Safe Cleaning Matters
Safe Work Practices for Cleaners

Training Manual

Written by Penny Philippou

This resource has been produced by the:
Workplace Skills Unit,
Swinburne University of Technology TAFE

© Commonwealth of Australia 2011
Safe Cleaning Matters
Safe Work Practices for Cleaners

Project Coordinator – Margaret Regan
Project Manager – Penny Philippou
Language and Literacy Consultants and Editors – Penny Philippou & Margaret Regan
Quality Assurance Consultant – Giselle Mawer
Desktop Publisher – Gabrielle Markus
Cover design – David Greig, Kestrel Media

ISBN: 978-0-9807775-3-6

All enquiries about this publication should be addressed to:
Workplace Skills Unit – H08
Swinburne University of Technology TAFE
PO Box 218
Hawthorn 3122
Ph: 03 9214 5709

Disclaimer. Care has been taken to ensure the accuracy and currency of the information within this training manual at the time of printing. Swinburne cannot however accept responsibility for the accuracy or completeness of the information or opinions contained herein.

The Safe Cleaning Matters training manual has been designed as an aid for training cleaners. However, cleaners and trainers should make their own enquiries regarding decisions concerning their interests. No person should rely on the general information presented here as a substitute for specific advice.

© Commonwealth of Australia 2011

This work is copyright. You may download, display, print and reproduce this material in whole or in part or in modified form (retaining this notice) for your personal, non-commercial use or use within your organisation. If you use, display, or reproduce this material or a modified form of it in whole or in part within your organisation you must include the following words in a prominent location within the material in font not less than size 12: ‘The views expressed in this (publication) do not necessarily represent the view of the Minister for Education or the Australian Government. The Australian Government does not give any warranty nor accept any liability in relation to the contents of this work’. Apart from any use as permitted under the Copyright Act 1968, all other rights are reserved. Requests and inquiries concerning reproduction and rights should be addressed to the Commonwealth Copyright Administration, Attorney General’s Department, Robert Garran Offices, National Circuit, Barton ACT 2600 or posted at http://www.ag.gov.au/cca.

Funded under the Workplace English Language and Literacy (WELL) Program by the Australian Government Department of Education, Employment and Workplace Relations.

The views expressed in this publication do not necessarily represent the view of the Minister for Education or the Australian Government. The Australian Government does not give any warranty nor accept any liability in relation to the contents of this work.
Contents

Acknowledgements vii
Using this Manual viii

Part 1 Responsibilities 1
    Employer’s responsibilities 2
    Property manager and building owner responsibilities 4
    Cleaner’s responsibilities 4
    No fighting, intimidation, bullying or harassment 6
    No drugs or alcohol at work 7
    Check your ideas 7
    Review 8

Part 2 Personal Safety 9
    Hazards and risks 10
    Site risk inspection 12
    Safe work practices 19
    Protecting your body 21
    Working alone 25
    Check your ideas 26
    Review 27

Part 3 Manual Handling 29
    Safe manual handling 30
    Doing stretching and warm up exercises 32
    Follow safe manual handling rules 33
    Manual handling tasks 37
    Check your ideas 39
    Review 40
Acknowledgements

This learning resource is endorsed by:

We gratefully acknowledge the guidance, expertise, equipment and logistical support provided by the following people and organisations:

**Steering Committee**
- Jennifer Beers – Assetlink
- John Clohessy – Building Service Contractors Association of Australia (BSCAA)
- David Greig – Kestrel Media
- Tracy Kalphas – ISS Facility Services
- Giselle Mawer – Giselle Mawer & Associates
- Maria Panayi – GJK Facility Services
- Penny Philippou – Swinburne University of Technology TAFE
- Shevaun Quinn – Construction & Property Services Industry Skills Council (CPSISC)
- Margaret Regan – Swinburne University of Technology TAFE
- Patricia Reid – Swinburne University of Technology TAFE

**Additional Logistical Assistance**
- Catherine Dutton – Melbourne Cricket Club
- Peter Collis – Swinburne University of Technology TAFE

**Additional Industry Expertise**
- Tarek (Tom) Ein-Alshaiba – Achievement Cleaning Services
- Michael Girgis – ISS Facility Services
- Judy Moore – Achievement Cleaning Services
- Annette Rouse – ISS Facility Services
- Nicole Poulis – GJK Facility Services
- Helen Robotis – GJK Facility Service
- Rob Peel – R & K Maintenance and Cleaning Services
- Paul Agar – Agar Cleaning Systems Pty Ltd

**Further Industry Support**
Thanks also to the following people who agreed to appear in this manual.

- Chanil Lahiru – Achievement Cleaning Services
- Byju Varghese – Achievement Cleaning Services
- Asanka Dinesh – Achievement Cleaning Services
- Buddhika Sampath – Achievement Cleaning Services
- Jignesh Vaghela – ISS Facility Services
- Saumil Joshi – ISS Facility Services
- Amandeep Singh – ISS Facility Services
- Patricia Ramirez – ISS Facility Services
- Hardils Patel – ISS Facility Services
- Troy Willott – ISS Facility Services
- Taimoor Parwaz – Make Safe Security
- Jaswinder Singh – Make Safe Security
- Rob Peel – R&K Maintenance and Cleaning Services
- Brenton Peel – R&K Maintenance and Cleaning Services
- Mathew Brown – R&K Maintenance and Cleaning Services
- Paca Simonouska – R&K Maintenance and Cleaning Services
- Peter Collis – Swinburne University of Technology
This training manual is part of a resource package that includes a DVD and Trainer Notes.

Together they can be used to support induction training for commercial cleaners, or refresher training for a specific health or safety issue. These training materials can be used either with a trainer or by working at your own pace.

They can also be used to support training for the following units of competence in cleaning operations, as they address some of the elements and required knowledge and skills.

CPP07 Property Services Training Package

Competency Units:
CPPCLO1040A Prepare for work in the cleaning industry
CPPCLO1041A Apply basic communication skills
CPPCLO2035A Maintain cleaning storage areas

The ‘check your ideas’ included in each Part support aspects of relevant units of competence, rather than entire units. The completion of tasks included in this resource could provide some evidence of competence when being assessed.

You will see this symbol in each Part of the manual. The words listed below this symbol are the key to understanding the information given in the manual. If you do not know the meaning of any of these words, you can look them up in the glossary at the back of the manual.

This symbol appears in the manual where there are questions and exercises for you to check your understanding of the section you have just finished. The answers to these activities can be found in the Trainer Notes.
PART 1

Responsibilities

Employer’s responsibilities
Property manager and building owner responsibilities
Cleaner’s responsibilities
No fighting, intimidation, bullying or harassment
No drugs or alcohol on site
Check your ideas
Review
Property managers, building owners, cleaning companies, employers, contractors and cleaners are all responsible for making the workplace safe. This is known as a ‘duty of care’.

