

# OHS training guide

Cleaning and property services industry

*Work skills matrix and hazard management modules*



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# OHS training guide

Work skills matrix and  
hazard management modules



**Clean Safe**

## WorkCover Corporation

100 Waymouth Street Adelaide SA 5000

GPO Box 2668 Adelaide SA 5001

General enquires 13 18 55

TTY calls (08) 8233 2574 (for people who are deaf or have hearing/speech impairments)

For information in languages other than English call the Interpreting and Translating Centre on (08) 8226 1990 and ask them to call WorkCover Corporation.

website [www.workcover.com](http://www.workcover.com)

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### Disclaimer

This Occupational health and safety work skills matrix and hazard management modules training guide is not intended to reduce your legal liability but rather to assist you to comply with current regulatory requirements. It is not exhaustive in its identification of Occupational Health Safety and Welfare issues or hazards. It still remains your responsibility to ensure that all potential problems are identified and assessed, and controls are put in place to minimise any risks.

# 1

## Introduction

This *Occupational health and safety (OHS) work skills matrix and hazard management modules training guide* has been produced specifically for the South Australian cleaning and property services industry.

Working safely means fewer and less severe injuries, better trained and informed employers and workers, better efficiency and reduced costs to your business.

In 1998, the CleanSafe Committee, industry stakeholders and WorkCover Corporation (SAfer Industries Program) developed an industry OHS&W strategic plan.

A main objective of the plan was to develop a training guide that covered employee-specific OHS training needs and a practical hazard management system that could be utilised by all employers and employees within the industry.

To achieve this goal, the CleanSafe Committee developed a project charter/action plan and submitted it to the Corporation's Grants Department. The project was approved and funding was allocated to hire an external organisation to fulfill the contract. The contract was awarded to the National Safety Council of Australia-SA Division. Senior Consultant Roger Palubinski was chosen to develop the products and conduct the training.

The project was steered by a CleanSafe Committee working party that consisted of:

<b>Jake Prior</b>	Tech-Chem / Douglas Mawson Institute of TAFE
<b>John Bond</b>	City Central Property Services
<b>Shaun Hannam</b>	WorkCover Corporation
<b>Stuart Wright</b>	WorkCover Corporation

The *OHS work skills matrix and hazard management modules training guide* provides the industry with generic industry-specific 'tools' that will assist businesses to improve their OHS performance and also to comply with relevant legislation.

The training guide is part of three new major products that have been developed for the cleaning and property services industry. The other two products are the industry-specific *Injury management guide* and *CleanSafe OHS policies and procedures manual*. For further information on these products or other CleanSafe Committee OH&S initiatives, visit [www.workcover.com](http://www.workcover.com), click on the SAfer Industries pull-down menu and select 'Cleaning & property services industry'.

As Chairperson of the CleanSafe Committee, I commend the training guide to you, and ask you to use it as an ongoing reference and tools package for your business.

**BOB MITCHELL**

CLEANSAFE COMMITTEE CHAIRPERSON

## About the CleanSafe Committee

The CleanSafe Committee represents the interests of more than 600 cleaning and property services employers in South Australia and many thousands of employees throughout all industries in the State.

The committee comprises representatives from employers, employees, WorkCover Corporation and respective associations.

The CleanSafe Committee meets every month and addresses a wide range of OH&S issues affecting the industry. The working parties associated with the Committee meet very regularly to complete the goals and objectives outlined within the strategic plan.

The members of the committee are dedicated to the improvement of OH&S within the industry and we thank them for their time and energy.

### The committee and working party comprise:

**Bob Mitchell**  
Tempo Services  
(Chairperson)

**Stuart Wright**  
WorkCover Corporation  
(Executive Officer)

**Greg Kermeen**  
Corporate Clean

**Karen Johnson**  
Business SA

**Keith Rogers**  
City Clean

**Jayne Barnes**  
Bunzl

**Jake Prior**  
Tech – Chem

**David Frith**  
Business SA

**Janet Halls**  
Business SA

**Shaun Hannam**  
WorkCover Corporation

**Kaye Loechel**  
WorkCover Corporation

**Tony Snelson**  
LHMU

**Linda Smith**  
Tempo Services

**Dianne Snewin**  
Prestige Property Services

**Sharon Weidenbach**  
SSL Spotless Services

**Roger Palubinski**  
NSCA

**Nikki Fergin**  
WorkCover Corporation

**John Bond**  
City Central Property Services

**Hallett Shueard**  
Hazardous Substances Consultant



# OHS work skills matrix

The OHS work skills matrix has been developed with the needs of small-to-medium sized cleaning and property services employers in mind. The OHS work skills matrix is flexible enough to be integrated into established quality assurance systems. It provides a useful guide for determining the relevant training needs of both employers and their employees in the area of occupational health and safety (OHS).

