

## Workplace Health and Safety Queensland

## National compliance campaign – New and young workers in hospitality

The Heads of Workplace Safety Authorities (“HWSA”) agreed in November 2007 to a national compliance campaign targeting new and young workers in the hospitality industry.

The primary purpose of the campaign was identified as reducing the risk of injury and illness to new and young workers by raising the awareness of:

- duty holders regarding controlling risks to new and young workers, and
- new and young workers regarding their rights and responsibilities in terms of workplace health and safety.

It was agreed that nationally endorsed guidance material for new/young workers and their employers would be developed as part of the project, as well as a workplace visit audit tool for inspectors.

Young workers for this campaign were defined as those workers under 24 years of age who were working within the hospitality industry and included labour hire employees, apprentices, trainees and students who were part of a work experience or structured workplace learning program.

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

Within Queensland, 52 cafes and restaurants were visited during the campaign.

### How the audit was conducted

The nationally produced audit tool used by inspectors to assess compliance was divided into two sections as follows:

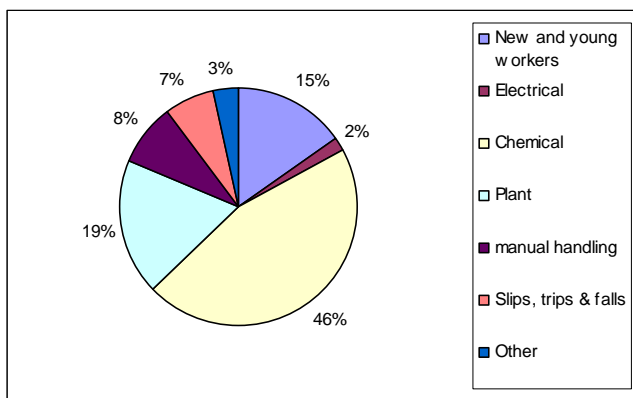
- New and young workers:
  - employer – induction training, consultation and communication, on the job training and supervision
  - employee - induction training, consultation and communication, on the job training and supervision
- general hazards including:
  - electrical hazards
  - chemical hazards
  - plant hazards
  - situations that could give rise to injuries from a lack of, or inadequate, emergency procedures
  - manual handling hazards
  - slips, trips and falls hazards

### Findings

As a result of the audits conducted in Queensland, inspectors issued a total of 59 notices relating to:

<b>1. New and young workers</b>	
Prohibition notices	nil
Improvement notices	9
<b>2. General hazards</b>	
Prohibition notices	5
Improvement notices	45

The following chart represents the percentage of notices issued for the topics (hazards) outlined in the audit tool:



## Summary

The Queensland data is generally consistent with data of other jurisdictions which suggests the level of occupational health and safety compliance is good with respect to new/young workers in the hospitality industry.

Opportunities for improvement, specifically relating to new and young workers, were identified in the provision of induction training (specific occupational health and safety information, including policies and procedures), on the job training and use of personal protective equipment.

General improvement opportunities in the café and restaurant sector were identified

regarding the management of chemical hazards, plant hazards and gas cylinder security.

As with any research, these findings only represent what was found during the workplace visits and are relevant to the industries visited.

Visit [www.hwsa.org.au/activities/activities-campaign\\_final\\_reports.aspx](http://www.hwsa.org.au/activities/activities-campaign_final_reports.aspx) to access copies of the final project report and national guidance material titled 'Safety Tips for New and Young Workers and their Employers'.

## For more information

Visit the Workplace Health and Safety Queensland website at [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au) or call the WHS Infoline on 1300 369 915.

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