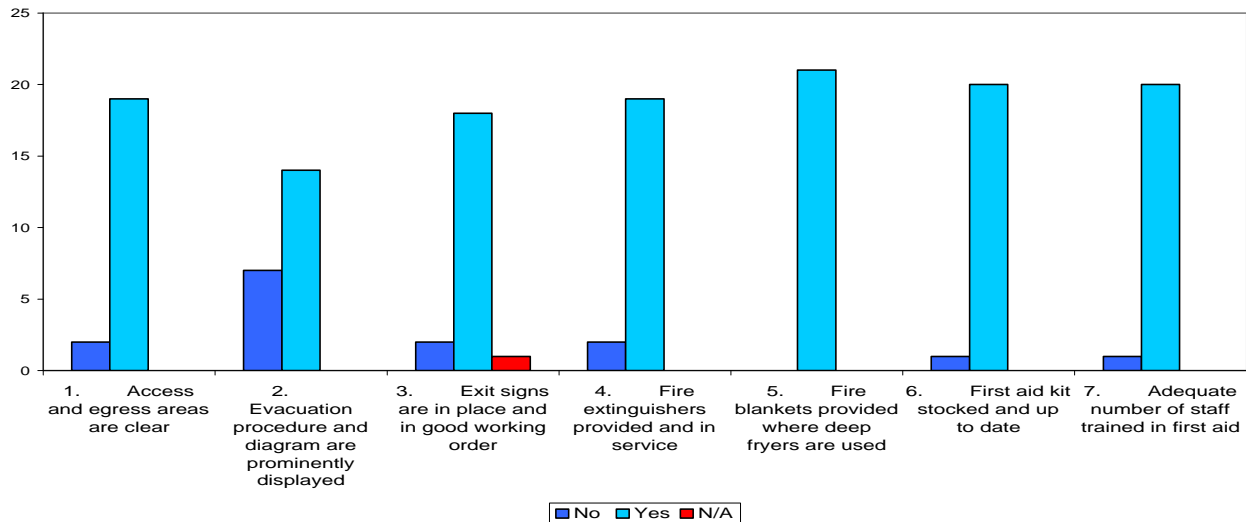
Chemical Safety



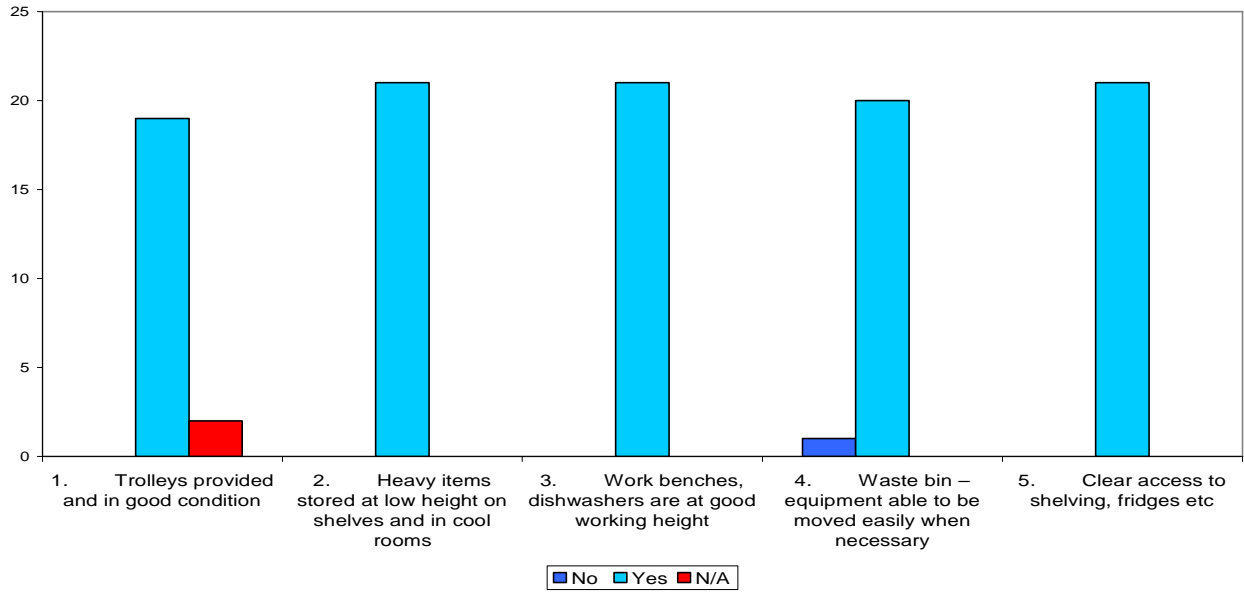
Plant Safety



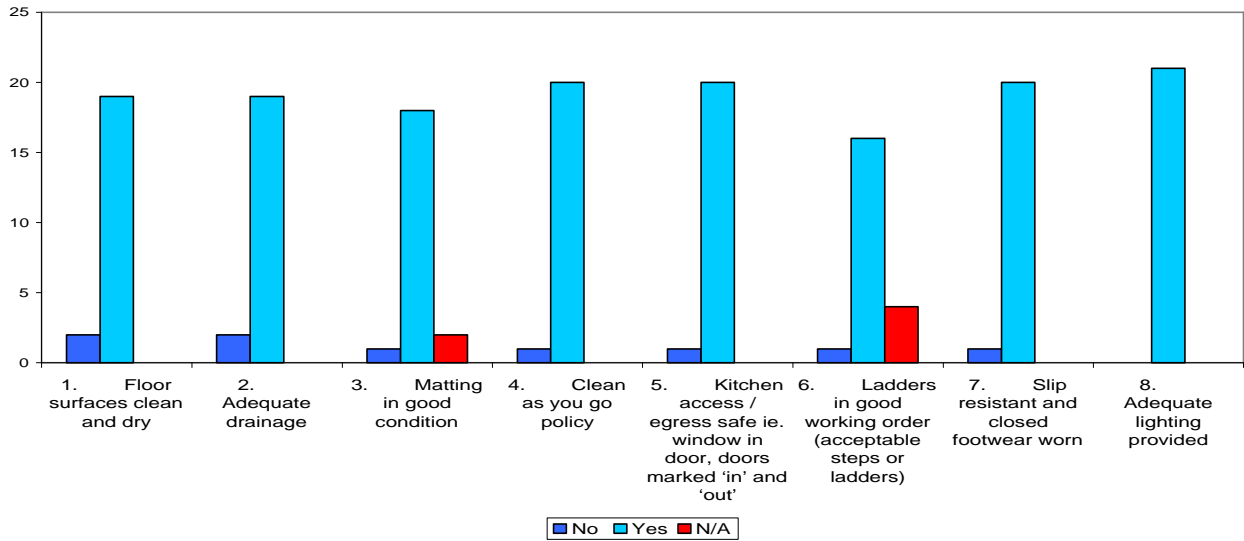
Emergency Procedures