**It will encourage both managers and/or supervisors to:**

- 1. identify their training needs within their organization**
- 2. develop a training plan for all employees**
- 3. develop some training modules on topics not provided as part of this package**
- 4. implement the training**
- 5. maintain a training record.**

Statistics have clearly identified various trends occurring within the cleaning and property services industry. Data relating to the number of claims, injury costs, nature of injury, mechanisms of injury and the agencies of injury has been analysed. The results show that manual handling; slips, trips and falls; hazardous substances; and occupational violence-type injuries account for the majority of claims within the industry.

The OHS work skills matrix is designed as a simple reference guide. The table format will assist managers and supervisors to identify what OHS skills are required for their employees and their respective position description. The OHS work skills matrix aims to compile a list of OHS training modules necessary to equip employees with the skills, knowledge and information to effectively manage hazard exposures during their working day.

The OHS work skills matrix has divided the range of training modules into two key elements:

1. essential
2. employer specific

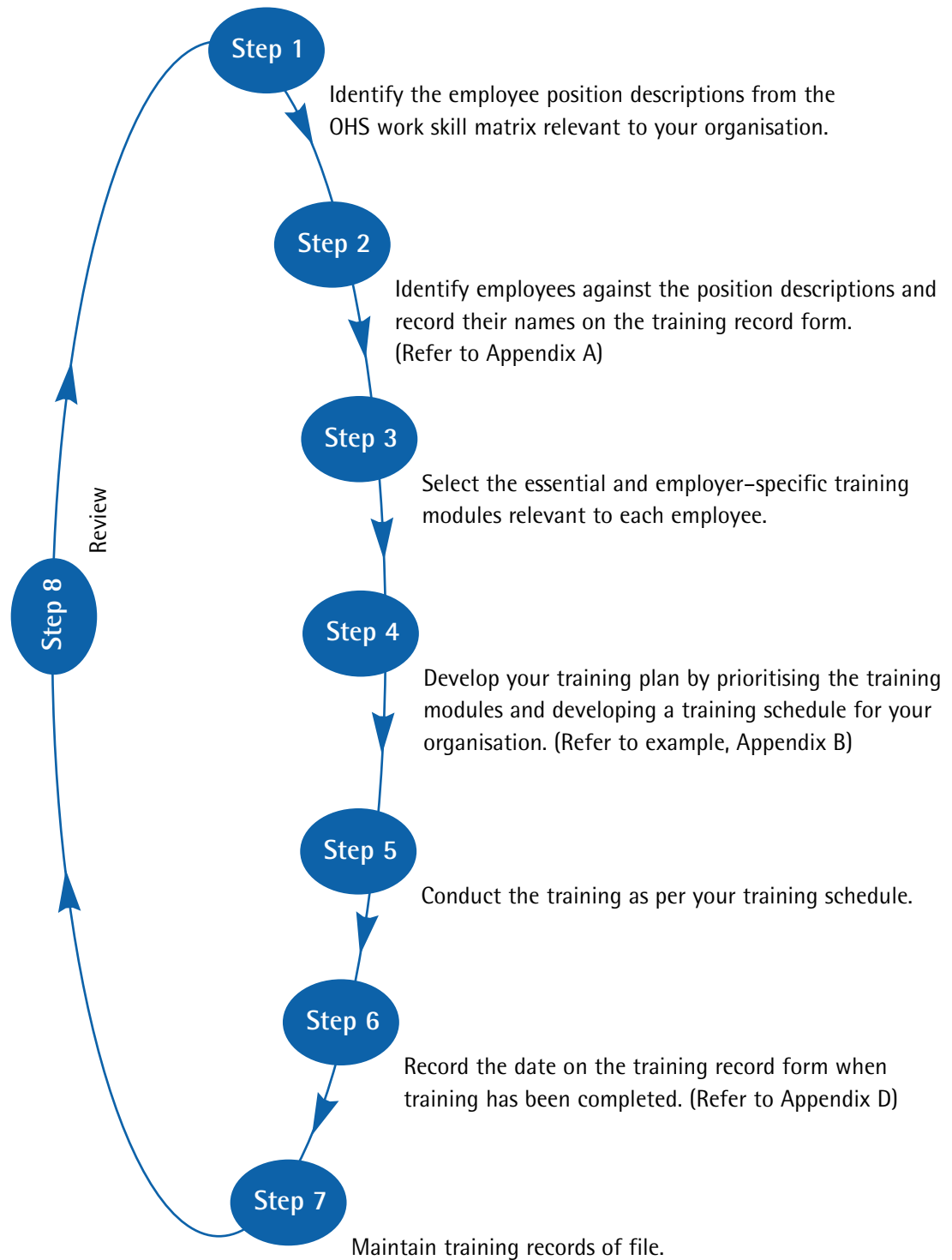
The essential training modules are modules that include legislation and hazard management, and cover the major areas identified by the statistics discussed earlier. It is recommended that the training modules be delivered in the order given and that these form the core OHS training modules within your organisation.

