

## **SAFETY INDUCTION FOR VOLUNTEER WORKERS**

### **INDUCTION PROCEDURES**

It is important that all new volunteer workers undergo this induction and that these procedures are followed.

On completion of the induction, the Inductee and the inductor sign the section on the last page and this document is to be passed onto the Supervisor for filing.

These are legal requirements under the Occupational Health and Safety Act

**1. Duty of Care.** Every person owes a duty of care to every other person who is reasonably likely to be injured by the first person's actions or failure to act.

Duty of care is breached by failing to do what is reasonable or by doing something unreasonable that results in harm, loss or injury to another. This can be physical harm, economic loss or psychological trauma.

Duty of care must be balanced with dignity of risk, that is, the right of informed individuals to take calculated risks. Everyone has a right to an assumption of competence. Informed decision making involves a general awareness of the consequences of the decision and the decision is made voluntarily and without coercion.

The factors to be considered in situations of potential harm are:

- the risk and likelihood of harm
- the sorts of injuries that could occur and an assessment of the seriousness of those injuries
- precautions that could be taken to minimise the risk of harm or seriousness of the injury
- the usefulness of the activity involving risk
- Current professional standards about the issues.

Avoiding harm or injury involves:

- Determining when harm or injury is foreseeable
- Taking account of the seriousness of the potential harm or injury
- Assessing risks from the other person's perspective
- Recognising that some risks are reasonable
- Not actively harming or injuring the other person
- Avoiding discrimination and overly restrictive options
- Avoiding compromises to the rights of others
- Noticing risks that the person alerts you to
- Recognising when people are at risk of injury from others
- Supporting people to confront risks safely
- Safeguarding others from harm or injury
- Maintaining confidentiality
- In managing aggressive or threatening behaviour, volunteers will first ensure their own safety and the safety of others.

**SAFETY INDUCTION FOR VOLUNTEER WORKERS**

**2. Manual Handling** It is important that everyone understands correct lifting procedures in order to protect themselves from the pain and discomfort of a back injury. If you are in any doubt that you can lift something on your own, get someone to help or leave it until someone stronger and fitter can do it.

**SAFE LIFTING PROCEDURE**

**There are 3 reasons for most back injuries:**

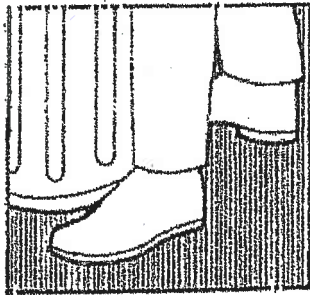
1. **Size of the load** - load may be more than your back can handle. Never underestimate the size of a load.
2. **Amount of strength** — know what you can lift safely. Never overestimate your strength.
3. **How you lift** — lift the wrong way, twist instead of turn, get into awkward positions and use quick, rough, movements, and you'll strain your back. Lift the proper, safe way every time.

**When performing lifting tasks, follow these basic rules:**

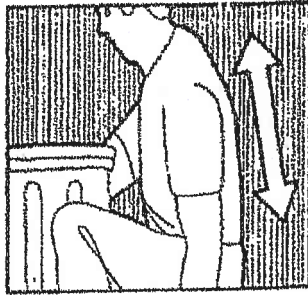
1. First, test the weight of the load by tipping it. If in doubt, ask for help. Do not attempt to lift a heavy load alone.
2. Take a good stance. Plant your feet firmly with legs apart, one foot further back than the other.
3. Get a firm grip. Use as much of your hands as possible, not just your fingers.
4. Keep your back straight, almost vertical. Bend at the hips if you bend.
5. Hold load close to your body. Keep the weight of your body over your feet for good balance.
6. Use large leg muscles to lift. Push up with the foot positioned in the rear as you start to lift.
7. Lift steadily and smoothly. Avoid quick, jerky movements.
8. Avoid twisting motions. Turn the forward foot and point it in the direction of the eventual movement.
9. Never try to lift more than you are accustomed to.
10. Always get help when you have to lift bulky loads.

