Introduction

WorkSafe is currently conducting an inspection campaign focusing on cleaners with a view to reducing injuries in this sector.

The campaign will involve inspectors visiting cleaners to identify any common safety risks and provide employers with information on how to comply with occupational safety and health requirements.

This newsletter has been developed to assist cleaners, contract cleaning companies and employers engaging cleaners in meeting the requirements of the *Occupational Safety and Health Act* and regulations.

Please take the time to read the relevant parts of this publication and use the checklist to assist you in improving safety at the workplace.

Why are cleaners at risk?

The most common injuries to cleaners result from manual tasks. Cleaners are often working in awkward positions and many tasks involve heavy manual work and often in a tight time frame. The most hazardous manual tasks are vacuuming, mopping, wiping surfaces, polishing, moving rubbish and furniture and equipment. This document provides detailed information on the risks and practicable control measures to reduce injuries.

What issues are we looking at?

A checklist has been developed which may assist you with identifying hazards and assessing the risk at the workplace. The checklist is included in this publication.

Issues covered by the checklists include:

- Manual tasks
- Slips, trips and falls
- Electrical safety
- Hazardous substances
- Machinery and equipment
- Noise
- Working at heights
- Evacuation procedures
- Infectious diseases
- Violence and aggression
- Asbestos
- General

Further information can be obtained by contacting WorkSafe on 1300 307877 or by visiting www.worksafe.wa.gov.au

What is a RISK ASSESSMENT?

The occupational safety and health laws require risk assessments to be carried out. A risk assessment is the process of determining whether there is a risk associated with an identified hazard. The risk is the chance or likelihood (high or low) that someone could be injured or harmed by a hazard, together with an indication of how serious the injury or harm could be (the consequence). The risk assessment should be carried out with employees involved in the task. When determining the risk level, the experience and training of the operator, the tasks to be performed and the length of time the operator is exposed to the identified hazard should be taken into account.

How do I use these checklists?

1. Use the checklists in this newsletter to inspect your workplace. You may see other hazards as you are going through – add them to the checklist.
2. Anything that you have ticked 'No' or added to the list needs to be fixed. So, look at each hazard using the table below to prioritise identified hazards.

Risk rating table – for working out level of risk Use the vertical and horizontal columns to consider both the likelihood of injury or harm to health and the consequences to work out the level of risk

Likelihood of injury or harm to health	**Consequences of any injuries or harm to health**			
	Insignificant eg no injuries	Moderate eg first aid	Major eg extensive injuries	Catastrophic eg death
Very likely	High	Extreme	Extreme	Extreme
Likely	Moderate	High	Extreme	Extreme
Moderate	Low	High	Extreme	Extreme
Unlikely	Low	Moderate	High	Extreme
Highly unlikely (rare)	Low	Moderate	High	High

Risk assessment is a 'best estimate' on the basis of available information. It is important the responsible person undertaking a risk assessment has the necessary information, knowledge and experience of the work environment and work process, or such a person is involved.

3. If the hazard falls into 'high' or 'extreme', based on your view of how likely it is someone will get hurt and what level of injury could happen, then you need to fix it straight away. If it is lower down in the table – moderate or low – then plan when you will fix it.

Remember hazards have to be controlled – you can't ignore them.

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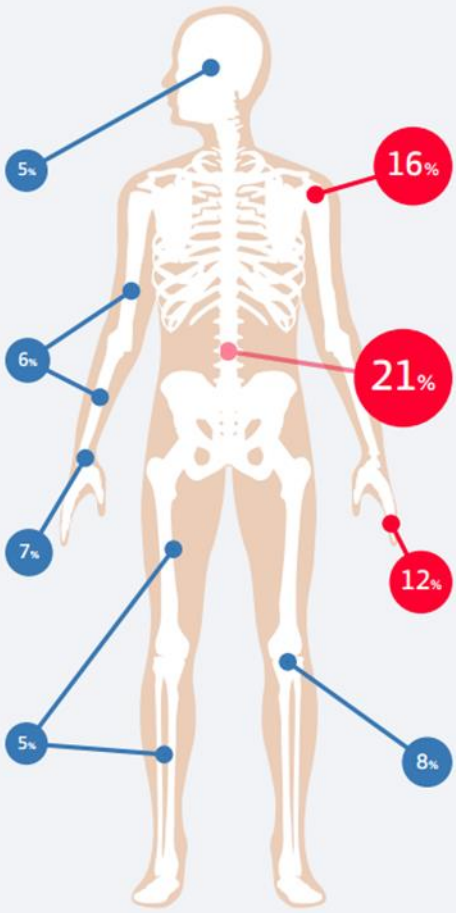
Injury hotspots

Ear
Hearing loss from long term exposure to noisy cleaning equipment.

Arm
Muscle strain from lifting and handling cleaning equipment or from repetitive cleaning actions (eg mopping, vacuuming, wiping, scrubbing).

Forearm/Wrist
Muscle strain from repetitive cleaning activities (eg scrubbing, polishing). Fractures from falling or tripping on slippery floors or down stairs.

Leg
Fractures and traumatic joint/muscle injury from tripping over objects, falling down steps or slipping on wet floors.



Shoulder
Muscle strain from lifting and handling cleaning equipment or from repetitive cleaning actions (eg reaching while cleaning walls, ceilings, furniture).

Back
Muscle strain from lifting or bending while handling cleaning equipment or from repetitive cleaning actions (eg mopping or vacuuming floors, or carrying equipment).

Hand/Fingers
Lacerations from cleaning sharp tools, equipment and machinery (eg food preparation machines), including while the machine is running. Needlestick injury when handling bags. Exposure to chemicals and hot or cold materials.

Knee
Traumatic joint/muscle injury from slipping on soiled floors, tripping over obstacles. Muscle strain from kneeling, climbing or pushing or pulling equipment or trolleys.

Injury solutions

Hotspots	Solutions
Cuts, grazes and lacerations	
• Hand/Fingers	• Develop and implement systems of work to eliminate or reduce manual handling, such as using tools or equipment to pick up or clean things, use dishwasher instead of manually washing dishes, etc. • Ensure equipment is isolated and locked out before cleaning. • Provide appropriate personal protective equipment and tools to clean areas or machines with sharp components or edges (eg use brushes, scrapers, gloves that cannot be pierced). • Provide adequate systems to pick up sharps including tongs and 'sharps' containers to ensure sharps are not disposed of in bags.
Handling chemicals	
• Hand/Fingers	• Treat all chemicals as potentially dangerous to health. • Obtain material safety data sheets (MSDS) for all hazardous chemicals at your workplace and ensure employees have access to them. • Conduct risk assessments and where practicable eliminate the substance from use. If you can't eliminate, use a less harmful product or process or a less hazardous form of the substance (eg non-bleach based product). • Train employees on safe work practices that reduce exposure (eg follow instructions on the MSDS regarding the use, safety precautions, re-seal containers, clean up spills and restrict unnecessary access). • Provide personal protective clothing and equipment for employees as recommended in the MSDS (eg gloves, equipment that protects against hot water burns such as aprons).