You will have an opportunity to be trained in each of the training modules provided. Alternatively, you may purchase the kit. Complete training modules have been developed for the OHS topics covered within the essential element. The training modules include session plans, overhead transparencies and employee activity sheets. Employers are expected to use the training materials provided to train their own employees. Each individual training session will range from 30 and 60 minutes in duration and can be run at a time convenient to the operation of your business.

The site-specific listed training modules are additional topics you should consider when identifying your employees' training needs and may relate to the specific management system requirements of your organization; safe operating procedures associated with plant and equipment; and other hazard exposures. Training modules and materials are not provided. You will need to develop training modules. However, you can copy the format of session plans supplied in the essential modules.

Supporting the OHS work skills matrix are additional document outlines which can be used for training plans and training records.

# Flowchart



## Flowchart steps

### Step 1

The employer will need to nominate who is responsible for the coordination of OHS training for their organisation. Refer to the OHS work skills matrix (Appendix A) and determine the designations that are comparable within your organisation. The designations are listed in the first column of the matrix. This will assist you in deciding which OHS training modules are required for each employee.

### Step 2

List and record your employee names on the OHS work skills matrix opposite to their designations in the second column.

### Step 3

The OHS work skills matrix now indicates what training is required for each employee within your organisation. This includes the OHS modules in both the essential and the employer-specific elements.

### Step 4

You will need to develop your OHS training plan for the year. This will require you to prioritise and schedule your training over a 12-month period. It is recommended that the legislation and hazard management training modules are delivered first. The other modules listed within the OHS work skills matrix can be delivered in an order appropriate to the employer's needs.

The OHS training plan provides an example format that can be integrated into your quality assurance systems (See Appendix B).

### Step 5

Train your employees in accordance with your training plan and schedule. Complete training modules in the essential OHS elements are provided within this training guide for you to use.

You will be required to develop your own training modules for the topics covered within the employer specific elements. This gives you the ability to integrate your own policies, procedures, arrangements and additional hazards in the workplace. It is suggested that training modules are developed in a similar layout to those provided.

### Step 6

The nominated training coordinator will need to keep a record of training. List employees names on the training record form (Appendix D). Enter the date into the appropriate cell when your employee has been trained.

### Step 7

Maintain records on file either in a hard copy form or electronically.

### Step 8

Review your OHS training needs as required.



## ABC Cleaning and Property Services Group

■ Denotes the scheduling of OHS training plan

OHS Training Modules	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Legislation												
Hazard management												
Manual handling												
Hazardous substances												
Occupational violence												
Slips, trips and falls												
Site induction												
Emergency procedures												
First aid												
Accident/incident reporting												
Safe operating procedures												
Electrical												
Needle stick												
Working at heights												
Noise												
Working in isolation												
Drugs and alcohol												
Personal protective equipment												
Housekeeping and storage practices												

# OHS training plan and schedule (year) Appendix C

## ABC Cleaning and Property Services Group

Denotes the scheduling of OHS training plan

OHS Training Modules	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Legislation												
Hazard management												
Manual handling												
Hazardous substances												
Occupational violence												
Slips, trips and falls												
Site induction												
Emergency procedures												
First aid												
Accident/incident reporting												
Safe operating procedures												
Electrical												
Needle stick												
Working at heights												
Noise												
Working in isolation												
Drugs and alcohol												
Personal protective equipment												
Housekeeping and storage practices												

## ABC Cleaning and Property Services Group

		Employee names															
<b>Employer specific</b>	Housekeeping & storage																
	Personal protective equip.																
	Drugs and alcohol																
	Working in isolation																
	Noise																
	Working at heights																
	Needle stick																
	Electrical																
	Safe operating procedures																
	Accident/incident reporting																
	First aid																
	Emergency procedures																
Site induction																	
<b>Essential</b>	Slips, trips and falls																
	Occupational violence																
	Hazardous substances																
	Manual handling																
	Hazard management																
	Legislation																

- Step 1: Enter your employees' names in column 1
- Step 2: Enter the date in the appropriate cell when your employee has been trained in the OHS module
- Step 3: Where training is not required in an OHS module, mark the cell with an X