**Employer’s responsibilities**

An employer must identify any health or safety hazards which could harm the employee or other people in the workplace. The hazards could relate to:

1. The work premises
2. Poor work practices
3. Using equipment
4. Dealing with hazardous substances such as chemicals
5. Manual handling such as lifting, carrying, pushing and pulling

6. Microbiological organisms such as the germs transferred from one location to another, also referred to as cross contamination

7. The physical work environment such as the possibility of slips, trips and falls.

**words to know**

- duty of care
- hazard/hazardous
- microbiological
- cross contamination
Property manager and building owner responsibilities

The property manager and building owner also have responsibilities under the OH&S law.

They must identify any hazards on the premises that may possibly harm the health and safety of any person entering, using or leaving the premises.

Cleaner’s responsibilities

Cleaners are responsible for protecting their own health and safety, and the health and safety of other people at their work. This includes:

1. Following safe work procedures
2. Wearing the correct Personal Protective Equipment or PPE
Responsibilities

3 Using the right equipment for the job

4 Using the equipment correctly

5 Handling and storing hazardous substances safely

6 Identifying and reporting hazards

7 Wearing uniforms and photo identification at all times

words to know

- procedures
- Personal Protective Equipment (PPE)
Responsibilities

No fighting, intimidation, bullying or harassment

A safe workplace is also about having a safe work environment. This includes not taking part in fighting, intimidation, bullying or harassment.

If you see or experience any unsafe behaviour, report it to your supervisor immediately. If the issue is not resolved satisfactorily, you could talk to your state’s safety organisation such as Work Safe or Work Cover.

Words to know
- intimidation
- bullying
- harassment
- illegal drugs
No drugs or alcohol at work

To protect yourself and others, do not work if you are affected by drugs or alcohol and don’t bring alcohol or illegal drugs to work.

It is an offence to drink alcohol or to have any alcohol in your body while working.

check your ideas

1. Who is responsible for:
   (i) identifying health and safety hazards?
   (ii) following safe work procedures?
   (iii) making sure the premises are safe?

2. What should you do if you feel you are being bullied at work?

3. You notice that another cleaner appears to be affected by alcohol. What are your responsibilities?
Review
You should now be able to:

- Understand these words and phrases:
  - duty of care
  - hazard / hazardous
  - microbiological
  - cross contamination
  - procedures
  - Personal Protective Equipment (PPE)
  - intimidation
  - bullying
  - harassment
  - illegal drugs

- Explain the rights and responsibilities of employers, property managers, building owners and cleaners for keeping a safe work site.
PART 2

Personal Safety

Hazards and risks
- Risk control hierarchy
- Risk assessment

Site risk inspection
- Site risk assessment
- Hazard identification
- Safe Work Method Statement (SWMS)
- OHS training

Safe work practices

Protecting your body
- Using Personal Protective Equipment and clothing (PPE)
- Needle sticks and sharps

Working alone

Check your ideas

Review
Hazards and risks

A hazard is anything that could cause harm, such as:

1. Frayed or damaged electrical cords
2. Heavy loads that need lifting

A risk is the probability, or chance, that the hazard will cause harm.

For example, if you use equipment with frayed cords there is a risk that you will get an electric shock and, if you lift a heavy load there is a risk that you will suffer a back injury.

Risk control hierarchy

The risk control hierarchy ranks risk controls from the most preferred control to the least.

In the hierarchy, eliminating the hazard is the most preferred control (1) while personal protective equipment is the last control (6) you should consider.
For example, you can use the risk control hierarchy to control the risk of handling and storing hazardous chemicals.

- Starting at the top, consider eliminating or substituting with something that would achieve the same result such as a non-hazardous substance.
- If you can’t do this, consider isolating the chemicals by storing them in a locked room or storage container.
- Next you might have an engineering control such as using smaller containers to reduce lifting injury and to keep any spilling of chemicals to a minimum.
- After that, administrative controls could include cleaners rotating tasks so that no one has a long exposure.
- Finally, use personal protective equipment such as a mask or goggles to control the risk even further.

If you have ideas about how to control risks at your work, you should discuss them with your supervisor.

**words to know**

- **risk**
- **risk controls**
- **risk control hierarchy**
- **eliminate**
- **substitute**
- **isolate**
- **administrative**
Risk assessment

For each job, employers and property owners must carry out a risk assessment.

A risk assessment involves identifying and classifying the hazards of the work.

This means identifying how likely it is that an incident will happen and how serious the incident could be.

It also means pointing out what hazard controls are needed to stop or reduce the risk of injury to acceptable levels.

Site risk inspection

Before you start work, all possible hazards and risks should be identified and correct safety measures put in place to eliminate the risks or, at least, to reduce them to acceptable levels.

This identification of risks is usually carried out by a supervisor during a site risk inspection using a Risk Assessment form.

In the example on the next page, the risk assessment is for two specific tasks:
(i) Mopping of foyers
(ii) Rubbish collection and disposal
## Risk Assessment Form*

<table>
<thead>
<tr>
<th>Specific task/ activity</th>
<th>Potential hazards / consequences</th>
<th>Class of risk</th>
<th>Safe Work Method Statement required</th>
<th>Control Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ground floor</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mapping of foyers</td>
<td>STRAIN / SPRAIN</td>
<td>3</td>
<td>Yes</td>
<td>See Work Method Statement</td>
</tr>
<tr>
<td></td>
<td>- moving cartons, boxes, furniture etc out of way</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- frequent bending and twisting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- transporting and emptying full bucket</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SLIPS AND FALLS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- oily floors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- untidy work areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- cluttered aisles or passage ways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- steep or slippery steps and stairs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- poorly lit work areas and walkways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ERGONOMIC HAZARDS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- poor work posture eg twisting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- repetitive motions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubbish Collection and disposal</td>
<td>STRAIN / SPRAIN</td>
<td>3</td>
<td>Yes</td>
<td>See Work Method Statement</td>
</tr>
<tr>
<td></td>
<td>- lifting bins off floor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- lifting garbage above</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- potential overloading of bins</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- lifting of dumpster lids</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SLIPS AND FALLS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- access routes obstructed by materials</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- slippery or uneven surfaces</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- poor visibility due to poor lighting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- fall from edge of dock while emptying bins into dumpster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ERGONOMIC HAZARDS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- poor work posture</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BIOLOGICAL HAZARDS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- needle stick injury - potential exposure to HIV or hepatitis</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TRAFFIC HAZARDS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- cleaner may be hit by vehicle in dock area while walking to dumpster</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Courtesy of NSW Workcover
Risks associated with cleaning can be identified in the following tasks:

1. Mopping
2. Moving cartons etc
3. Steep or slippery stairs/steps
4. Repetitive motions
Emptying rubbish bins

Needle stick injury

words to know
- inspection
- potential
- consequences
- Safe Work Method Statement
- control measures
- frequent
- ergonomic posture
- repetitive
- cluttered
- access routes
- obstructed
- visibility
- needle stick
- exposure
- HIV
- hepatitis
Safe Work Method Statement (SWMS)

When the risk assessment is done the information is included in a Safe Work Method Statement (also called a Work Method Statement, Safe Work Practice, Safe Operating Procedure or Job Safety Analysis).