Hotspots	Solutions
Lifting/handling of equipment and waste	
• Back • Shoulder • Arm	• Provide appropriate mechanical aids and equipment (eg backpack vacuum cleaners, waste dumping systems that eliminate manual lifting of waste and bins such as chutes, waste conveyors, disposal units, bins designed for unloading over skips - if this can't be done, mechanical aids that assist lifting such as mechanical wheelie bin lifters, or use smaller bins, platform ladders and ramps to minimise lifting). • Ensure mechanical aids and equipment are used properly and maintained in accordance with manufacturer specifications. • Ensure building layout/design limits the need to push, pull or carry equipment, bins or waste (eg pathways are clear of obstructions, goods lifts, ducted vacuum systems). • Ensure bins have wheels or provide a trolley. • Train employees in the selection and use of any mechanical equipment and aids and safe handling methods. Ensure employees are not exposed to repetitive work for long periods (eg by using job rotation, work variation, providing sit-stand stools and anti-fatigue mats) or work that requires a significant amount of high force.
Noise	
• Ear	• Ensure employees are not exposed to noise that exceeds the exposure standard. • Arrange for a noise assessment if employees are exposed to excessive noise (eg workers have to raise their voices to communicate over a distance of one metre) and there is uncertainty as to whether employees exposure may have exceeded the noise exposure standard. • Eliminate or minimise the source of noise. Use noise insulated equipment (eg silence compressors) and separate workers from noisy activities. • Buy the quietest tools/machinery available (eg scrubbers, vacuum cleaners). • Place warning signs in areas of excessive and continual noise (eg where employees exposure is likely to exceed the exposure standard). • Warn other workers nearby that you will be undertaking noisy work and advise them to move away or wear hearing protection. • Provide protective hearing equipment and ensure it is worn at all times when undertaking noisy work. Employers should provide a choice of different types of hearing protection appropriate to the noise level in the workplace.
Repetitive work and awkward postures	
• Back • Shoulder • Knee • Forearm/Wrist • Arm	• Provide appropriate mechanical aids and equipment (eg scrubbing machines, wet vacuums, ride-on equipment, high speed in-line polishers, angled brushes, long-handled window squeegee/wall scrubber, tool extensions, platform ladders). Ensure they are used properly and maintained in accordance with manufacturer specifications. • Train employees in the selection and use of any mechanical equipment and aids and safe handling methods (eg work is done between shoulder and mid-thigh height and with the elbows close to the body, work upright where possible). • Ensure employees are not exposed to repetitive work for long periods (eg by using job rotation, work variation, providing sit-stand stools and anti-fatigue mats).
Slips, trips and falls	
• Shoulder • Knee • Forearm/Wrist • Leg	• Ensure floors are level and non-slip throughout work areas, and no temporary or permanent obstructions (eg install more power points to eliminate long power leads, ensure rugs and carpets are secure). • Apply good housekeeping practise (eg remove unnecessary items, provide sufficient storage, ensure items are put away, doors and drawers closed after use). • Ensure employees wear appropriate footwear (eg non-slip). • Ensure procedures are in place to handle spills and wet cleaning (eg warning signs, barriers immediate cleaning)

Source: Injury hotspots Cleaning WorkSafe Victoria

Manual TASKS

Manual tasks is more than just keeping your back straight and knees bent, or lifting properly – it includes carrying, pushing and pulling, holding and restraining, and performing repetitive tasks over prolonged periods.

Hazard identification and risk assessment

When looking at manual tasks, an employer needs to identify the hazard which goes with carrying out the manual task, ie what is the potential for the task to cause injury or harm. This can be done by reviewing injury and hazard reports, speaking with employees and looking at the manual tasks.

Factors such as awkward working postures, especially for the back and arms when reaching or stooping or working in confined postures; application of force; repetitive movements; lifting and carrying loads; static postures, such as holding arms above shoulder height to dust; use of force; the working environment and the systems of work, for example inadequate activity variation or task breaks, can increase the risk of injury. Cleaners are typically exposed to combinations of these risk factors, for example having to perform repetitive tasks in awkward postures in limited time and with little control over the work demands; these multiple risk factors result in high rates of manual task injuries.

Having identified the hazardous task, an assessment of the risk needs to be carried out. This will identify the likelihood of an employee receiving an injury from performing the task, understanding why it is a problem and identifying the source of the problem.

Control measures

Once the risk is determined, control measures need to be implemented. The best control measure is elimination of the hazard from the workplace, however if this not practicable the risk needs to be reduced as much as possible through things such as modifying the work area and layout, changing the items, equipment and tools, the type of load, working environment, systems of work, work organisation and work practices. This will be covered in more detail with specific hazardous tasks in the next section.

Training

Training needs to be provided to employees on the manual tasks, which should involve everyone involved in the organising and implementing of hazardous manual task process. This training should be carried during the induction training and as part of your ongoing manual task risk control program.

The training should include elements covered in the Code of practice – Manual tasks such as:

- key sections of the OSH regulations and the Manual task code of practice;
- the roles and responsibilities of the employers, workers and others;
- consultation in order to identify manual tasks, and to assess and control risks;
- basic function of spine, body postures, types of muscle work and principles of levers;
- relationship between the human body and the risk of injury;
- activities included in manual tasks and resulting types of injuries;
- risk factors and potential sources of risks; and
- control strategies for manual tasks.

Specific manual task training should be provided to each employee carrying out a hazardous manual task. The WorkSafe website contains further information regarding manual tasks training and a training package.

General solution to manual task risk factors include implementing a system to regularly seek information from the worker to check if their work environment and tasks have changed, or need to change. The system needs to be easy to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should complete another risk assessment of the worker's tasks and environment. Any identified issues need to rectified as soon as possible so the worker's needs are safely met.

A review of your manual tasks and procedures in consultation with employees is important to identify what works and what needs to be changed. Your review should include investigations of reported manual task injuries and hazards.

Common tasks causing injuries

The following section covers a number of hazardous manual tasks cleaners carry out, such as vacuuming, mopping and cleaning toilets and bathrooms. These common tasks lead to employees suffering work related injuries. The information below may assist you with reducing the risk of injuries and reviewing your procedures and training.

Vacuuming

The task of vacuuming is a common cause of musculoskeletal injuries for workers performing cleaning duties. Within the cleaning industry, upright, backpack or barrel vacuum cleaners are generally used.

Backpack vacuums can improve the posture of the operator however they must be properly fitted and be an appropriate size and weight for the operator. Training should be provided to workers on how to adjust and fit the backpack; as well as avoiding postures which increase load through the spine (eg bending below waist-height with the backpack). Although a correctly fitted backpack vacuum assists with better posture, workers also face many of the same risks listed below.

Upright and barrel vacuums reduce the load weight and force required to move the vacuum, however, they can increase the risk of awkward postures (eg bending forwards from the hip or holding the arm away from the body). To reduce this risk, it

is important that the height of the operator is taken into account to ensure that vacuum height, or the length of the wand, is at an appropriate height to prevent stooping. Consideration should also be given to the wheel size and floor surface and how easily the machine can be manoeuvred around the area.