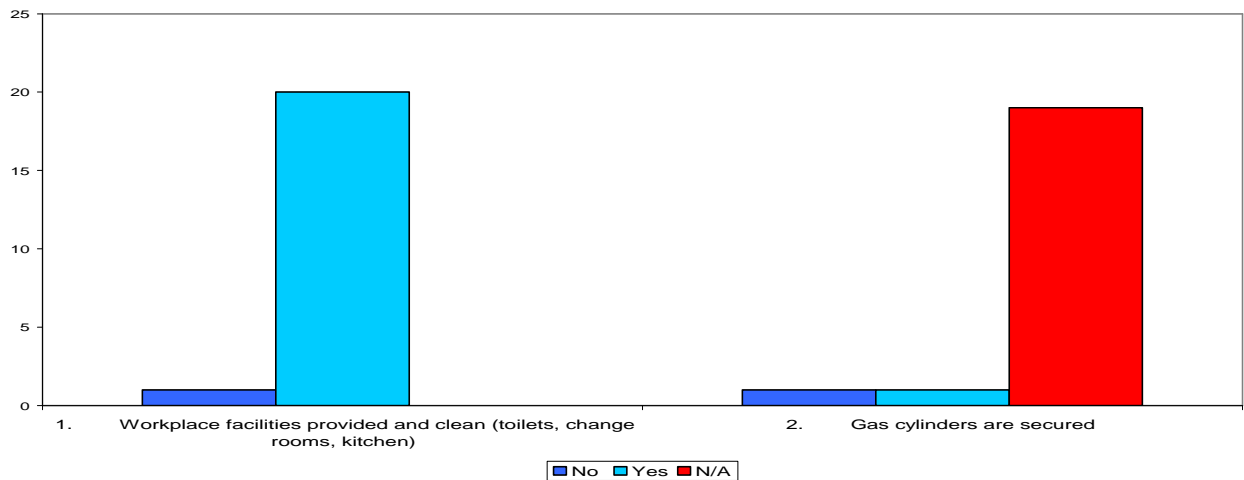
Manual Handling



Slips, Trips and Falls

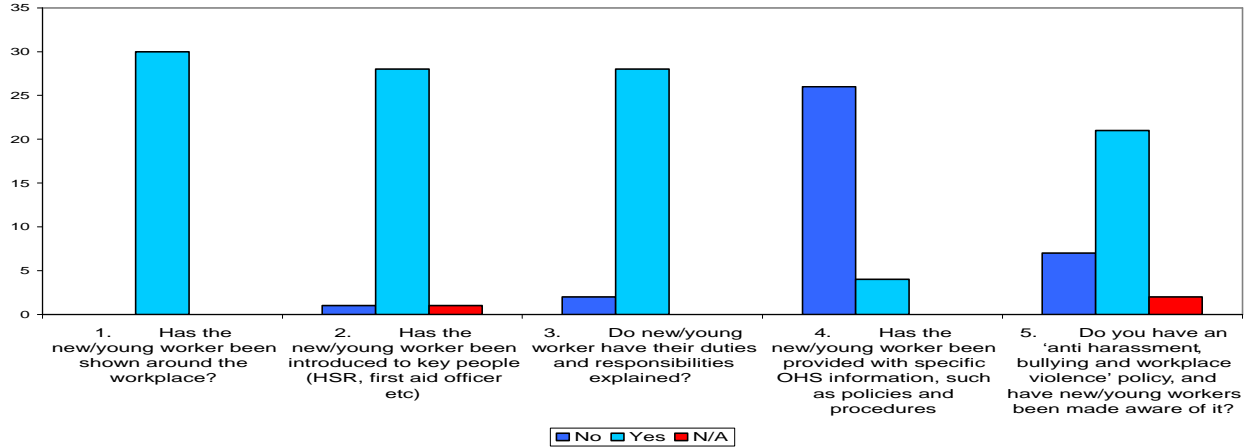


Other

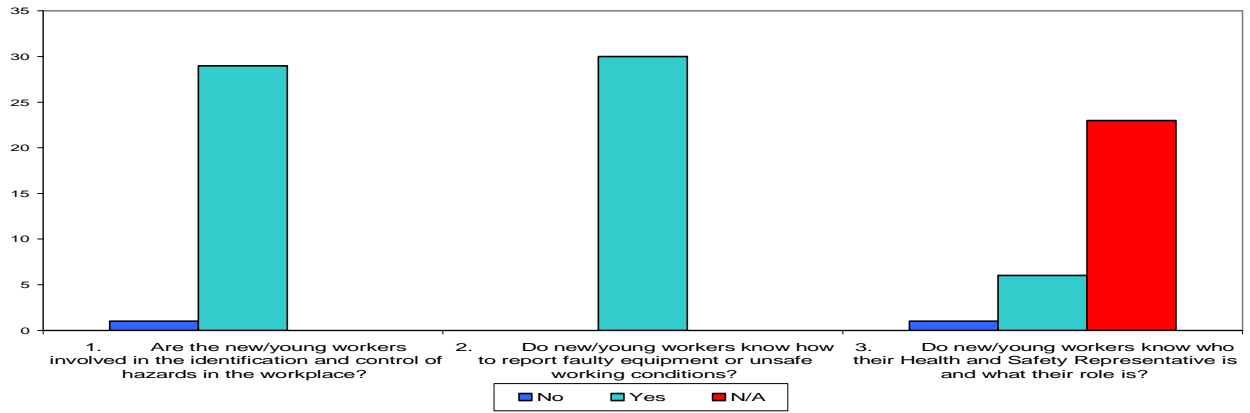


NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA WA

Induction Training

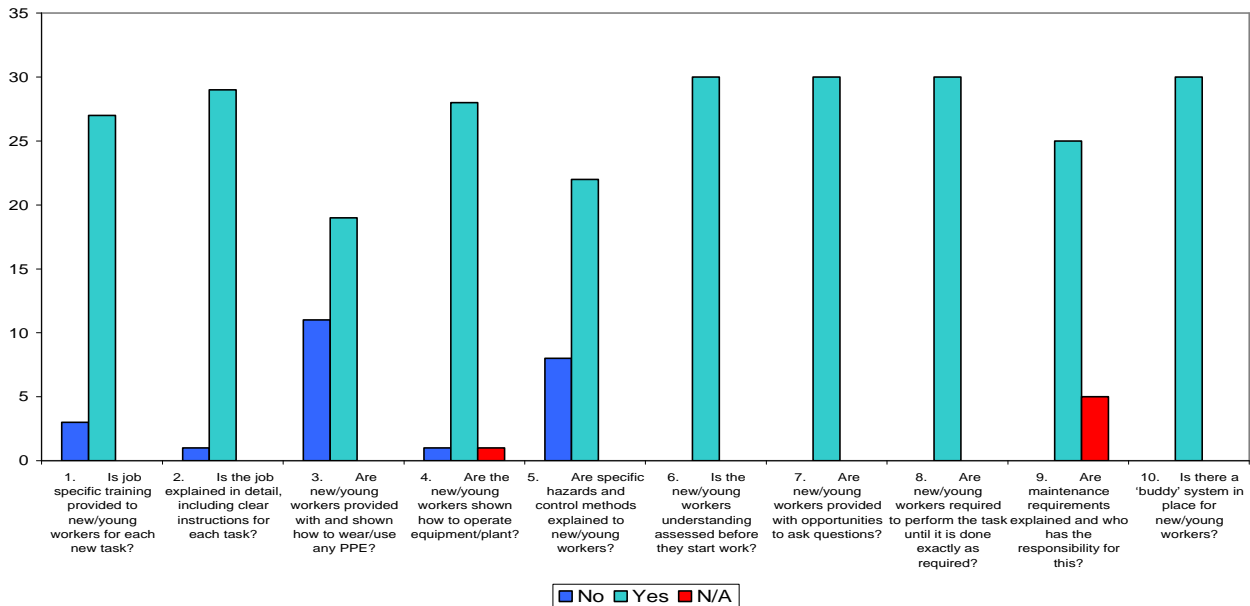


Consultation & Communication