The safe work method statement outlines a safe method of work for a specific job. It will identify safety risks and describe specific control measures.

This document includes:

- a description or critical steps of the task/activity,
- the possible hazards involved,
- the safety controls needed to make sure the job is done safely at every step.
### Safe Work Method Statement (FM2162P)

**Contractor:** Super Cleaning Company P/L  
**I approve of the use of this Work Method Statement**  
**Name:** Chandra Singh  
**Position:** Manager  
**Signature:** C. Singh  
**Date:** 25 August 2011

Please refer to OHS Act, relevant Codes of Practice and National Standard

<table>
<thead>
<tr>
<th>Description of Activity</th>
<th>Area</th>
<th>Specific Tasks</th>
<th>Potential Hazards</th>
<th>Safety Controls</th>
</tr>
</thead>
</table>
| Mopping of floor        | Foyer| Fill mop bucket | Strains/sprains  , Trips & falls , Slips | • Use PPE – especially flat soled, covered footwear  
  • Only fill mop bucket half full  
  • Use correct lifting techniques when lifting bucket from sink – use both hands, bend knees and keep back straight  
  • Push bucket in front of you and use both hands  
  • Use the correct coloured mop |
| Add cleaning chemicals  |      |                | Skin irritation  , Eye irritation  , Fumes | • Use PPE – especially gloves  
  • Check the label before using chemical  
  • Use only site approved chemicals, do not use a chemical you are unsure of or have not used before without reading the MSDS.  
  • Add chemicals with care to ensure they do not splash into your eyes.  
  • If you develop any irritation, stop what you are doing and inform your supervisor. |
| Mop floor               |      |                | Strains/sprains  , Trips & falls , Slips | • Use PPE – especially flat soled, covered footwear  
  • Clear work area of any tripping hazards before you start mopping.  
  • Put caution signs close to work area before you start mopping.  
  • Wet mop in bucket and mop from side to side, being careful not to over extend your reach or twist your body  
  • Change position of hands regularly.  
  • Wring mop out properly and redo the washed section again to remove excess moisture.  
  • Dry mop the area after finishing, ensuring floor dries quickly.  
  • Remove caution signs only when floor is completely dry. |

---

**Words to Know**

- **ensure**
- **sharps**
- **Code/codes of practice**
- **OHS**
- **OHS Act**
- **National standard**
OHS training

Occupational Health and Safety training of cleaners is required by law.

The purpose of OHS training is to make sure that cleaners do not perform a cleaning task without first being fully aware of the possible hazards.

The training also makes sure that cleaners are competent in following the risk controls in safe work instructions and procedures.

**Words to know**
- **competent**
Safe work practices

For your own safety and the safety of others, you should always follow safe work practices. This means not trying to save time by rushing or missing safety steps.

Here are some safe work practices all cleaners should follow.

1. Inspect the area for possible hazards before starting work. If you do see a hazard, report it immediately to your supervisor or employer.

2. Close off access to the area you are cleaning until the job is finished.

3. Always place CAUTION signs near to where you are cleaning.

4. Always use or wear appropriate Personal Protective Equipment (PPE) which may include high visibility clothing and closed in shoes or safety boots.
5. Never stand on furniture. Always use an approved ladder or step up.

6. Never lift heavy objects alone. If you do need to lift or move a heavy object, get another cleaner to help you.

7. Do not leave trolleys, equipment and rubbish bins in doorways or passageways where people can fall or trip over them. Always leave them in a safe place.

Words to know
- safe work practice
- access
- caution
- approved
- passageways
Protecting your body

There are many ways to protect your body.

First you should think about how you work. Can you change the way you work to avoid injuring your body?

For example, you should change the tasks you do throughout the day so that you don’t put too much stress on one part of the body.

Using Personal Protective Equipment and clothing (PPE)

Personal Protective Equipment or PPE also helps keep your body safe. PPE is equipment especially made to protect your body while you work.

To keep safe at work:

- think about the way you work
- use the safest equipment
- wear the correct PPE.
Personal Protective Equipment (PPE)

Check that you have the right personal protective equipment or PPE for the job.

PPE includes:

1. Gloves
2. Masks/goggles/safety glasses
3. Safety boots or shoes with non-slip soles
4. Dust mask

words to know

- mask
- goggles
- high visibility vest
- Material Safety Data Sheet (MSDS)
Keep your PPE in good condition.

Use the right equipment for each job you do. For example:
- choose suitable hearing protection to reduce unacceptable noise levels.
- check your Safe Work Method Statement (SWMS), Job Safety Analysis (JSA) or Material Safety Data Sheet (MSDS) if you are not sure what PPE to wear.
- all equipment must meet Australian Standards.
- follow the instructions for fitting all PPE.

**Needle sticks and sharps**

It is important that you do not try to remove needles and sharp objects from rubbish bags or bins unless they are sticking out and present a danger to you or the public.
If you do need to pick up needles or sharp objects, always:

- Use long-handled tongs or a long-handled dustpan with broom or brush.
- Wear safety gloves, and place the needles or sharps in the appropriate sharps container.
Working alone

Cleaning often involves working outside normal hours and sometimes means cleaners are required to work alone. You should try to avoid working alone after dark or very early in the morning.

If you need to work after dark, it is better to have another cleaner working nearby.

If you are required to work alone, your employer must make sure you always have a way to get in touch with other people.

For example, you could:
- use a mobile phone to log yourself on and off a site
- log in and out via security who will monitor if you don’t report in at an agreed time
- arrange to let your supervisor know when you have finished working.

words to know
- log on/off site
- security
- monitor
1. What tools and equipment are easier on your body? Which ones put more stress on your body?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

2. Think of one task that puts stress on your body. What can you do to reduce the stress on your body when you are doing that task?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

3. What PPE should you wear when you are:
   
   (i) operating a scrubber?

__________________________________________________________________________

(ii) picking up sharps and putting them into a container?

__________________________________________________________________________

(iii) vacuuming a carpeted area?

__________________________________________________________________________

(iv) filling a spray bottle in readiness to clean bathroom surfaces?

__________________________________________________________________________
4. How can you prepare to be safe if you are working alone?