What are the risks?

Workers may be at risk of injuries from strains to the back, neck, shoulders and wrists when pushing, pulling, bending and lifting.

The frequency of these actions and the time it takes to complete the task can also increase the risk of these injuries.

The common sources of risk include:

- vacuum equipment that is in poor working condition, not suitable for the task (too heavy, wand not height adjustable), stored in an inaccessible location or at an unsafe height or is difficult to empty;
- surfaces that make it difficult to push and pull the vacuum cleaner (eg thick pile carpet);
- lifting the vacuum up stairs;
- insufficient time to complete the task;
- performing other tasks in addition to vacuuming that require the same, or similar, actions (eg mopping or sweeping); and
- moving furniture, rugs, mats and other items in preparation for area to be cleaned.

These issues should all be considered during the initial assessment at the workplace and if they pose a risk, they must be controlled prior to the work commencing.

The problem

Vacuum cleaner wand length is short resulting in awkward posture.

The solution

Worker is able to complete task in an upright position as wand length can be adjusted to worker's height.

What are solutions to the problems?

Implement a system to regularly seek information from the worker to check if their work environment or tasks have changed, or need to change.

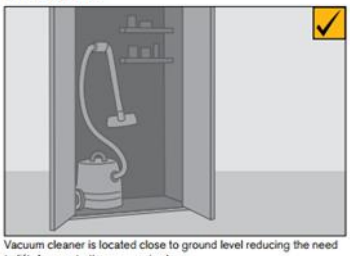
Cleaners should have an easy system to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should re-assess the worker's tasks and environment. Any safety issues should be fixed as soon as possible.

The risk of injury can be reduced or eliminated by the following safety measures:

The problem

Access to the vacuum cleaner is blocked by other objects. Vacuum cleaner has to be lifted out of storage for use.

The solution



Vacuum cleaner is located close to ground level reducing the need to lift. Access to the vacuum is clear.

Vacuum task

- Avoid vacuuming stairs that require the repeated lifting of the vacuum cleaner – or use suitable lightweight stick vacuum cleaner.
- Provide vacuums for each level of a building to eliminate the need to carry vacuum cleaners up stairs. Ensure lifts are used as much as possible.
- Assign adequate time to complete the task.
- Perform tasks involving similar movements (eg mopping, sweeping and vacuuming) for no more than 30 minutes at a time.
- Rotate to other tasks that require the use of different body movements (eg tidying, dusting, cleaning bathrooms or wiping benches).
- Train workers in vacuuming techniques for different floor surfaces and areas, as well as safe moving of furniture, rugs and mats.
- Avoid moving heavy furniture, rugs or mats when vacuum cleaning.
- Roll out long or large mats to expose the surface requiring vacuuming. Mats should not be lifted.
- Arrange heavy furniture in such way to allow access around four sides (or at least three sides). If not, only the exposed floor surfaces should be vacuumed.
- Furniture may be fitted with lockable castors or glides to prevent lifting if this does not create additional risks to the client or worker.

Vacuum equipment

- If the client provides the equipment and machinery, consult about the preferred equipment and machinery.
- Vacuum cleaners should:
  - be fit for the purpose (appropriate for floor surface);
  - be in good working order;
  - be regularly maintained;
  - be easy to move (lightweight, functional castors);
  - have an adjustable wand length to enable worker to carry out task in an upright position;
  - have a suitable variety of fittings;
  - have easy-to-change fittings;
  - have good suction with an adjustable vent;
  - be easily accessible and stored at a safe height; and
  - be easy to empty.

Mopping

The task of mopping has been associated with a high level of musculoskeletal injuries for workers performing cleaning duties. The combination of repetitive movements, high static load in the upper arm and back muscles and high forces increases the risk of injury.

What are the risks?

Workers may be at risk of injuries from strains to the back, neck, shoulders and wrists when pushing, pulling, bending, twisting, gripping and lifting. The frequency of these actions and the time it takes to complete the task can also increase the risk of these injuries.

The common sources of risk include:

- storing mops and buckets in an inaccessible or inappropriate location;
- buckets not matching the mop head shape;
- manually wringing the mop head;
- lifting heavy buckets of water;
- insufficient time to complete the task;
- performing other tasks before or after mopping;
- that require same, or similar, actions (eg vacuuming and sweeping); and
- moving heavy furniture, rugs, mats and other items so area can be mopped.

These issues should all be considered during the initial assessment the workplace and if they pose a risk, they must be controlled.

The problem

Short mop handle means worker is overreaching and bending.

The solution

A long mop handle removes need to bend.

What are solutions to the problems?

Implement a system to regularly seek information from the worker to check if their work environment or tasks have changed, or need to change.

Cleaning staff should have an easy system to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should complete a re-assessment of the worker's tasks and environment. Fix any safety issues as soon as possible.

The risk of injury can be reduced or eliminated by the following safety measures:

The problem

Worker is bending to lift or drag a heavy bucket. Spilled water from the bucket is a slip risk.

The solution

Bucket with wheels removes need to bend and lift.

Mopping equipment

- Use microfibre mops with telescopic handles. Disposable cleaning pads can also be used without a bucket.
- Ensure the mop:
  - fits the purpose ;
  - has long handles to prevent overreaching while completing the task;
  - has an appropriately sized mop head to minimise weight when wet; and
  - is wrung in the bucket, not by hand.
- Ensure the bucket:
  - is light weight;
  - is an appropriate shape for the mop head;
  - has properly functioning plastic wringers or rollers;
  - has a non-slip or grooved foot base to reduce slipping when wringing the mop;
  - is stored at an appropriate height and is easily accessible; and
  - is only part or half filled (filling should be done as close to the area to be mopped as possible).

Mopping task

- Train workers in mopping techniques for different floor surfaces and areas.
- Allocate adequate time to complete the task.
- Perform tasks involving similar movements (eg mopping, sweeping and vacuuming) for no more than 30 minutes at a time.
- Rotate to other tasks that require the use of different body movements (eg tidying, dusting, cleaning bathrooms or wiping benches).

Mopping environment

- Do not move heavy furniture while mopping.
- Arrange heavy furniture in such way to allow access around four sides (or at least three sides). If not, only the exposed floor surfaces should be mopped.
- Roll out long/large mats to expose the surface requiring mopping. The mat should not be lifted.

Cleaning toilets and bathrooms

The task of cleaning toilets and bathrooms has been associated with musculoskeletal injuries for workers performing cleaning duties due to the awkward postures and movements such as reaching overhead, squatting and bending and high grip forces in often confined spaces.

What are the risks?

Workers may be at risk of injuries from strains to the back, neck and shoulders, particularly when bending, reaching and twisting.

The frequency of these actions and the time it takes to complete the task can also increase the risk of these injuries.