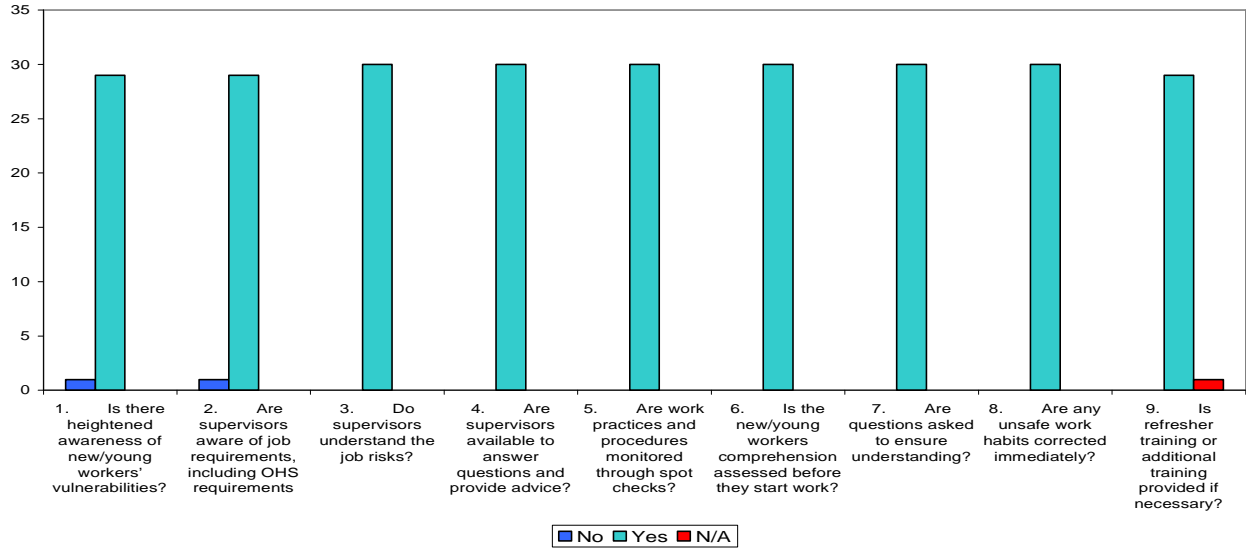


NEW & YOUNG WORKERS (EMPLOYERS) - RAW DATA WA

On the Job Training

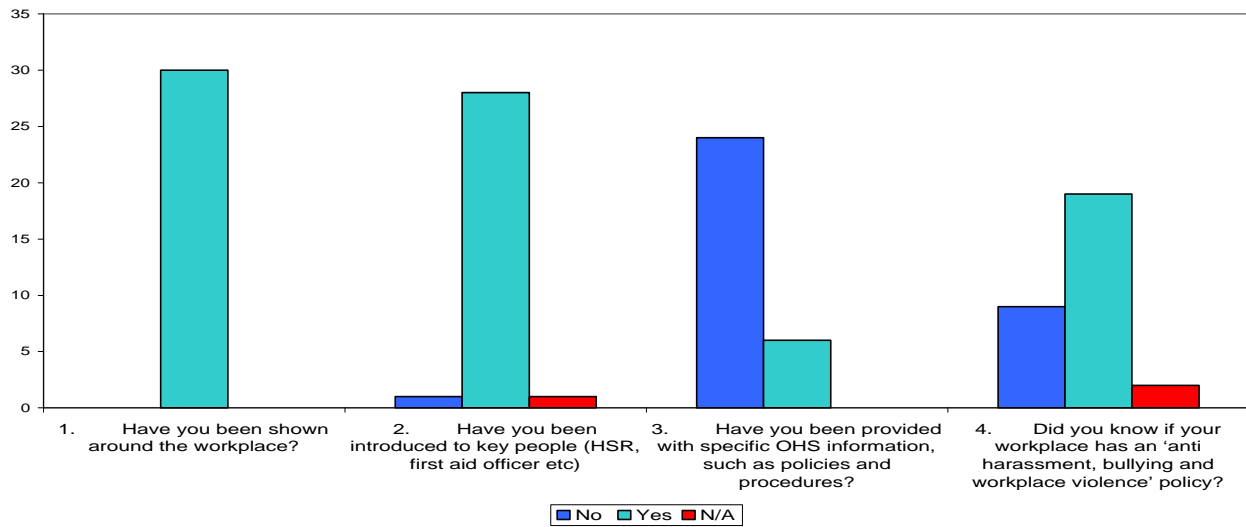


Supervision