5. You have just started working in a new building. What safety information do you need to protect your personal safety?


**Review**

You should be able to:

- Understand these words:
  - risk
  - risk controls
  - risk control hierarchy
  - eliminate
  - substitute
  - isolate
  - administrative
  - risk assessment
  - appropriate
  - incident
  - inspection
  - potential
  - consequences
  - Safe Work Method Statement
  - control measures
  - frequent
  - ergonomic
  - posture
  - repetitive
  - cluttered
  - access routes
  - obstructed
  - visibility
  - needle stick
  - exposure
  - HIV
  - hepatitis
  - ensure
  - sharps
  - Code/codes of practice
  - OHS
Review CONTINUED
You should be able to:

- Understand these words:
  - OHS Act
  - National standard
  - competent
  - safe work practice
  - access
  - caution
  - approved
  - passageways
  - mask
  - goggles
  - high visibility vest
  - Material Safety Data Sheet (MSDS)
  - log on/off site
  - security
  - monitor

- Protect your body by:
  - changing the way you work
  - choosing the tools and equipment that are easiest on your body
  - using the right Personal Protective Equipment for the task
Safe manual handling
Doing stretching and warm up exercises
Follow safe manual handling rules
  Lifting and carrying
  Pushing and pulling
  Standing and bending
More tips for safe manual handling
Manual handling tasks
Check your ideas
Review
Safe manual handling

Doing a cleaner’s job involves manual handling such as lifting, carrying, pushing, pulling, standing and bending.

Most injuries suffered in the cleaning industry are a result of manual handling. These injuries include sprains and strains, also known as musculoskeletal injuries.

These types of injuries can cost money, affect your health and wellbeing and, in some cases, you may not be able to work in the same job again.

To avoid such injuries make sure you always follow the correct procedures for manual handling.

1 Lifting
2 Carrying
PART 3

Manual Handling

**words to know**

- manual handling
- sprain/sprains
- strain/strains
- musculoskeletal

1. Pushing
2. Pulling
3. Standing
4. Bending
Doing stretching and warm up exercises

Your body is the most important piece of equipment you use and you need to look after it.

If your muscles are cold it is much easier to strain yourself when you are doing physical work.

So, always warm up before you start work.

Doing stretching exercises will warm your body up and help to protect you from injury.

You should do these exercises before you start work and throughout the day.

1. Slowly stretch your neck.

2. Shoulder shrug – raise both your shoulders to your ears and hold for 3-4 seconds. Then relax. Repeat.

3. ... and your legs

4. ... and back.

words to know

- warm up exercises

Safe Cleaning Matters  © Commonwealth of Australia 2011
Follow safe manual handling rules

Lifting and carrying

Follow these steps to lift safely from the floor.

1. Always warm up before you do any lifting.
2. Never lift anything that is too heavy for you. Test for the weight of the object or load with your foot.
3. Move close to the object you are going to lift.
4. Bend your knees and keep your back straight.
5. Use your legs to lift with and hold the object close to your body as you lift it.
6. Move your feet to turn – don’t twist your body.
Pushing and pulling

Pushing is easier on your back than pulling. When you are pushing, make sure you:

1. stay close to the equipment or load,
2. use both arms, and
3. don’t lean forward.

If you really need to pull something make sure you do the following:

1. face the object,
2. keep your back straight. You must never bend your back.
3. Bend your knees a little,
4. use a smooth movement. Do not tug or jerk. This can cause a sprain or strain.

**words to know**

- *test the weight*
- *tug*
- *jerk*
Standing and bending

Some cleaning tasks can involve standing for long periods of time.

When you are working in standing positions:
- try to have a straight posture
- stand with one foot in front of the other
- bend your knees when you move
- keep your stomach muscles tight so that your spine is supported.

Cleaning tasks can also include bending to wipe bench tops, urinals and toilets.

Make sure you do not over-reach if you are wiping areas such as tables, mirrors or glass.

If you are doing a job that means you need to bend forward:
- try to change position every few minutes
- regularly stand up straight and arch your back slightly. You can repeat this 2-3 times.

words to know

- spine
- urinal
- regularly
- arch
More tips for safe manual handling

There are some other things you can do to make your job safer.

- Don’t lift objects over your head.
- Don’t reach over an obstacle to lift and don’t over extend or over reach your arms or body.
- If there is an alternative to carrying, such as using a trolley, you should use it.
- Never lift or move anything that is too heavy by yourself. It is better to get another cleaner to help you.
- It’s better to push rather than pull a trolley.

Words to know

- object
- obstacle
- over extend/reach
- alternative
Manual handling tasks

Manual handling can lead to muscle strains, sprains, fractures and soft tissue damage if you don’t follow safe work procedures.

When you are vacuuming using pull along, upright or backpack equipment, it is important to always follow the safety procedures for the job.

- Always make sure you are wearing the correct PPE such as non-slip, closed in footwear.
- Keep an upright posture.
- Move your feet rather than over reaching.
- Make sure the wheels are moving freely on the equipment.
- Make sure the electrical cord is held looped, so that you don’t trip over it or it doesn’t become tangled in the machine.

Change your duties or take regular 5 minute breaks especially after vacuuming continuously for 30 minutes. This is very important for all such repetitive actions.
Using a backpack vacuum can put strain on your back and arms.

1. Read the instructions for fitting the back pack before you start work.

2. Place the back pack on a table first. Don’t try to lift it straight from the ground onto your back.

3. Put your arms into the arm holders while the back pack is on the table.

4. Fasten securely on your back. Never hang the vacuum off your arm while you are vacuuming.

Some vacuums can be used to extract water or liquid from hard floors or carpets. These are called “wet and dry vacuums”. When you are working with these take care to avoid slips, trips or falls.

To work safely with wet and dry vacuums make sure you:

- follow all electrical safe guards such as holding the cord looped and keeping it out of water,
- stand with one leg in front with your back leg supporting your weight. This body position helps you to maintain balance and also helps to stop you straining your back and shoulders.
- Don’t over stretch or over reach.
1. What equipment can you use to make carrying safer?

________________________________________________________________________
________________________________________________________________________

2. What are the 6 key rules for safe lifting?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3. What extra steps should you take to work safely with wet and dry vacuums?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Review

You should be able to:

- Understand these words:
  - manual handling
  - sprain/sprains
  - strain/strains
  - musculoskeletal
  - warm up exercises
  - object
  - obstacle
  - over extend/reach
  - alternative
  - test the weight
  - tug
  - jerk
  - spine
  - urinal
  - regularly
  - arch
  - fractures
  - soft tissue damage
  - upright
  - fasten
  - extract
  - safe guards

- Protect your body by:
  - doing stretching and warm up exercises
  - following the procedures for safe lifting and carrying.
PART 4

Using Tools and Equipment

Electrical safety
- Using electrical equipment
- Testing and tagging
- Maintenance colour coding

Working at heights
- Using step ups & portable ladders

Training

Check your ideas

Review
Electrical safety

Using electrical equipment

Electrical safety is important. Using faulty equipment can cause an electric shock.