The common sources of risk include:

- cleaning toilets, baths and showers below knee height, resulting in prolonged squatting, kneeling or bending;
- cleaning showers, mirrors, tiles and glass above shoulder height;
- cleaning that involves reaching (eg baths and showers);
- cleaning in restricted spaces where awkward postures are required;
- using equipment that requires considerable effort to use;
- using equipment that requires repetitive gripping actions; and
- using equipment that is not suited to the task.

These issues should all be considered during the initial assessment of the workplace and if they pose a risk, they must be controlled.

The problem

Leaning across the bath means the worker cleans in a bent posture while overreaching.

The solutions

Telescopic handles on brushes or long handled brooms allow worker to clean in a more upright position.

Providing a non-slip mat means the worker can clean from inside the bath without slipping.

What are solutions to the problem?

Implement a system to regularly seek information from the worker to check if their work environment or tasks have changed, or need to change.

Cleaners should have an easy system to report any changes or safety issues to their employer. If changes have been made or need to be made, employers should complete a re-assessment of the worker's tasks and environment. Fix any safety issues as soon as possible.

The risk of injury can be reduced or eliminated by the following safety measures:

Cleaning equipment

- Use equipment and cleaning chemicals that require less effort to use (eg specially treated cotton cloth for cleaning shower screen and bathroom glass windows, a long handled bristle brush to remove dirt off the floor and microfibre wiper or brush head).
- Ensure equipment is efficient and suitable for the task by:
  - using cleaning brushes designed to fit easily into snug grooves and crevices of shower doors;
  - using sponges, mops or brushes with telescopic arms; and
  - using equipment that reflects the size of surface areas to be cleaned.

Cleaning task

- Ensure the worker has access to a non-slip mat if required to get inside the shower or bath for cleaning.
- Ensure the worker is trained in appropriate techniques including:
  - using chemicals to assist with cleaning;
  - rinsing with hand held shower or tap with attachable handheld shower hose;
  - minimising time spent kneeling – use mops or long handled squeegee to reach difficult areas;
  - kneeling rather than bending or squatting – use a folded towel or kneepad when kneeling;
  - using one hand on the bath to support weight when cleaning and rising from kneeling; and
  - keeping an open palm by using a larger cleaning pad.

Floor surfaces and footwear

- Mop surfaces dry after the worker has cleaned the bathroom.
- Ensure footwear is suitable (eg non-slip, comfortable and supportive).
- Replace footwear promptly if current footwear is not appropriate or comfortable.

Adapted from: Home care –occupational health and safety compliance kit, WorkSafe Victoria www.worksafe.vic.gov.au

Controlling INFECTIOUS DISEASES

It is important to identify the risks of transmissible diseases in the workplace. There are many diseases which may be encountered by cleaners.

In some situations, employees may be exposed to serious diseases such hepatitis B and C, HIV or tetanus. A policy for minimising the risk of transmission of such diseases will assist employers and employees. There are many practicable ways to reduce the transmission of such diseases, such as training in safe work practices, the use of personal protective equipment and the implementation of a vaccination program.

A policy on controlling infectious diseases should provide guidelines for dealing with situations where there is an increased risk of transmission and include the establishment of a vaccination program. Issues regarding freedom from discrimination and the confidential treatment of employees with infections could be included in the policy. It is important to ensure that adequate first aid procedures are developed and immediately followed after a needle stick injury.

All staff members at risk should be provided with information and training on what infectious diseases are, how they are transmitted, the signs and symptoms of the diseases, procedures used in the workplace to minimise the risk of spreading the disease, first aid procedures and the benefits of the vaccination program.

Adequate supervision should ensure that everyone follows the procedures. Training should be provided as part of an induction program and be updated on a regular basis. More information is available within the checklist.

Handling needles, syringes and other sharps

The inappropriate disposal of syringes is an increasing community health risk. Syringes are often not disposed of in a safe manner and are left where other people, including employees and customers, may be exposed to the risk of a needle stick injury. Workers and others at the workplace can inadvertently be exposed to the risk of a needlestick injury from a contaminated syringe, which may present a health risk.

Syringes may be clearly visible or may be disposed of within containers or hidden amongst other rubbish, products or clothing etc. Therefore it is imperative that employees receive adequate training in dealing with and disposing of inappropriately disposed syringes.

Workers should never:

- bend, break, recap or otherwise manipulate needles;
- place their hands into areas where their hands or fingers are not clearly visible (eg into garbage bags and crevices);
- manually compress garbage bags;
- hold garbage bags close to their body; and
- hold garbage bags by the base of the bag.

Solutions

Employees should wear puncture resistant gloves where there is a possibility of contact with carelessly disposed syringes in the workplace or in the work process (eg sorting of rubbish or discarded clothing etc).

If a syringe is discovered the following steps should be taken, as a minimum, to protect against the potential health risks associated with a needlestick injury.

Step 1 Do not touch the syringe before obtaining the designated equipment (where available). Do not improvise equipment if the designated equipment is unavailable.

Step 2 Do not attempt to handle the syringe by hand. Warn others of the threat. If the syringe poses an immediate threat to the well-being of others in the area (i.e. a busy children's playground), the safest way to retrieve the syringe is to hold the barrel of the syringe in a gloved hand.

Step 3 Obtain the designated equipment, which should include gloves, a sealable, puncture resistant, container or an approved contaminated waste container, and forceps or tongs.

Step 4 Take the equipment to the syringe.

Step 5 Wear puncture resistant gloves.

Step 6 Open the container and place on a stable, level surface. Do not hold the container because a misdirected needle may contact the hand or forearm and result in a needlestick injury.

Step 7 Do not attempt to bend, break or re cap the needle.

Step 8 Using forceps or tongs, pick up the syringe, preferably at the opposite end (barrel) of the needle. Step 9 Carefully place the syringe into the container, needle end first (DO NOT force the needle into the container). Obtain a larger container if the syringe does not fit.

Step 10 Seal the container.

Step 11 Contact the local council or health service for information on appropriate disposal of the syringe.

Step 12 If tongs or another designated pick up tool has been used, clean the item with detergent and warm water (while wearing impermeable gloves), then immerse the tool in a bleach solution for a least one minute. Air-dry and replace tongs/tool in appropriate area for future use.

Source: National Code of Practice for the Control of Work-related Exposure to Hepatitis and HIV (Blood-borne) Viruses [NOHSC:2010(2003)]

Slips and trips

Slips and trips in the cleaning industry can result in serious injury and lengthy time off work.

Common risk factors include:

- floor surface and condition;
- floor contamination;
- unexpected objects on the floor;
- ability to see floor/ walkways/ hazards;
- cleaning/spill containment;
- space and design;
- stairs and stepladders;
- work activities, pace and processes;
- footwear and clothing; and
- poor lighting

In addition, cleaners are often in situations where they could be creating a slip or trip hazard such as wet floors when a floor is being cleaned, cleaning products are not used in the right proportions, or trailing a lead from a vacuum cleaner.

Employers have a duty of care to provide a safe workplace and systems of work, information instruction and training and an opportunity for workers to consult about OSH. In relation to slips, trips and falls this would include identifying hazards, assessing risks and managing the hazards.