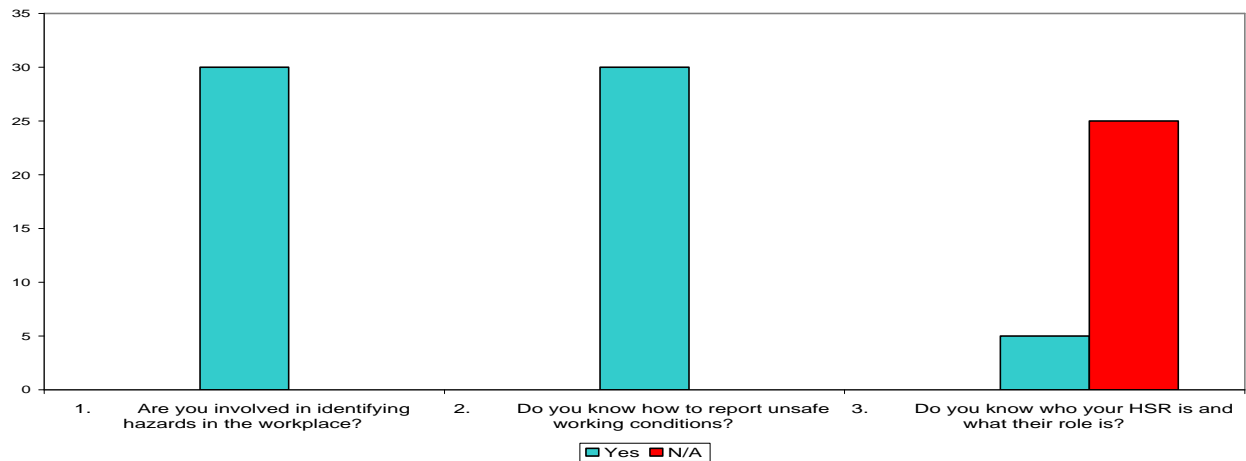


NEW & YOUNG WORKERS (EMPLOYEES) - RAW DATA WA

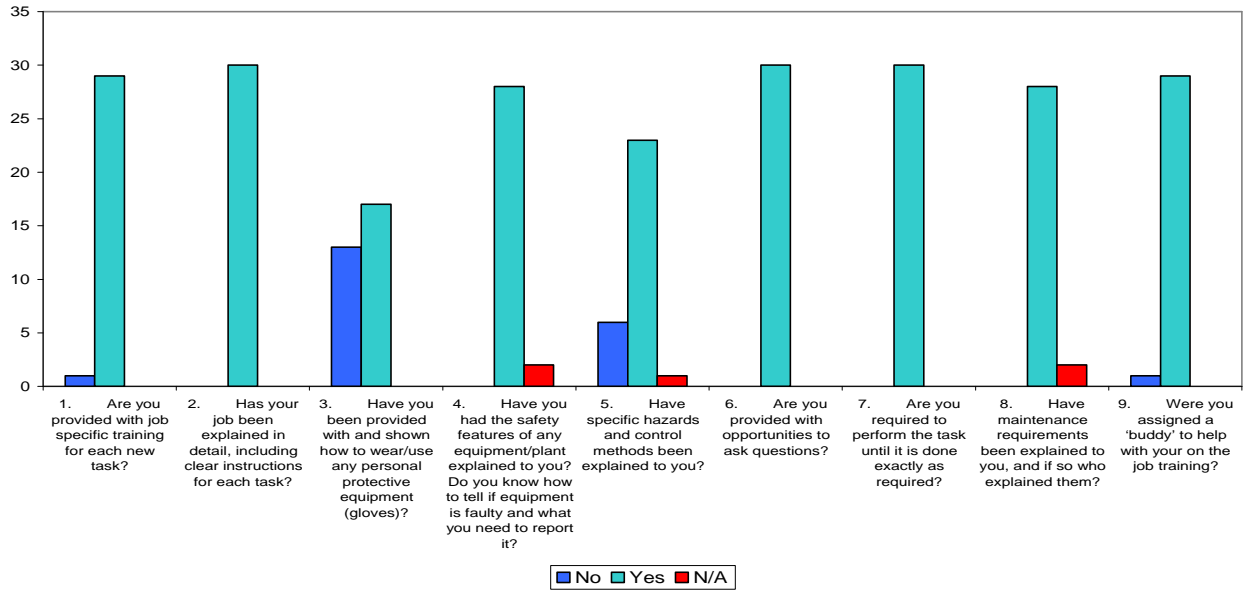
Induction Training



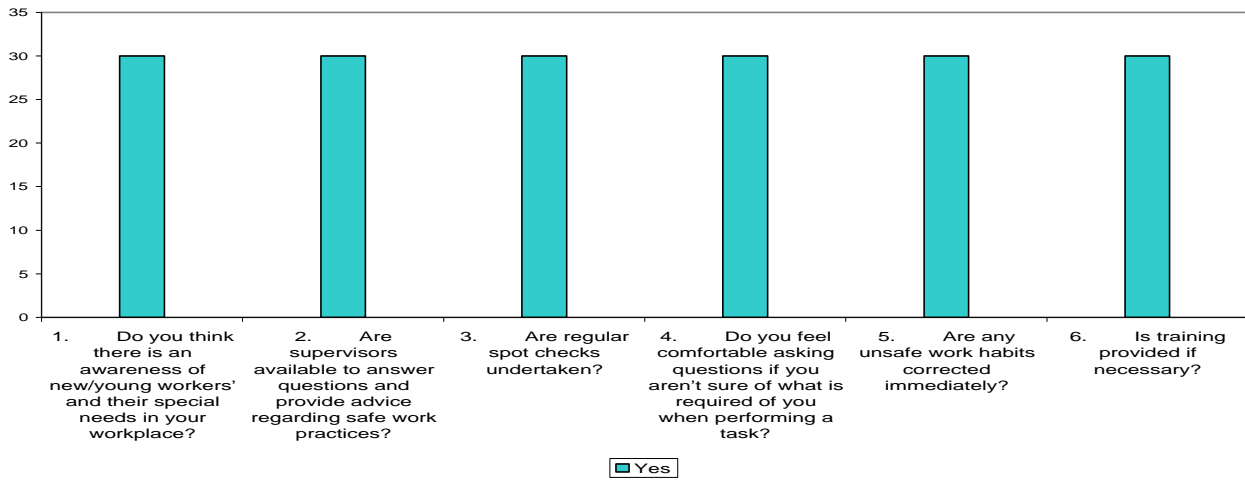