Being safe means being aware of the dangers of using electrical equipment.

- Always check your equipment, particularly for damaged or frayed cords and plugs
- Hold the electrical cord looped in your hand, hanging over your shoulder or placed in loops on the floor. If the lead is on the floor, keep it away from you so that it doesn’t get tangled in the machine or under your feet causing you to trip
- Always keep electrical cords away from water and dampness
- Let out the cord progressively as you need it and don’t pull or stretch it. If you run out of electrical cord, change to another power outlet or connection.
You also need to be careful that other people don’t trip over equipment or electrical leads.

Make sure you place safety signs where you are working.

Never take out the plugs from the wall by pulling on the leads.

You must always turn the power off at the power point before removing the plug from the socket.

Never use faulty equipment!

**Words to know**

- faulty
- electric shock
- electrical cords
- tangled
- progressively
- power outlet/ connection
- loops/looped
Testing and tagging

All workplaces have a system for testing and tagging equipment.

The first thing to remember is that electricians or accredited testers are responsible for testing, repairing and maintaining all machinery.

You must never attempt to fix electrical equipment yourself.

If a machine is faulty or breaks down:
- do not operate the equipment, and
- place an ‘Out of Service’ or ‘Danger, Do Not Use’ tag on it and store it away.

Most workplaces require you to call your supervisor or manager to report equipment which is faulty or stops working.

*Words to Know*
- trip
- socket
- testing
- tagging/tag
- electrician
- accredited testers
Maintenance colour coding

All electrical equipment and machinery needs regular maintenance.

The maintenance tag is a colour coded tag specifically used for equipment maintenance.

Different workplaces may use different colour code systems. You need to be aware of the colour code system used by your workplace or company.

Tags will include test date, repair and maintenance information and they should only be removed by someone who is qualified to do so.

words to know

- maintenance
- colour code/coding/coded
- repair
1. How do you know that your electrical equipment is safe to use?

________________________________________________________________________

________________________________________________________________________

2. Why should electrical cords be kept off the ground?

________________________________________________________________________

________________________________________________________________________

3. In your workplace, what colour code system is used for machinery and equipment that needs maintenance?

________________________________________________________________________

________________________________________________________________________
Working at heights

If the task requires you to work at heights, you should refer to your company Site Safety Plan.

Cleaners should not be performing work above 2 metres. This should be done by specialists, wearing a suitable harness, who are qualified to complete such work.

- Below 2 metres, only use a portable step ladder or safety step that meets Australian standards.

- Never stand on chairs, tables or any other furniture.
Wall washing and window cleaning can involve hazards particularly related to working at heights.

- It’s important that you don’t over reach. Do not reach above shoulder height when you are cleaning windows, mirrors or walls.
- If you use an extension pole above your shoulder height, do not perform the cleaning job for longer than 10-minutes at a time.
- After a 5 minute interval of doing a different task, you can go back to doing the original task.
- If possible, alternate the use of your left and right hands.

**Words to Know**

- Site Safety Plan
- Step ladder
- Safety step
- Australian standard
- Extension pole
- Interval
- Alternate
1. A cleaning task requires you to work at a height of more than 2 metres from the floor. Should you continue?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

2. When should you use an extension pole?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
Review

You should be able to:

- Understand these words and phrases:
  - faulty
  - electric shock
  - electrical cords
  - tangled
  - progressively
  - trip
  - socket
  - power outlet /connection
  - testing
  - tagging /tag
  - electrician
  - accredited testers
  - colour code/coding/coded
  - repair
  - Site Safety Plan
  - step ladder
  - safety step
  - Australian standard
  - extension pole
  - interval
  - alternate

- Understand the dangers of using electrical equipment
- Understand what testing and tagging of equipment means
- Understand the colour code system for maintenance of equipment
- Be aware of the safety measures for working at heights
Hazardous Substances

Material Safety Data Sheet (MSDS)
Using and storing chemicals
Cross contamination
  Colour coding
  Dusting and wiping
Check your ideas
Review
Most general cleaning products from reputable companies are now environmentally friendly and are manufactured to meet Green Cleaning Guidelines.

There are only a few specialised cleaning chemicals that are classified as hazardous substances. These include bleach, some paint removal solvents, drain cleaning compounds and some floor stripping solutions.

Only use hazardous substance when absolutely necessary. If possible, look for safer alternatives.

**Material Safety Data Sheet (MSDS)**

All suppliers of cleaning chemicals must provide a Material Safety Data Sheet (MSDS) for each chemical you use.

These information sheets are available in a folder where the chemicals are stored and must be replaced every 5 years or updated when chemicals are replaced.

The MSDS has information about:
- how to use the chemical safely,
- how to store it correctly,
- what PPE to wear,
- what to do if there is an incident or spill.

You should always read the MSDS before using a chemical.
Using and storing chemicals

There are some things you must always remember when using and storing chemicals.

- Make sure storage areas are kept neat and tidy with each product in its right place.
- Only use the approved chemicals for each site or task.
- Do not bring additional or other chemicals from home or from another site.

- Never mix chemicals together. Each product is covered by an MSDS, BUT MIXTURES ARE NOT COVERED! This means there is no safety information about chemical mixtures. The risks are NOT KNOWN. This is dangerous.
- Only store chemicals in properly labelled containers. If the container is not labelled, you won’t know which chemical to use or you may use the wrong chemical for the job which might cause damage.
- Always follow the directions on the labels or instructions for using or diluting chemicals.

words to know

- hazardous substance
- product
- reputable
- specialised
- solvent
- compounds
- solutions
- update
Hazardous Substances

- Never store unsuitable chemicals near each other. They must be kept apart so they cannot react to each other. Such a reaction could be dangerous.

- Never store chemicals in food or drink containers.

- Always replace lids firmly on containers after use to avoid accidental spills.

- Do not sniff or taste the chemicals.

- All spills must be cleaned up immediately. If there is a chemical spill, isolate the area. Immediately clean up and rinse.
Always wear the correct personal protective clothing (PPE). This means that gloves must be worn when you are handling or diluting chemicals. This protects your skin from the effects of mild and more severe exposure. Remember, even when you are wearing the correct PPE, you must still handle chemicals CORRECTLY.

Manufacturers must provide labels or screen printed bottles that contain the name of the product, instructions for safe use and the first aid procedures.
## Cross contamination

Cross contamination can happen when germs and bacteria are carried from one area to another. For example, if you use the same cloth to wipe the toilet seat and wipe the desk tops in an office.

It is very important that you follow the safety procedures so that cross contamination does not happen. It is important for your safety and the safety of others.

## Colour coding

Colour coding of mops, buckets and cloths on all sites helps to prevent cross-contamination. Make sure you understand what the different colours mean and how each one relates to a certain task.