Use the checklist in the second part of this publication to assist in identifying and controlling slips, trips and falls hazard.

Hand-arm vibration

Workers using equipment such as powered scrubbers, buffers and polishers in workplaces may be exposed to harmful levels of hand–arm vibration. Reducing vibration exposure and/or duration reduces the risk of injury.

Exposure to hand-arm vibration can result in disrupted circulation in the hand and forearm and/or damage to nerves and tendons, muscles, bones and joints of the hand and arm. It can cause a range of conditions collectively known as hand-arm vibration syndrome and specific disorders such as carpal tunnel syndrome, 'tennis elbow' and 'vibration white fingers'.

Exposure to hand–arm vibration can be increased by factors such as:

Characteristics of the tool or equipment:

- magnitude of the vibration;
- lack of maintenance;
- lack of handle insulation;
- weight of tool;
- surface area of hand in contact; and
- firmness of material being contacted.

Work organisation:

- length of exposure;
- duration and frequency of rest periods; and
- temperature of the work environment.

Individual's characteristics:

- gripping the handle more tightly than needed;
- awkward postures and working overhead;
- low operator skill; poor technique;
- individual lifestyle factors (eg smoking); and
- an individual's medical history(eg disease or prior injury to fingers, hands or wrists).

Reducing harmful exposure

Reduction of hand-arm vibration usually requires a combination of control measures. Such measures, listed in order of priority may include:

- eliminating the need to use vibrating hand-held tools by using alternative methods or processes;
- selecting/replacing equipment/tools with low vibration equipment and tools;
- modifying existing equipment with isolation, dampers or cushioning methods to minimise vibration or prevent the vibration from moving into the handle of the tool;
- directing cold air away from the worker's hand;
- maintaining equipment regularly to minimise vibration;
- modifying work methods to reduce exposure to vibration; and
- job rotation or altering work practices and the way work is organised to reduce exposure to vibration.

These measures need to be accompanied by training, education and supervision including advice on good work practices and tool maintenance. The effects of individual factors (eg smoking and some medications may impact on circulation and vibration white finger), as well as recognising and reporting symptoms of hand-arm vibrations included in the training.

Source: Hand-arm vibration sheet Safe Work Australia

Working with hazardous substances

Hazardous substances are any chemicals or other materials that may put people at risk. They include floor strippers, carpet cleaners and spotters, oven cleaners and strong bleaches. Some substances may cause burns, allergic reactions or other medical conditions of varying severity. Other substances may be corrosive, harmful or toxic.

Employers must identify any hazardous substances being used in their workplace and assess the risk of injury as a result the way the substance is used. As part of the assessment, you should question whether the use is essential. For example, cleaning products classified as a hazardous could be replaced with cleaning products that are not classified as a hazardous substance.

Material Safety Data Sheets (MSDS) must be provided for each hazardous substance, identifying the ingredients, and giving health information and precautions for safe use and handling. It is important that MSDSs are available to the workers and that the substances are used in accordance with the MSDS.

Employees should be provided with training before commencement of the work. In relation to cleaning products, training must include the potential health risk and toxic effects, control measures to minimize exposure, correct use of the substance to minimise the risk of exposure, the correct care and use of personal protective equipment.

The checklist in the second part of this publication will assist you with reducing the risk of injury as a result of exposure to hazardous substances. Further information and compliance tools are available from www.worksafe.wa.gov.au

Contact dermatitis

Contact dermatitis is an inflammation that occurs when a substance comes into contact with skin. When contact dermatitis occurs, the skin is irritated. This may be in the form of either an allergy or more commonly an irritant reaction.

Many chemicals used in workplaces will cause a sudden and very strong irritant or corrosive reaction when they come into contact with bare skin. Safe work systems should be developed for such substances as:

- acids;
- alkalis;
- oils;
- solvents; and
- petroleum products.

Wet work, sweating, heat, dust, friction and prolonged glove use may also cause or contribute to irritant contact dermatitis. Some products that may cause allergic contact dermatitis in the cleaning industry are:

- synthetic rubber (may have traces of thiurams, dithiocarbamates, diphenylguanidine or thioureas);
- powdered latex gloves; hand wash (may contain traces of coconut diethanolamide, lanolin, fragrance, cocamidopropylbetaine, chlorhexidine); and
- preservatives (eg methylchloroisothiazolinone, methylisothiazolinone, chloroacetamide, formalin, iodopropynyl butylcarbamate);

Natural plant and animal products may cause a skin reaction in some people. Sawdust from some varieties of wood and natural oils used in perfume are some of the plant products that may cause a reaction.

Sometimes the skin may be affected by chemicals used to process natural products - such as the dyes in leather, fur, wool and cotton, and preservatives in cosmetics, creams and ointments.

Different people will react differently to each substance, and some workers may not be affected by them at all.

Employers are required by occupational safety and health legislation to provide a workplace where employees are not exposed to hazards. Specific actions to reduce risk include:

- provide material safety data sheets for hazardous substances;
- substitute a safer alternative substance or product, for example, replace powdered latex gloves with unpowdered latex gloves or disposable nitrile gloves;
- include information about contact dermatitis in your safety training program;
- keep the work area clean;
- provide personal protective equipment (PPE) where appropriate; and
- take additional precautions for workers with known allergies.

Employees are required by occupational safety and health law to protect themselves by:

- following the employer's safe work practices and using the PPE provided;
- wash hands with a mild soap and water, and then dry them thoroughly after work – using a cleanser made from vegetable oil to remove grease or other substances that will not come off with soap and water may assist;
- do not use solvents like kerosene or turpentine for cleaning hands;
- do not use barrier cream on damaged skin or instead of PPE; and
- treat minor cuts and abrasions promptly.

If you suspect that you have contact dermatitis, see your doctor. Early treatment is important for best results. Speak with your employer and safety and health representative (if any) about how to overcome the problem and make the place safe.

Electrical safety

Incidents with electricity are usually caused by broken equipment or dangerous working conditions such as frayed or broken cords, plugs or power points, installation and/or repairs being undertaken by an unqualified repairer, absence of a residual current device (RCD), lack of testing of RCDs and a lack of experience, training or supervision.

Cleaners are at risk of electrical injuries or electrocution. The risk is increased because cleaners are frequently using portable equipment. The electrical lead of portable equipment, such as a vacuum cleaner, is more likely to be damaged as a result of the frequent movement of the lead. Before use, electrical leads of equipment need be checked and if damaged, they need to be repaired by a competent person. The employer must also ensure that non-portable RCDs are installed and regularly tested.

Serious and fatal injuries occur when electrical repairs are undertaken by persons that are not qualified. A cleaner died from an electric shock from a commercial dishwasher when attempting to repair the dishwasher in the kitchen of a food hall. The cleaner was not qualified to carry out electrical repairs and there was no RCD installed at the workplace.

What should you watch out for?