**SAFETY INDUCTION FOR VOLUNTEER WORKERS**

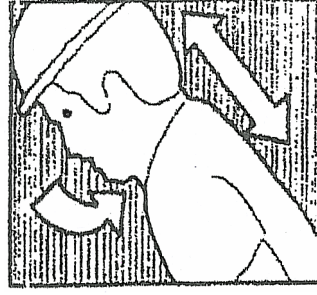
**LIFTING PROCEDURE**



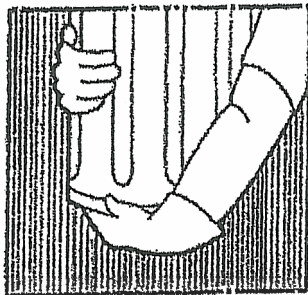
**1. Feet apart, one behind the other**



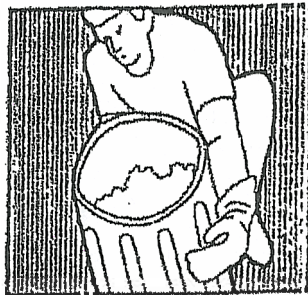
**2. Back straight, nearly vertical**



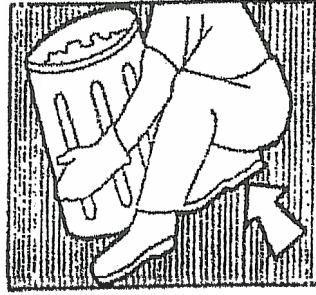
**3. Tuck in chin**



**4. Use entire palm for good grip**



**5. Tuck in arms and elbows**

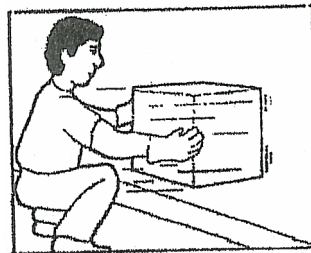
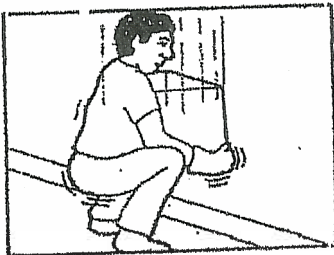


**6. Start lifting with push from rear foot**

**SAFETY INDUCTION FOR VOLUNTEER WORKERS**

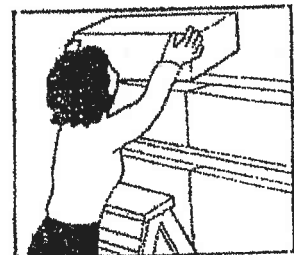
**Unloading** — to unload, face the spot you have chosen and lower the load slowly

1. Bend your knees and let your legs, not your back do the work.
2. Keep your fingers away from the bottom and place the load on the edge of the surface then slide it back



**Lifting or lowering from a high place.**

1. Stand on a sturdy ladder or platform. Never stand on the top rung.
2. Lift the load in smaller pieces if possible.
3. Push up on the load to see how heavy and stable it is.
4. Slide the load as close to yourself as possible before lifting.
5. Grip firmly and slide it down
6. Get help, if needed, instead of taking risks by yourself.



**Awkward Objects**

1. Bend your knees with feet spread.
2. Grip the top outside and bottom inside corners.
3. User your legs to lift, keeping your back straight.



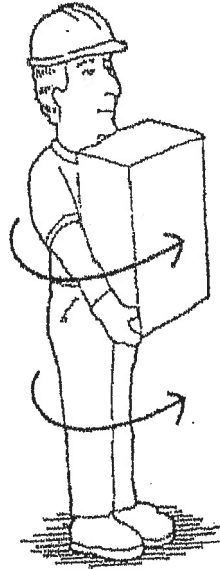
**Warm up before you lift** — bend and stretch gently to get ready.

**THINK** before you lift. Building a good lifting habit or breaking a bad one starts in your head

**SAFETY INDUCTION FOR VOLUNTEER WORKERS**

**TURN. DON'T TWIST.**

Remember to TURN, DON'T TWIST



**THE TWIST IS OUT**

When you're carrying a load and have to turn, don't twist the upper part of your body. Make your entire body move around the corner or obstacle. Twisting is the most common cause of back injuries, and the easiest to avoid.