Different sites and different states may use different colour systems. It is your responsibility to know the colour code system in your work site, area or state and to make sure you follow and use it correctly.

Sometimes, labels on chemical containers will also include a colour code.
Dusting and wiping

Dust particles are tiny bits of dust, which can be harmful to breath. Indoor dust can also contain chemical particles, from traffic fumes, carpet glue and cleaning products.

It is important to remove dust particles thoroughly while cleaning so that indoor air quality is improved.

The best way to do this is to:

1. use a damp cloth to remove dust

2. empty vacuum bags into a closed plastic bag to avoid spreading the harmful dust. You should do this after every shift. You should wear a face mask while carrying out this task

3. clean vacuum cleaner filters weekly and replace regularly. HEPA filters are best to use because they remove fine dust particles

© Commonwealth of Australia 2011
In some workplaces, microfibre cloths are now being used. Microfibre has the ability to remove soil and dust with just water.

To make sure microfibre cloths are effective you need to:
- make clean water available,
- change water regularly
- launder the cloths thoroughly.

**Words to Know**

- cross contamination
- germs
- bacteria
- particles
- HEPA filters
- microfibre
1. What hazardous substances do you use in your work?

__________________________________________________________

__________________________________________________________

2. Where are the MSDS kept in your workplace?

__________________________________________________________

3. Read the MSDS for one hazardous substance you use. What PPE does it tell you to wear when you use the product?

__________________________________________________________

4. What colour code to prevent cross contamination is used in your workplace?

__________________________________________________________

__________________________________________________________
Review
You should be able to:

- Understand these words:
  - store
  - dilution
  - isolate
  - exposure
  - cross contamination
  - germs
  - bacteria
  - particles
  - HEPA filters
  - microfibre

- Work safely with hazardous substances
PART 6

Injury / Incident Management and Reporting

- Emergencies
- Keeping a First Aid Kit
- Reporting near misses and incidents
- Check your ideas
- Review
Emergencies

In case there is an emergency, either you or your supervisor must have the address and phone number of the nearest doctor, surgery or hospital.

Ring 000, if you cannot drive yourself to the doctor or hospital.

First aid and emergency information is often found on the product’s label.

If the emergency involves a hazardous substance, you need to look at the Material Safety Data Sheet (MSDS) or Emergency Response Guide for information on what to do.

Keeping a First Aid Kit

Make sure you know where the first aid kit is kept. It is usually located in the cleaner’s room or office. Some cleaners keep a first aid kit on their trolley.

Make sure it is always well-stocked.

words to know

- emergency response guide
- emergency
- first aid
- first aid kit
Reporting near misses and incidents

If you injure yourself in any way, or have a ‘near miss’, you must report the incident to your supervisor or employer and you must fill out an Incident Report Form.

Even if you think it is a small or unimportant thing, you must report all incidents or near misses.

Your employer will report notifiable incidents to your state safety regulator, such as WorkSafe or WorkCover.

Remember, Safe Cleaning Matters!
1. How can the MSDS help you if you have an emergency involving a hazardous substance?

____________________________________________________________________

____________________________________________________________________

2. Who do you notify of an incident or near miss which happens at your workplace?

____________________________________________________________________

____________________________________________________________________

Review
You should be able to:

- Understand these words and phrases:
  - emergency
  - emergency response guide
  - first aid
  - first aid kit
  - injure
  - near miss
  - incident
  - incident report form
  - notifiable incident
  - Worksafe/Workcover

- Explain what to do in an emergency situation.
- Explain how to report an incident or a near miss.
These words are defined according to the way they are used in the text.