- frayed or broken electrical cords and damaged plugs;
- overloaded power boards;
- long or multiple extension leads;
- water around plugs, leads and equipment;
- overheated machines;
- lack of maintenance;
- broken machines; and
- restricted access to power points.

Ensure that power points that may be used by cleaners are protected by non-portable RCDs that are regularly tested. If cleaners are working at a client workplace that is not protected by efficiently working RCDs, provide and use portable RCDs.

Faulty electrical appliances should be isolated, locked out and tagged out and repaired by a qualified repairer or competent person only.

Language or literacy issues

As with any workers, employers of workers with language and literacy issues are required under the *Occupational Safety and Health Act 1984* to provide a safe working environment in which workers are not exposed to hazards.

The Act does not require people to speak or read English, but it does place a duty of care on the employer, or person in control of the workplace, to ensure workers understand the hazards associated with their jobs and are competent to perform the work. Employers must ensure that safe systems of work are in place and information, instruction and training is provided and understood by persons that do not speak or read English.

Consideration of a worker's level of understanding of written or verbal information should be factored into the induction process. This may mean translating information, such as Material Safety Data Sheets (MSDS), Job Safety Analysis forms and work instructions into the person's first language, using multi-lingual or picture signage in the workplace and using interpreters during training and instruction.

First aid and emergency procedures

First aid kit

A first aid kit may be of any size, shape, or type providing it is large enough to contain all the supplies required suiting the types of injuries that may occur. First aid kits need to be provided and located to ensure they are immediately accessible. Access for people working alone must be taken into account.

First aid training

The level of training for first aid needs to be determined when first aid facilities and services are being planned. \

Emergency procedures

It is important that employees are fully prepared for an emergency evacuation.so everyone knows what to do in the event of an emergency; and preparations for potential and unexpected incidents at the workplace have taken place.

Further information

The Commission for Occupational Safety and Health has published the publications below, which are available from on www.worksafe.wa.gov.au

- Code of practice First aid and first aid facilities
- Guidance note Preparing for emergency evacuations at the workplace

Manual tasks safety checklist

Check	yes	no	n/a
Hazard identification - In consultation with workers, manual task hazards have been identified, such as lifting items; carrying items; pushing/pulling equipment; bending; reaching, prolonged or awkward postures.	☐	☐	☐
Risk assessments of manual tasks have been conducted. Risk factors, such as lifting, carrying, pushing, pulling, holding, restraining, etc. have been considered.	☐	☐	☐
Practical control measures have been implemented and maintained to eliminate or reduce risk associated with manual handling tasks. Consider control measure such as: • buckets and wringers have wheels; • chemicals are supplied in small containers (preferably 5 litre); • cleaning tools are appropriate for the job – for instance handles are not too short; • cleaner trolleys have been provided - no lifting or dragging bags of rubbish, etc.; • trolleys are appropriate for its use; • trolley wheels are appropriate to ground surface condition; • wheels of trolleys and buckets have been properly maintained and move freely; • trolleys are not overloaded when pushing – full visibility is required; • ramps are in place in areas where trolleys are used to go from one level to another level; • work is varied – no repetitive actions over long periods of time (mopping, sweeping, cleaning low surfaces); • adequate equipment has been provided for cleaning low surfaces (scrubbing floors); • equipment is provided to clean up rubbish from the floor without bending; • no lifting of heavy equipment, machinery, heavy furniture; • no lifting of heavy equipment from one level to another level by stairs; • no lifting of heavy equipment from vehicles - lifting equipment is provided from vehicles; • rubbish bags are not overfilled – no lifting of heavy bags into containers • no reaching over furniture and equipment; • sufficient rest breaks have been provided; • access to shelves, storage areas, cupboards is not obstructed; • reaching aids, such as hooks, tongs, are available where required; • work benches and other work surfaces are at good height to reduce poor posture; • heavier items are stored at waist height or bottom, as appropriate; • lighter items are stored at top shelves; • rotation of tasks is considered to avoid prolonged exposure to repetitive and prolonged manual tasks; • the work is organised to prevent excessive workload; and • sufficient time is provided to do the work.	☐	☐	☐
Task specific induction and refresher training in relation to manual tasks is provided to all persons carrying out manual tasks. Training should include the following elements: • key sections of the OSH regulations and the Manual tasks Code of practice; • the roles and responsibilities of the employers, workers and others; • consultation in order to identify manual tasks, and to assess and control risks; • basic function of spine, body postures, types of muscle work and principles of levers; • relationship between the human body and the risk of injury; • activities included in manual tasks and resulting types of injuries; • risk factors and potential sources of risks; and • control strategies for manual tasks. For further guidance, refer to pages 17/18 of the Code of practice Manual tasks or to the manual task training package and Video on the WorkSafe website.	☐	☐	☐
Reported manual task injuries and hazards have been investigated • The investigation examined the relevant risk factors and sources of risks. • Outcomes of the investigation have been reported to the person who reported the hazard or injury within reasonable timeframe.	☐	☐	☐

Further information on manual tasks is available from the WorkSafe website www.worksafe.wa.gov.au. Resources include:

- Code of practice – Manual tasks.
- Training package.
- Video: Manual tasks risk management - Running time: 11:32 mins.
- Worksheet: Manual tasks incident investigation (word).
- Worksheet: Manual tasks risk management tool (pdf).

Slips, trips and falls safety checklist

Check	yes	no	n/a
Floors, steps, stairs and ramps have unbroken and slip resistant surface.	☐	☐	☐
Floors, steps, stairs and ramps are free from obstructions that may lead to trips or falls.	☐	☐	☐
Walkways are free from storage or obstructions that may cause a person to trip or fall.	☐	☐	☐
Outside floor surfaces are maintained and free from potholes and other obstructions.	☐	☐	☐
Adequate drainage is in place in wet areas.	☐	☐	☐
Drains and plumbing is not leaking, causing slip hazard.	☐	☐	☐
Small changes in floor levels do not create a slip or trip hazard and are readily visible.	☐	☐	☐
Chemicals to clean floors are used in accordance with the manufacturer's instructions to avoid build-up of residue of chemicals.	☐	☐	☐
Warning signs are available and used near wet floors and spills.	☐	☐	☐
Appropriate step ladder or safety steps are available and used.	☐	☐	☐
Hand rails and guard rails are provided on stairs and ramps.	☐	☐	☐
Slip resistant and enclosed footwear is required (dress code).	☐	☐	☐
Edge protection is provided where required.	☐	☐	☐
Safe access is provided to areas such as mezzanine floors.	☐	☐	☐
Sufficient lighting has been provided.	☐	☐	☐