**3. HOUSEKEEPING**

Good housekeeping is an integral part of maintaining a safe environment for both volunteers and customers. It is important to regularly inspect all areas for trip hazards such as power leads, steps, edges of mats or carpets, etc. Make sure that any trip hazards are dealt with. i.e. made safe or removed.

**IF YOU DROP IT - PICK IT UP  
IF YOU SPILL IT - WIPE IT UP  
IF YOU USE IT - PUT IT AWAY**

**SAFETY INDUCTION FOR VOLUNTEER WORKERS**

**4. EMERGENCY PROCEDURES**

All volunteers working in the shop must know the procedure for dealing with emergencies. This includes medical emergencies involving any person in the shop (customers or volunteers), fire, abusive customers, etc. All volunteers must be shown the evacuation plan and muster point.

**EMERGENCY NUMBER: 000**

If an emergency occurs, one person only should be designated to call the emergency number for assistance. They will need to state the following: 1/ Which emergency services are required. 2/ The nature of the emergency. 3/ The number of people involved. 4/ The address of the shop (Shed 3, 75 Beisher St., East Bendigo). 5/ Their name. Do not hang up until the operator tells you to do so.

**5. LOCATION OF FIRST AID KIT**

Show new volunteers the location of the First Aid Kit and emphasize the need to treat the contents with care. Any injuries to workers or customers that require First Aid Treatment must be noted in the book located in/with the First Aid Kit

**6. FIRE EXTINGUISHERS**

Care and use of Fire Extinguishers will be explained by Trevor Strauch. For those not present at Trevor's presentation please watch the video.

All new volunteers should be shown the location of all fire extinguishers on the premises.

Any Fire Extinguisher which has been triggered either deliberately or accidentally must be serviced. Inspection is required every 6 months.

**7. CHEMICALS AND MATERIAL SAFETY DATA SHEETS**

Show new volunteers the location of the MSDS and go through the sheet with them so they are aware of how to use one if the need arises. Everyone should understand that they must not bring any unlabelled chemicals into the shop. The reason for this is that the kitchen is the main storage area for cleaning chemicals as well as food and drink items. We don't want any possibility of confusing dishwashing liquid with cordial. **Never use old drink bottles to put chemicals in.**

**8. RUBBISH/ RECYCLE BINS**

Show new volunteers the location of the rubbish and recycle bins.

Do not put general rubbish into recycle bins. Try to keep recyclables out of rubbish bin. Put bins out for Thursday collection. If you are last to leave on Wednesday afternoon please put bins out.

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**9. RISK ASSESSMENTS**

Show new volunteers how to conduct hazard hunt. If it becomes apparent that certain methods, procedures, activities or material objects within the shop have potential for causing injury, you should try to put in place a means of making it safe. This may mean changing, adapting, removing, creating a procedure. The main thing is that all other people working in the shop can be made aware of those hazards.

**10. DIFFICULT AND THREATENING CUSTOMERS**

If anyone is threatened with weapons or violence and told to hand over money or goods they should do so. It is not worth sustaining physical injury for the sake of a few dollars. Evelyn will give a short presentation on dealing with this situation.

**11. USING LADDERS/STEPS**

If you need to reach higher than you are able, use the small steps provided. **DO NOT STAND ON CHAIRS, OR OTHER ITEMS, TO GAIN HEIGHT.** If anyone uses a ladder within the op-shop, appropriate precautions should be taken i.e. someone to hold base of ladder, do not stand on top rung, etc

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**INDUCTION AKNOWLEDGEMENT**

**NAME OF VOLUNTEER.....**

I AKNOWLEDGE THAT I HAVE UNDERTAKEN THE INDUCTION TRAINING AS OUTLINED IN THE ABOVE DOCUMENT. I AM SATISFIED THAT I HAVE BEEN SUFFICIENTLY TRAINED TO SAFELY CARRY OUT VOLUNTEER DUTIES IN THE PARISH OP-SHOP WITHOUT CAUSING INJURY TO MYSELF OR OTHER VOLUNTEERS OR CUSTOMERS IN THE SHOP.

**SIGNATURE OF VOLUNTEER.....**

**DATE...../...../.....**

**NAME OF TRAINER/INDUCTOR.....**

**SIGNATURE..... DATE...../...../.....**