<table>
<thead>
<tr>
<th>Word</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>access</td>
<td>the way in</td>
</tr>
<tr>
<td>access routes</td>
<td>the way to enter a place</td>
</tr>
<tr>
<td>accredited</td>
<td>people officially approved to carry out testing</td>
</tr>
<tr>
<td>testers</td>
<td></td>
</tr>
<tr>
<td>adequately</td>
<td>satisfactorily</td>
</tr>
<tr>
<td>administrative</td>
<td>about organisation and management of a safety risk</td>
</tr>
<tr>
<td>alternate</td>
<td>switch or swap</td>
</tr>
<tr>
<td>alternative</td>
<td>another way</td>
</tr>
<tr>
<td>appropriate</td>
<td>suitable</td>
</tr>
<tr>
<td>approved</td>
<td>officially allowed</td>
</tr>
<tr>
<td>arch</td>
<td>push your chest and stomach forward and shoulders backwards so your back is stretched</td>
</tr>
<tr>
<td>Australian</td>
<td>detailed levels of quality found in documents developed</td>
</tr>
<tr>
<td>Standards</td>
<td>by experts from industry and government. There are over 400 Australian Standards relevant to occupational health and safety (OHS). All work done in industry must be up to the standards described in these documents</td>
</tr>
<tr>
<td>bacteria</td>
<td>very small living things that sometimes cause disease</td>
</tr>
<tr>
<td>bullying</td>
<td>hurting or frightening someone who is smaller or less powerful, often forcing them to do something they do not want to do</td>
</tr>
<tr>
<td>caution</td>
<td>warning</td>
</tr>
<tr>
<td>cluttered</td>
<td>filled with things that are not tidy or well organised</td>
</tr>
<tr>
<td>code/codes of practice</td>
<td>an official practical guide to following the law</td>
</tr>
<tr>
<td>colour code</td>
<td>a colour system used for showing there are different requirements</td>
</tr>
<tr>
<td>coding / coded</td>
<td></td>
</tr>
<tr>
<td>competent</td>
<td>able to do something well</td>
</tr>
</tbody>
</table>
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Compounds</strong></td>
<td>mixtures that contain more than one chemical</td>
</tr>
<tr>
<td><strong>Consequences</strong></td>
<td>results</td>
</tr>
<tr>
<td><strong>Control Measures</strong></td>
<td>ways to manage safety risks</td>
</tr>
<tr>
<td><strong>Cross Contamination</strong></td>
<td>when germs are moved from one place to another</td>
</tr>
<tr>
<td><strong>Dilution</strong></td>
<td>adding water to weaken the strength</td>
</tr>
<tr>
<td><strong>Duty of Care</strong></td>
<td>the responsibilities you have in the workplace</td>
</tr>
<tr>
<td><strong>Electric Shock</strong></td>
<td>a sudden, painful feeling you get when electricity flows through your body</td>
</tr>
<tr>
<td><strong>Electrical Cords</strong></td>
<td>the wires that connect pieces of electrical equipment to the electricity supply</td>
</tr>
<tr>
<td><strong>Electrician</strong></td>
<td>someone whose job it is to put in, check or repair electrical wires and equipment</td>
</tr>
<tr>
<td><strong>Eliminate</strong></td>
<td>the most effective risk control measure – it means removing the risk altogether</td>
</tr>
<tr>
<td><strong>Emergency</strong></td>
<td>a situation where there has been an accident and medical or other help is needed urgently</td>
</tr>
<tr>
<td><strong>Emergency Response</strong></td>
<td>a document in the workplace (eg notice or chart) that tells you what to do if there has been an accident and medical or other help is needed</td>
</tr>
<tr>
<td><strong>Ensure</strong></td>
<td>make sure</td>
</tr>
<tr>
<td><strong>Ergonomic</strong></td>
<td>about safe body movements</td>
</tr>
<tr>
<td><strong>Estimate</strong></td>
<td>to calculate approximately without using measuring tools. For example, you might judge a distance just by looking at it.</td>
</tr>
<tr>
<td><strong>Exposure</strong></td>
<td>when someone is affected because they are in a particular situation or place eg body may be affected if handling chemicals</td>
</tr>
<tr>
<td><strong>extension cord</strong></td>
<td>a long electrical lead which is plugged into the electrical cord/lead of a power tool or other equipment so that you can work at a distance from the power source</td>
</tr>
<tr>
<td><strong>extension pole</strong></td>
<td>a pole with extra length so a job can be done more successfully</td>
</tr>
<tr>
<td><strong>extract</strong></td>
<td>take out</td>
</tr>
<tr>
<td><strong>fasten</strong></td>
<td>to close or fix something together</td>
</tr>
<tr>
<td><strong>fault</strong></td>
<td>something wrong with a machine or material</td>
</tr>
<tr>
<td><strong>faulty</strong></td>
<td>equipment that is not working correctly</td>
</tr>
<tr>
<td><strong>first aid</strong></td>
<td>basic medical treatment that you give someone who is ill or injured in an emergency</td>
</tr>
<tr>
<td><strong>first aid kit</strong></td>
<td>a container that has basic supplies (eg band aids, scissors) so that someone who is ill or injured can be treated</td>
</tr>
<tr>
<td><strong>flexible</strong></td>
<td>easily able to bend, move or change the position of the body</td>
</tr>
<tr>
<td><strong>fractures</strong></td>
<td>broken bones</td>
</tr>
<tr>
<td><strong>frequent</strong></td>
<td>often</td>
</tr>
<tr>
<td><strong>germs</strong></td>
<td>very small living things that cause disease</td>
</tr>
<tr>
<td><strong>goggles</strong></td>
<td>special glasses that fit close to your face to protect your eyes</td>
</tr>
<tr>
<td><strong>harassment</strong></td>
<td>deliberate behaviour that annoys or upsets another person</td>
</tr>
<tr>
<td><strong>hazard</strong></td>
<td>something that could cause harm to people, property or the environment</td>
</tr>
<tr>
<td><strong>hazardous substance/s</strong></td>
<td>products or parts of products which can cause you to get hurt or sick</td>
</tr>
<tr>
<td><strong>HEPA filter</strong></td>
<td>type of air filter that removes very small dust particles</td>
</tr>
<tr>
<td><strong>Hepatitis</strong></td>
<td>a serious disease that affects your liver</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
</tr>
<tr>
<td><strong>high visibility</strong></td>
<td>a piece of clothing with buttons and no sleeves that can be easily seen by others</td>
</tr>
<tr>
<td><strong>vest</strong></td>
<td></td>
</tr>
<tr>
<td><strong>HIV</strong></td>
<td>a virus that causes AIDS (Acquired Immune Deficiency Syndrome)</td>
</tr>
<tr>
<td><strong>illegal drugs</strong></td>
<td>drugs that are not allowed by law</td>
</tr>
<tr>
<td><strong>incident/s</strong></td>
<td>an accident which causes injury or death or which could have caused death or injury</td>
</tr>
<tr>
<td><strong>Incident Report</strong></td>
<td>a document that needs to be filled in there is an accident, injury or near-miss at work</td>
</tr>
<tr>
<td><strong>injure</strong></td>
<td>hurt or damage part of your body</td>
</tr>
<tr>
<td><strong>inspection</strong></td>
<td>when the workplace is examined very closely to make sure everything is correct and legal</td>
</tr>
<tr>
<td><strong>interval</strong></td>
<td>the length of time between two activities or actions</td>
</tr>
<tr>
<td><strong>intimidation</strong></td>
<td>when someone is frightened or threatened, usually in order to get him/her to do something that he/she may not want to do</td>
</tr>
<tr>
<td><strong>isolate</strong></td>
<td>close off the area from other people or things</td>
</tr>
<tr>
<td><strong>jerk</strong></td>
<td>a quick sudden movement</td>
</tr>
<tr>
<td><strong>JSA or Job Safety Analysis</strong></td>
<td>a Job Safety Analysis (like a Safe Work Method Statement) outlines the method that will be used to do a specific job and outlines how the hazards can be managed</td>
</tr>
<tr>
<td><strong>legislation</strong></td>
<td>set of laws</td>
</tr>
<tr>
<td><strong>log on /off site</strong></td>
<td>when you sign in/clock in at the start of your shift, or sign off/clock off at the end of your shift</td>
</tr>
<tr>
<td><strong>loops/looped</strong></td>