Consultation & Communication



On the Job Training

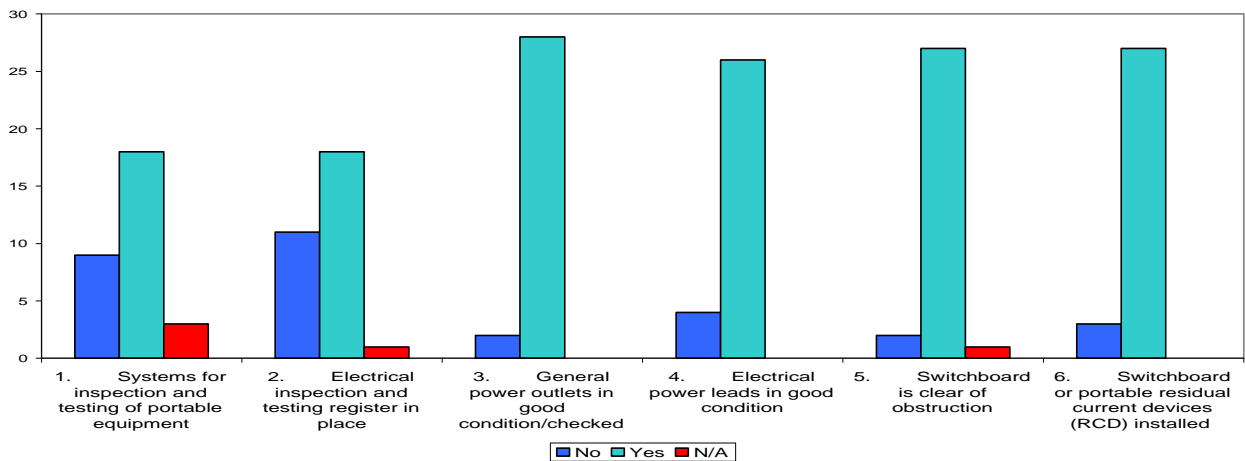


Supervision

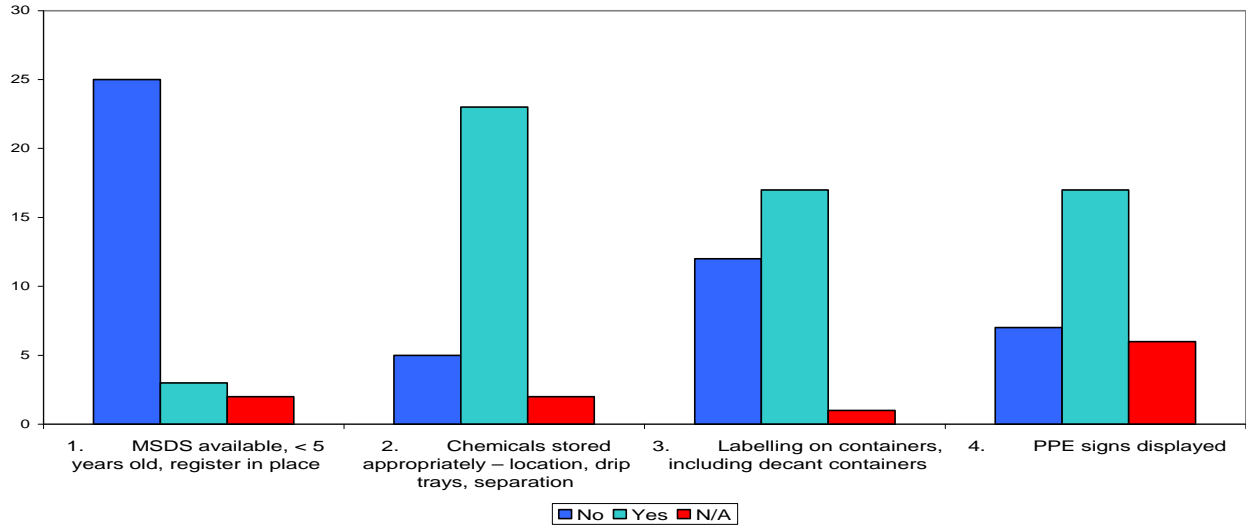