Electricity safety checklist

Check	yes	no	n/a
Employer/contract cleaning company workplace: • electrical installations are installed, constructed, maintained and tested to minimise the risk of electric shock or fire; • components on the switchboard are clearly marked; • switchboards are easily accessible and free of obstructions; • non-portable residual current device is installed at the switchboard or build into a fixed socket, where hand-held or portable equipment is used; • residual devices are tested regularly – for instance push button test every 6 months and full function test of operating times by competent person every 12 months; • switchboard or fixed sockets are marked where residual current devices are provided; • electrical and extension cords are used in a safe manner – ie, electrical cords do not pose a trip and fall hazards, no long extension cords or multiple extension cords in use; • electrical leads, plugs and sockets are in a good condition and protected from damage – ie check for damage, frayed leads, overloading of power points, etc.; • switchboard cover is provided to protect electrical installation from damage; • domestic type double adaptors are not used; • electrical equipment is serviced in accordance with manufacturers' instructions; and • faulty or damaged equipment is tagged out and repaired by a competent person.	☐	☐	☐
On site electrical safety at cleaner's / client workplace: • electrical hazards at the client workplace have been identified, risk has been assessed and practical control measures have been discussed with the client; • employer of the cleaner has checked that residual current devices are installed at the switchboard or into a fixed socket where hand-held or portable equipment is used; • employer has checked with the client that residual current devices are tested regularly; • if non-portable residual current devices are not provided and/or tested by the client, the employer of the cleaner provides portable residual current devices; • workers use portable residual current devices, where provided; • operation of portable residual current device is checked by worker before each use; • electrical leads, plugs and sockets are check before each use; • a maintenance program is in place to ensure that on-site electrical equipment is serviced in accordance with the manufacturers' instructions; and • faulty or damaged equipment is tagged out and repaired by a competent person.	☐	☐	☐

Hazardous substances safety checklist

Check	yes	no	n/a
Register of hazardous substances is complete and current – the register contains a contents list and material safety data sheets (MSDS) and MSDS are less than 5 years old.	☐	☐	☐
Register of hazardous substances is readily available for workers on site.	☐	☐	☐
Hazardous substances are properly labelled: manufacturers labels on container.	☐	☐	☐
Decanted containers are labelled with name, risk and safety phrases.	☐	☐	☐
Risk assessments have been completed for all substances and the outcome of the assessment is recorded in the hazardous substances register.	☐	☐	☐
Risk assessment report is available where the risk is significant.	☐	☐	☐
Practical control measures have been implemented and maintained.	☐	☐	☐
People who may be exposed or work with hazardous substances have been provided with adequate information, instruction and training and records are kept.	☐	☐	☐
Training includes information about potential health risk and toxic effects, control measures to minimise risk, correct use of measures, care and use of personal protective equipment and (if applicable) the need for and details of health surveillance.	☐	☐	☐
Adequate personal protective equipment (eg gloves, mask, safety glasses) is provided for substances used at the workplace.	☐	☐	☐
Workers use the adequate personal protective equipment on site.	☐	☐	☐
Personal protective equipment is provided at no cost to workers.	☐	☐	☐

Machinery and equipment safety checklist

Check	yes	no	n/a
Machinery used by cleaners is subject to appropriate checks, tests and inspections, including daily pre-start inspection.	☐	☐	☐
Where damage (to a lead or plug) or malfunction is identified, the cleaner reports this immediately to the employer. Adequate measure are taken to ensure the cleaner is not exposed to hazards (ie machine is tagged out).	☐	☐	☐
Inspection, repair, maintenance and cleaning of machines is carried out in accordance with the manufacturer's instructions.	☐	☐	☐
Every dangerous part of fixed, mobile or hand held powered machinery is securely guarded in accordance with Regulations 4.37 and 4.29, except where the machinery is so positioned or constructed that it is as safe as it would be if fenced or guarded. For example compactors are adequately guarded (ie interlocked guards in place and working).	☐	☐	☐
Manufacturers decals/warning signs, manuals and operator instructions are readily available in English. If required, instructions have been translated in a language understood by workers.	☐	☐	☐
Cleaners are properly trained and familiar with the operation and set up of the machinery, the cleaning and the safety features.	☐	☐	☐
Gas cylinders are secured and protected from damage while in use, moved or stored.	☐	☐	☐

Noise safety checklist

Check	yes	no	n/a
A risk assessment on noise has been conducted where it is likely that workers are exposed to noise levels of 85dB(A).	☐	☐	☐
Control measures have been put in place to reduce the risk of injury as a result of noise where exposure levels exceed 85dB(A) for 8 hours and/or peak sound levels exceed 140dB(C). Control measures may include personal hearing protection such as ear plugs or ear muffs.	☐	☐	☐
Workers who are exposed to noise levels exceeding the above exposure levels have received information and training in relation to noise at the workplace.	☐	☐	☐

Working at heights safety checklist			
Check	**yes**	**no**	**n/a**
Hazard identification and risk assessments have been conducted where employees are required to work at height such as cleaning ceilings, accessing roofs, cleaning windows.	☐	☐	☐
Practicable control measures have been implemented and maintained to eliminate or reduce the risk associated with work at heights.	☐	☐	☐
Edge protection is provided where a person could fall > 2 metres from a scaffold, fixed stairs, landing, suspended slab, formwork or falls work. Edge protection or a fall injury prevention system is provided where a person could fall > 3 metres. A fall injury prevention system may include catch platform, scaffold, safety nets, safety mesh, and fall arrest system.	☐	☐	☐
Adequate edge protection is provided to storage areas on mezzanine floors.	☐	☐	☐
There is safe means of access and egress to the work being performed at heights. For instance access to storage areas on top of structures or mezzanine floors is safe and access to roofs is assessed and safe.	☐	☐	☐
Stairs, walkways, ladders and mechanical lifts are free from obstructions.	☐	☐	☐
Anchorage and fall injury prevention systems are of an appropriate design. The fall injury prevention system and the anchorages points must be designed, manufactured, constructed, selected or installed so as to be capable of withstanding the force applied to them as a result of a person's fall.	☐	☐	☐
An inspection regime is in place for each component of the fall injury prevention system and means of attachment (eg harnesses, safety belts, shock absorbers, lanyards, inertia reels, anchorage points, etc.). If any signs of wear or weakness are found during the inspection, the components or means of attachment are withdrawn from use until they are replaced with properly functioning components. Permanently fixed anchorage points are checked by a competent person at least every six months if in regular use or if not regularly used before it is used.	☐	☐	☐
Safe means of access to high areas is provided, such as an adequate industrial type ladder that complies with AS/NZS1892, an adequate scissor lift or other means to reach high areas. Standing on chairs and tables is prohibited.	☐	☐	☐
People required to work at height have been provided with adequate information, instruction and training for the work being performed. If an elevated working platform with a boom exceeding 11 metres is used, operators hold a High Risk Work Licence.	☐	☐	☐

Emergency procedures and first aid safety checklist			
Check	**yes**	**no**	**n/a**
An evacuation procedure to be followed in the event of a fire or other emergency is provided.	☐	☐	☐
The evacuation procedure and a diagram of the workplace showing the exits are displayed in a prominent location.	☐	☐	☐
Emergency egress enables safe egress in event of an emergency, for instance doors are not obstructed.	☐	☐	☐
Exit signs have been provided and are maintained.	☐	☐	☐
Portable fire extinguishers have been provided and maintained.	☐	☐	☐
An adequately stocked first aid kit is provided at a central location.	☐	☐	☐
An adequate number of people have been trained in first aid, having regard to the type of hazards and number of people in the workplace.	☐	☐	☐
Means of communication with isolated workers are available, for instance the availability to a phone, mobile phone, duress alarm, etc.	☐	☐	☐
Procedures are in place for regular contact with isolated workers.	☐	☐	☐

