



Government  
of South Australia

SafeWork SA

## OHS INDUCTION FOR EMPLOYEES FROM NON-ENGLISH SPEAKING BACKGROUNDS (NESB)

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### Disclaimer

This publication contains information regarding occupational health and safety. It includes some of your obligations under the Occupational Health and Safety legislation that SafeWork SA administers. To ensure you comply with your legal obligations you must refer to the appropriate Acts and Regulations.

This publication may refer to legislation that has been amended or repealed. When reading this publication you should always refer to the latest laws.

## **1. Checklist**

The checklist on page 4 has been prepared to assist managers, responsible officers, team leaders and supervisors to meet the various Occupational Health and Safety (OHS) needs of employees in their workplaces. It will help ensure that all people are treated with respect regardless of disability, language, race, culture, religion, age, gender or literacy.

If, after completing this checklist, you would like more information about implementing some of the strategies, please contact WorkCover's Access and Equity consultants on 13 18 55 or via e-mail at [accessandequity@workcover.com](mailto:accessandequity@workcover.com)

You may photocopy this checklist or download it from the SafeWork SA website at [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

Name of employee \_\_\_\_\_ Team leader \_\_\_\_\_

Date of induction \_\_\_\_\_ Supervisor \_\_\_\_\_

	The new employee has been inducted and provided with an explanation on how work is managed safely in the workplace. For example, the OHS policy is explained to the employee.
	The employee has been introduced to the Health and Safety Representative (HSR), union representative, First Aid officer, fire warden, co-workers and supervisor(s).
	The OHS roles and responsibilities of the employers, supervisors and employees have been explained to the employee.
	The consultation process and roles involving the HSR (where applicable) and the OHS Committee (where applicable) have been explained to the employee.
	The employee has been made aware of how the employer consults in the workplace.
	The employee has been given information and training about the hazards and risks related to their specific job and how the organisation controls those hazards (including safe operating procedures). For example, manual handling, slips, trips and falls, noise, hazardous substances and airborne contaminants, infectious diseases, drugs and alcohol, occupational hygiene, sanitation, housekeeping/waste disposal, and physical hazards such as heat, cold and sharp objects.
	The employee has been trained in the safe use, maintenance and storage of Personal Protective Equipment (PPE) – where provided by the employer.
	The employee has been given information about the types of emergencies that can occur, and what to do in the case of an emergency. For example, emergency evacuation procedures including the location of emergency exits and the evacuation assembly area.
	The employee has been shown where the First Aid kit/room is located and who to contact.
	The employee has been inducted on how to report workplace near misses, injuries and illnesses and why it is important to do so.
	The employee has been given information about the workers compensation system in South Australia in an appropriate language.
	The employee has been made aware of the functions of WorkCover and knows what to do if injured at work.

Below are some tips on how you can become one of the successful businesses addressing the needs of a diverse workforce. The diversity of the workforce may include those with low literacy levels, employees from non-English speaking backgrounds (NESB) or employees with a disability.

## 2. OHS policy

The OHS policy should:

- Recognise that employees have various and diverse needs.
- State the organisation's commitment to ensuring that OHS information, training and systems will address diverse needs.
- State that employees have access to information and training regardless of their disability, language, race, culture, religion, age, gender or literacy and are not discriminated against on those grounds.
- Include a commitment to communicate information to all staff in an appropriate format and appropriate languages. For example, languages other than English, plain language, audio, etc.
- Include supporting policies and procedures on how the organisation will communicate effectively with all staff in appropriate and relevant ways. For example, ensuring that information placed on notice boards is in the appropriate languages for all employees to understand, and that alternative visual, verbal and written communication means are used where necessary.

## 3. Communication

When communicating with employees:

- Ensure clear, accurate and relevant information is supplied.
- Provide instructions in a straightforward and logical sequence. For example, '*First put on the goggles and earmuffs, then enter the machine room*'.
- Avoid jargon (unless clearly explained as part of the industry/company culture) and unfamiliar or overly technical terms.
- Read through documents and explain to any employees with literacy needs.
- Use multiple methods of communication such as verbal, visual and audio - don't just rely on written forms.

In addition:

- Display pictorial/multilingual safety signs – where appropriate.
- Request the employees demonstrate their understanding of the job.

- Develop mentoring arrangements for new employees with experienced colleagues.
- Use accredited interpreters when communicating with employees from NESB, or Auslan interpreters for employees with a hearing impairment.
- Utilise the skills of bilingual employees in communicating information - these employees may need training to undertake their role.

## **4. Consultation**

As part of the consultation process, ensure that:

- Employees are encouraged to join in discussions on OHS.
- All employees, including those from NESB, know about the roles of both the OHS Committee and HSRs.
- Employees know how and who to contact about OHS issues.
- Employees from one language group who have limited English literacy are encouraged to discuss information and contribute ideas about OHS in their preferred language.
- The organisation provides the OHS Committee with adequate time and resources to consult with employees from NESB.
- HSRs are trained and provided with the appropriate support to represent diverse workgroups.
- OHS Committees have representation from a cross-section of employees.
- Adequate time is allocated to ensure that the safety needs of all employees can be met.

## **5. Training**

Training is important for all employees to ensure they are able to carry out their work safely.

Therefore, ensure that:

- Training plans address the needs of employees from culturally and linguistically diverse backgrounds, low literacy skills or with a disability.
- The training budget includes funding for bilingual trainers and/or interpreters.
- Training is made available to employees in various formats and with audiovisual aids rather than just relying on written instructions.
- Training is evaluated, including the suitability and effectiveness of the training methods.
- Supervisors, managers and other relevant staff are trained in how to work with interpreters.
- The trainers understand how cultural factors, language, disability and English literacy issues can impact on the delivery of information.

- The trainer's pace of training is appropriate and that they read aloud any written information they are presenting to a group or individual.
- Trainers emphasise that the safe work practices acceptable in their previous country or at their former workplace may not be acceptable in Australia.

## **6. Websites**

### **SafeWork SA**

[www.safework.sa.gov.au](http://www.safework.sa.gov.au)

### **WorkCover's Access and Equity consultants**

[accessandequity@workcover.com](mailto:accessandequity@workcover.com)

### **Business SA**

[www.business-sa.com](http://www.business-sa.com)

### **SA Unions**

[www.saunions.com.au](http://www.saunions.com.au)

## **7. Where can I get further information?**

For further information contact SafeWork SA:

### **Help Centre**

Telephone: 1300 365 255

or (08) 8303 0400 for mobile and interstate callers

Email: [help@safework.sa.gov.au](mailto:help@safework.sa.gov.au)

### **Library**

Email: [library@safework.sa.gov.au](mailto:library@safework.sa.gov.au)

Telephone: (08) 8204 8877 Facsimile: (08) 8204 8883

### **Bookshop**

Email: [bookshop@safework.sa.gov.au](mailto:bookshop@safework.sa.gov.au)

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