NEW & YOUNG WORKERS (GENERAL HAZARDS) - RAW DATA WA

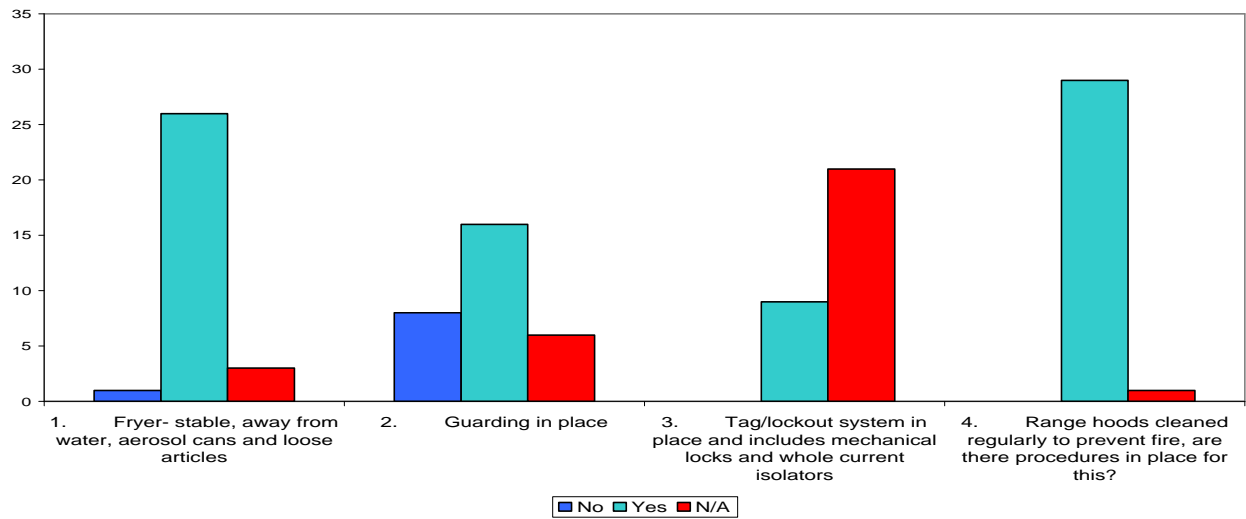
Electrical Safety



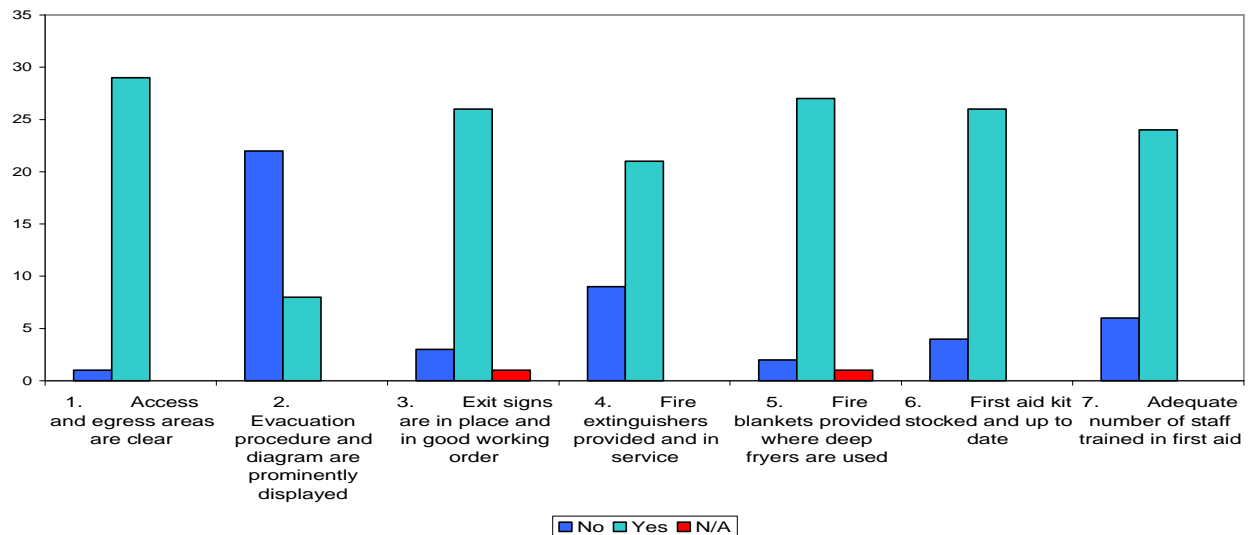
Chemical Safety