<td>arranging electrical cords/leads in the shape of a circle, either on the floor, in your hand or over your shoulder</td>
</tr>
</tbody>
</table>
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>manual</td>
<td>using your body to lift, carry, push, pull or hold handling</td>
</tr>
<tr>
<td>mask</td>
<td>a protective covering for your mouth and nose</td>
</tr>
<tr>
<td>MSDS or Material Safety Data Sheet</td>
<td>a document which tells you about the possible health effects of products and how to work safely with them</td>
</tr>
<tr>
<td>microbiological</td>
<td>related to very small living things, such as bacteria</td>
</tr>
<tr>
<td>microfibre</td>
<td>a type of synthetic cleaning cloth can hold up to eight times its weight in water. It can absorb oils, and won’t scratch surfaces</td>
</tr>
<tr>
<td>monitor</td>
<td>watch carefully</td>
</tr>
<tr>
<td>musculoskeletal</td>
<td>injuries involving muscles, bones, tendons, blood vessels, nerves and other soft tissues. The most common term used to describe these injuries is Repetitive Strain Injury (RSI).</td>
</tr>
<tr>
<td>national standard</td>
<td>a level that is accepted throughout Australia</td>
</tr>
<tr>
<td>needle stick</td>
<td>when the skin is accidentally pierced by a used needle</td>
</tr>
<tr>
<td>notifiable incident</td>
<td>an incident which must be reported to the safety regulating authorities such as WorkSafe or WorkCover. It includes any incident at a work site which results in death or serious injury or which exposes a person working close to the area to an immediate health and safety risk.</td>
</tr>
<tr>
<td>near miss</td>
<td>a situation where an incident almost happens due to a hazard or risk</td>
</tr>
<tr>
<td>object</td>
<td>a thing that you can see or touch</td>
</tr>
<tr>
<td>obstruction/obstacle</td>
<td>something which is in the way</td>
</tr>
<tr>
<td>OHS</td>
<td>Occupational Health and Safety</td>
</tr>
<tr>
<td>OHS Act</td>
<td>the law that states what our health and safety responsibilities are</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>OHS regulations</td>
<td>a collection of written rules which set out the way in which the OHS Act will be implemented and enforced.</td>
</tr>
<tr>
<td>over extend/reach</td>
<td>stretching out to get an object (e.g., above your head)</td>
</tr>
<tr>
<td>particles</td>
<td>tiny bits of dust</td>
</tr>
<tr>
<td>passageways</td>
<td>long narrow spaces that connect one place to another</td>
</tr>
<tr>
<td>PPE or Personal Protective Equipment</td>
<td>clothes or equipment you can use to protect your body</td>
</tr>
<tr>
<td>posture</td>
<td>the position of your back, shoulders, etc when you are standing or sitting</td>
</tr>
<tr>
<td>potential</td>
<td>may happen in the future</td>
</tr>
<tr>
<td>prescription drugs</td>
<td>drugs which have been prescribed by a doctor</td>
</tr>
<tr>
<td>power outlet/ connection</td>
<td>usually referred to as a power point or socket, found in the wall where you plug in your electrical equipment</td>
</tr>
<tr>
<td>procedures</td>
<td>rules and instructions which need to be followed when you are working</td>
</tr>
<tr>
<td>product</td>
<td>goods that are used when cleaning, for example, window cleaner</td>
</tr>
<tr>
<td>progressively</td>
<td>gradually</td>
</tr>
<tr>
<td>reduce</td>
<td>make less</td>
</tr>
<tr>
<td>regularly</td>
<td>often</td>
</tr>
<tr>
<td>repair</td>
<td>fix</td>
</tr>
<tr>
<td>repetitive actions</td>
<td>tasks or jobs that you keep doing over and over again</td>
</tr>
<tr>
<td>reputable</td>
<td>someone who is known to be good and honest</td>
</tr>
<tr>
<td>risk</td>
<td>the probability or chance that a hazard will cause injury or harm</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>risk</td>
<td>a judgement about the likelihood of something causing harm to people</td>
</tr>
<tr>
<td>assessment</td>
<td></td>
</tr>
<tr>
<td>risk controls</td>
<td>different ways that safety risks can be managed in a workplace eg wearing hearing protection when operating a machine</td>
</tr>
<tr>
<td>risk control</td>
<td>a way that risks can be evaluated against a series of controls</td>
</tr>
<tr>
<td>hierarchy</td>
<td></td>
</tr>
<tr>
<td>safeguards</td>
<td>a systems or rules that protect people and things from being harmed</td>
</tr>
<tr>
<td>SWMS or Safe Work Method Statement</td>
<td>a SWMS (like a JSA) outlines the method that will be used to do a specific job and outlines how the hazards can be managed</td>
</tr>
<tr>
<td>safe work practice</td>
<td>a method outlining how to perform a task with minimum risk to people, equipment, materials and environment. It is generally written down.</td>
</tr>
<tr>
<td>safety step</td>
<td>a set of steps that cleaners use to clean areas that are less than 2 metres from the ground</td>
</tr>
<tr>
<td>secure the area</td>
<td>make an area safe by putting up a barrier to stop people walking through it</td>
</tr>
<tr>
<td>security</td>
<td>safety</td>
</tr>
<tr>
<td>sharps</td>
<td>objects with sharp edges including needles, syringes, razor blades and broken glass</td>
</tr>
<tr>
<td>Site Safety Plan</td>
<td>Information about safety for a particular workplace or work site. It includes company safety rules, safe work method statements and how to manage incidents.</td>
</tr>
<tr>
<td>socket</td>
<td>the part of electrical equipment into which another part fits eg a power point</td>
</tr>
<tr>
<td>soft tissue damage</td>
<td>an injury to muscles, ligaments or tendons</td>
</tr>
<tr>
<td>solution</td>
<td>a liquid that has had a substance dissolved in it</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>solvent</td>
<td>a liquid that is used to dissolve other substances</td>
</tr>
<tr>
<td>specialised chemicals</td>
<td>chemicals used for a particular task, not everyday</td>
</tr>
<tr>
<td>spine</td>
<td>back bone</td>
</tr>
<tr>
<td>sprain/sprains</td>
<td>an injury to part of your body caused by twisting</td>
</tr>
<tr>
<td>step ladder</td>
<td>a set of steps used for getting access to high places</td>
</tr>
<tr>
<td>store</td>
<td>keep</td>
</tr>
<tr>
<td>strain/strains</td>
<td>injury/injuries to part of your body caused by using it too much</td>
</tr>
<tr>
<td>stress</td>
<td>strain or tension on parts of the mind or body</td>
</tr>
<tr>
<td>substitute</td>
<td>when something is used instead of another thing</td>
</tr>
<tr>
<td>tagging /tag</td>
<td>attaching a small piece of paper or plastic with safety information on it</td>
</tr>
<tr>
<td>tagged</td>
<td>a piece of electrical equipment is tagged when the qualified person who has tested it has decided it is safe. The tag on the lead shows when and by whom it was tested.</td>
</tr>
<tr>
<td>tangled</td>
<td>twisted</td>
</tr>
<tr>
<td>testing</td>
<td>checking to see if something is safe and works properly</td>
</tr>
<tr>
<td>test the weight</td>
<td>try to lift something to find out how heavy it is in order to decide whether you need help to carry it</td>
</tr>
<tr>
<td>trip</td>
<td>fall because you hit your foot on something</td>
</tr>
<tr>
<td>tug</td>
<td>jerk, pull suddenly</td>
</tr>
<tr>
<td>update</td>
<td>to add new information</td>
</tr>
<tr>
<td>upright</td>
<td>standing with a straight back</td>
</tr>
<tr>
<td>urinal</td>
<td>a toilet device, usually fitted to a wall, into which men or boys can urinate</td>
</tr>
<tr>
<td><strong>visibility</strong></td>
<td>how far or how well you can see</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td><strong>warm up</strong></td>
<td>gentle movements to prepare yourself for physical activity</td>
</tr>
<tr>
<td><strong>exercises</strong></td>
<td></td>
</tr>
<tr>
<td><strong>well stocked</strong></td>
<td>a first aid kit which contains all items you might need in an emergency</td>
</tr>
<tr>
<td><strong>first aid kit</strong></td>
<td>an emergency</td>
</tr>
<tr>
<td><strong>Worksafe/Workcover</strong></td>
<td>Government bodies that specialise in providing information about safety</td>
</tr>
</tbody>
</table>