Infectious diseases, sharps and body fluids safety checklist

Check	yes	no	n/a
The risk of exposure to infectious diseases such as Hep A, B, C, HIV, Tetanus has been identified, the risk has been assessed and control measures have been implemented.	☐	☐	☐
A vaccination program is provided and promoted.	☐	☐	☐
Records are kept of employees who have been vaccinated.	☐	☐	☐
A policy and procedures is in place for immediate first aid response after exposure to blood and body fluids; and reporting of exposure.	☐	☐	☐
Employees are trained in the risk of exposure to infectious diseases, handling sharps and body fluids. The training includes: • what are the risks, including information about contagious diseases; • handling syringes; • covering open cuts; • decanting rubbish from one bin to another; • cleaning up of body fluids in (public) toilets – including vomit, urine and faeces; • use of personal protective equipment such as adequate gloves; • removal of sharps/needles (use of tongs, sharps containers); • immediate first aid after incidents of exposure to blood or other body fluids/ substances from a sharps injury or splashing onto mucous membranes or broken skin; and • cleaning up broken glass (e.g. use gloves, throw out cleaning cloth containing glass).	☐	☐	☐
Personal protective equipment is provided and used to reduce the risk of cuts or needle stick injuries: • impermeable sharps containers designated for the disposal of needles; • impervious gloves; and • tongs for handling used needles and syringes.	☐	☐	☐
Follow up care for exposed employees is available including: • appropriate tests; and • counselling.	☐	☐	☐

Violence and aggression safety checklist

Check	yes	no	n/a
Cleaners have received information, instruction and training in relation to dealing with violence and aggression (including hold ups, cash handling, difficult members of the public or customers).	☐	☐	☐
Procedures are in place in relation to violence and aggression.	☐	☐	☐
Procedures are in place in relation to cash handling and hold-ups (including post hold-up).	☐	☐	☐
Staff members are escorted to car after evening shift, where applicable.	☐	☐	☐
An adequate number of security staff is provided and security staff is adequately trained, where applicable.	☐	☐	☐

Asbestos in buildings safety checklist

Check	yes	no	n/a
The presence and location of asbestos at the workplace has been identified.	☐	☐	☐
Where asbestos is identified, a risk assessment has been conducted in accordance with *Code of Practice for the Management and Control of Asbestos in Workplaces [NOHSC:2018 (2005)]*	☐	☐	☐
Asbestos register is available and used where asbestos has been identified. Relevant persons have received information and training on the use of the asbestos register.	☐	☐	☐
Cleaning up / removal of asbestos is done in accordance with the *Code of Practice for the Safe Removal of Asbestos 2nd Edition {NOHSC:2002(2005)].* If required an appropriate asbestos removal licence has been required.	☐	☐	☐

General safety checklist

Check	yes	no	n/a
Induction and training is provided to new and young workers and includes but is not limited to: • task specific hazards, including manual tasks such as vacuuming, mopping, cleaning bathrooms, etc., slips trips and falls, electrical safety, hazardous substances, machinery, noise, working at heights, infectious diseases and sharps, violence and aggression, working alone, etc.; • control measures to minimise risk of exposure; • the process for reporting hazards and injuries; • the process for investigating hazards and injuries; • evacuation and first aid procedures; and • the use, maintenance and storage of personal protective equipment.	☐	☐	☐
Induction and training is provided in the language understood by the cleaners.	☐	☐	☐
Adequate supervision is in place to ensure that new and young workers are working in accordance with safety instructions.	☐	☐	☐
The risk of injury or harm to other persons including visitors is reduced by appropriate means, ie cleaning trolley with cleaning chemicals is not left unattended, electrical leads do not obstruct walkways, spills are cleaned up as soon as possible and a warning sign is erected, etc.	☐	☐	☐
Reportable injuries and diseases have been notified to WorkSafe.	☐	☐	☐
Reported injuries and diseases and reported hazards have been investigated.	☐	☐	☐
Cleaners have access to workplace facilities for their own use such as toilets and wash basins.	☐	☐	☐
Cleaning cupboards are monitored for cleanliness, tidiness and removal of debris.	☐	☐	☐
Racking is storage areas or cleaning cupboards: • maintained and in good working condition (secured, no visible signs of damage or bowing); • safe working load (SWL) is displayed; and • items stored on the racking are within the SWL.	☐	☐	☐
Personal protective equipment (PPE) • PPE is provided with no cost to employee; • instruction and information is provided in relation to PPE; • PPE is maintained and stored appropriately; and • where applicable, signs are provided in areas where PPE is required.	☐	☐	☐
For cleaners working outdoors: • sun protection is provided such as shade, PPE, sunscreen; • hot conditions – training, means of hydration, job rotation, PPE and shade are provided; and • wet conditions – shelter, alternative duties, PPE are provided.	☐	☐	☐
Smoking: • smoking is not permitted in enclosed workplace, including vehicles; and • a workplace policy on smoking is in place.	☐	☐	☐
Consultative mechanisms have been developed to manage occupational safety and health • safety and health representative has been formally elected; • safety and health representative has been trained; • occupational safety and health committee has been established; and • consultation with employees and safety and health representative (if any) takes place regarding occupational safety and health at the workplace.	☐	☐	☐
An Occupational Safety and Health (OSH) management system such as “WorkSafe Plan” has been implemented that includes elements such as: • management commitment; • safety planning; • consultation and reporting systems; • hazard management; and • training and consultation. Further information about WorkSafe Plan is available from www.worksafe.wa.gov.au	☐	☐	☐

Information to help you comply with OSH law

The WorkSafe website contains a number of publications which may assist you in making your workplace a safer place. Go to the WorkSafe website www.worksafe.wa.gov.au

Codes of practice

- First aid, workplace amenities and personal protective clothing
- Managing noise at workplaces
- Manual tasks
- National Code of Practice Hepatitis and HIV
- Prevention of falls at workplaces
- Safeguarding of machinery and plant
- Violence, aggression and bullying at work
- Working hours and risk management guidelines

Guidance notes

- Alcohol and other drugs at the workplaces
- General duty of care in Western Australian workplaces
- Isolation of plant
- Plant in the workplace
- Preparing for emergency evacuations at the workplace
- Provision of information on hazardous substances (MSDS)
- Working alone

Bulletins

- Gloves-selection use and maintenance

Guides

- Migrant workers - Understanding the safety and health needs of your workplace
  - A guide for employers
  - A guide for community service providers
  - A guide for migrant workers

- The first step
- WorkSafe Plan – Information and workbook – for assessment of workplace safety and health management.
- Tips for investigating accidents and incidents

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