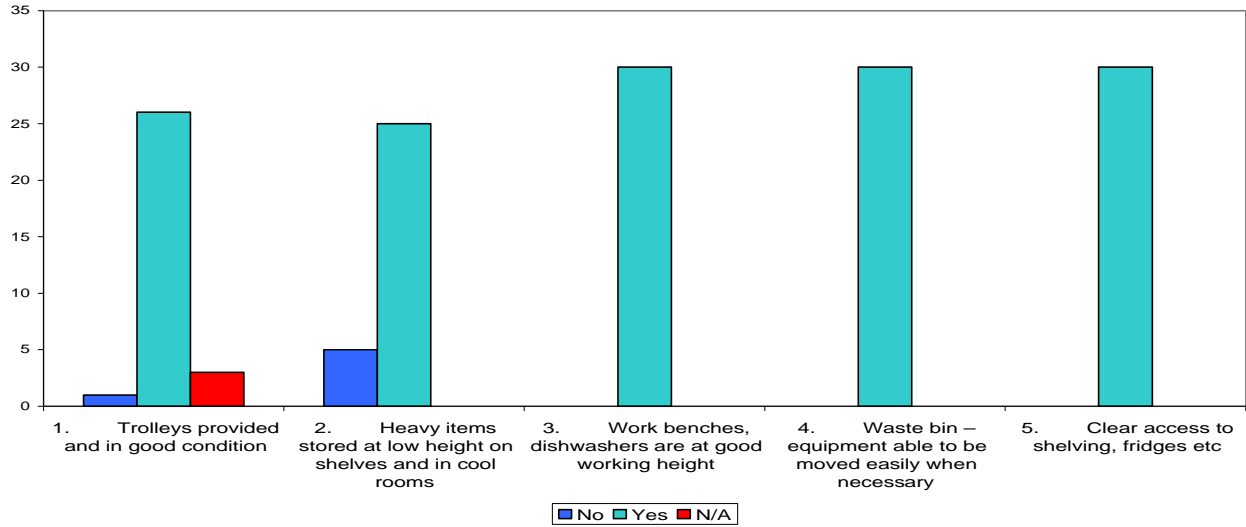
Plant Safety



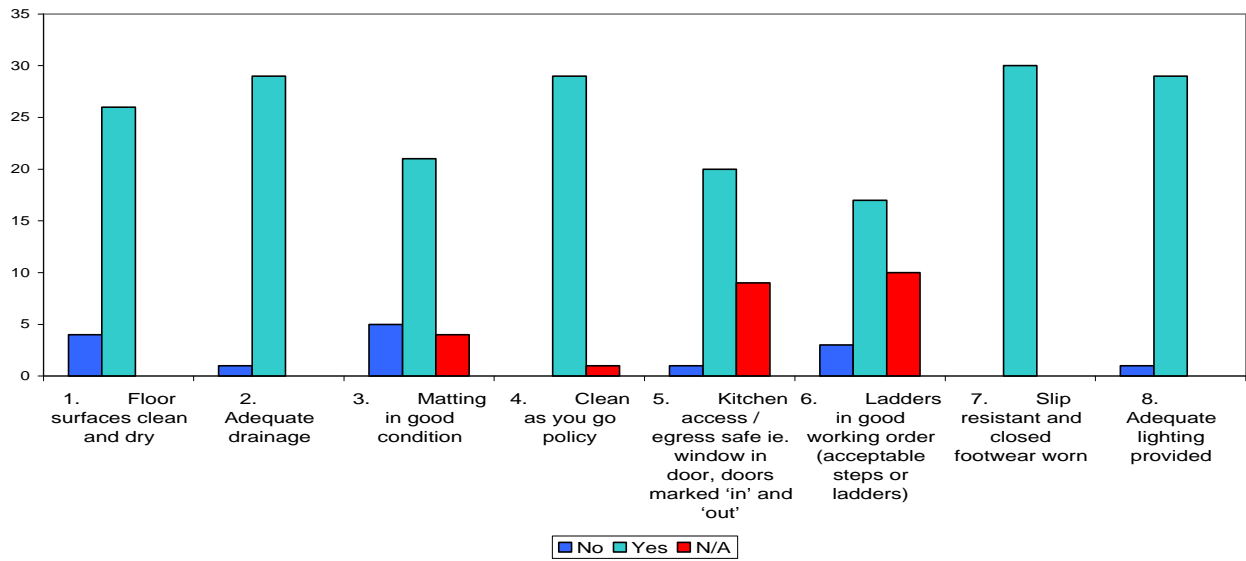
Emergency Procedures



Manual Handling



Slips, Trips and Falls



Other

