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Before you begin

This learner guide is based on the unit of competency *TLIF2006 Apply accident-emergency procedures*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: www.aspirelr.com.au/help
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summaries	Key learning points are provided at the end of each topic.
	Words to remember	<p>As you read the learner guide, use the table at the back of the book to write down any words you need to remember.</p> <p>There is a space for you to write the word and a space for you to write down what the word means.</p> <p>You can also access a full glossary of terms via this QR code.</p>





Topic 1 | What you need to know about applying accident-emergency procedures

Respond to emergencies and incidents using effective communication and by following your organisational policies and procedures.

Work health and safety (WHS) incidents occur in every warehouse setting at varying levels of severity and impact. If an incident occurs, respond to it in an effective and appropriate way that complies with WHS legislation and with your organisation's policies and procedures.

Effective communications and workplace policies and procedures must be put in place to ensure that incidents are managed properly in the workplace. The term 'incident' may be used to describe any event that results in human injury or damage to property, or has the potential to cause injury or damage.

In this topic you will learn about:

1A Emergency policies and procedures

1B Problem-solving during an emergency or incident

An example of an operating system procedure relates to the use of forklifts. If forklifts are used in a warehouse, the first response in the event of fire or a fire alarm sounding should be to remove forklifts from the building. This is because forklifts usually have LPG cylinders that can explode in a fire. Machinery may also need to be shut down according to SOPs or workplace procedures.

Procedures set out the responsibilities of all workers in the event of an incident, as explained here.



Supervisors

Supervisors may have a responsibility to:

- contact emergency services
- inform other areas of the workplace and managers about the incident
- notify first-aid personnel, fire wardens, general wardens and other internally trained specialists
- manage evacuation in the absence of a warden
- maintain calm and order
- ensure machinery is turned off and forklifts are removed from buildings
- direct emergency services personnel on arrival at the workplace.

Team members

Team members may have a responsibility to:

- be calm and orderly
- assist each other in the event of an evacuation
- inform a warden or supervisor if a team member has not left the building
- help turn off machinery and remove forklifts from buildings
- follow SOPs as trained.

Location of alarms

Operating system safety procedures indicate the location and types of alarms, and when they are to be used.

Different alarms are used for different emergency situations. For example, a fire alarm is different from an alarm used for an emergency shutdown.

Knowing where the alarms are located and how to use them saves time, and may reduce any harm and injury caused.

Alarms are used when there is:

- a fire
- an incident
- an injury
- a medical emergency
- an emergency shutdown.

Watch this video [00m:31s] to learn about safety alarms.





Activity 1

Question 1

Draw a line from the image on the left to match the type of alarm on the right.











* Emergency shutdown alarm



* Incident or injury alarm



* Fire alarm

Step to be taken	Problem that may occur	How to respond
 <p>Step 1</p>	<p>Ensure everyone, including yourself, is safe.</p>	<ul style="list-style-type: none"> • People panic. • People move in the wrong direction, away from the designated assembly point. • Someone is hurt and cannot move to a safe place.
 <p>Step 2</p>	<p>If someone has been injured, get them first aid and support.</p>	<ul style="list-style-type: none"> • Stay calm. • Direct people to the designated assembly point if it is safe to do so. • If the person is in danger of further injury, help them move to a safe place.
 <p>Step 3</p>	<p>For serious incidents, get emergency assistance by ringing 000.</p>	<ul style="list-style-type: none"> • There are no qualified first-aiders in the immediate vicinity. • You can't go for help if you stay with the injured person. • You don't know how to help the injured person.
 <p>Step 4</p>	<p>Keep yourself and others away from potentially hazardous situations.</p>	<ul style="list-style-type: none"> • Send someone to call emergency services and/or return with a communication device.
 <p>Step 5</p>	<p>Do not use or attempt to move equipment affected by the incident.</p>	<ul style="list-style-type: none"> • People try to see what is happening and move towards potentially hazardous places.
 <p>Step 6</p>	<p>Assess whether company property has been or could be damaged.</p>	<ul style="list-style-type: none"> • You are not sure the equipment is safe to use.
 <p>Step 7</p>	<p>Record information about the incident. Take photos of affected property or note the location of items that must be moved.</p>	<ul style="list-style-type: none"> • Do not use the equipment.
 <p>Step 8</p>	<p>When the incident has been dealt with, report details to your manager and to relevant authorities.</p>	<ul style="list-style-type: none"> • Assume equipment and buildings are unsafe and stay clear. Follow emergency procedures. • Record details about the incident as soon as possible.
		<ul style="list-style-type: none"> • You are too busy to take photos or make notes. • You don't remember some of the details when your manager asks you.
		<ul style="list-style-type: none"> • Provide all the information that you can recall. Only report facts, not opinions.



Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 1

Kevin recently started work at Warehouse Manufacturing Supplies. He is impressed with his induction and the additional training he has received in the last six months. The training included what to do if an emergency or incident occurs.

One day while walking through the receiving dock, Kevin sees Mitchell unloading a container using a forklift. Mitchell stops the forklift and, as he gets off, suddenly crumples to the floor holding his knee in obvious pain. Kevin sees that Mitchell has passed out. He knows his workplace procedures state that he must contact his supervisor if anyone is seriously hurt. His supervisor, Sophia, comes quickly after he phones her. Being trained in first aid, she assesses Mitchell's condition and decides he requires an ambulance. She asks Kevin to use his mobile phone to ring 000 and request an ambulance.

Kevin moves to an area of better phone reception to ring 000 and then determines the appropriate entry for the ambulance. When he returns, Mitchell is now conscious and Sophia has placed him in the recovery position. Kevin realises that the ambulance may have trouble finding the place where Mitchell is lying. He goes to the main entrance to wait for the ambulance, which soon arrives. He knows the layout of the warehouse very well and has no problem guiding the ambulance officers through the various doors, lanes and storage stacks to Mitchell as quickly as possible.

Sophia asks Kevin to find Richard, the warehouse manager. Richard returns with him to the scene of the incident. Shortly afterwards the ambulance leaves with Mitchell, and Richard thanks Kevin for his help. The next day, Kevin is thanked for his quick and calm response to the incident and is asked to participate in an incident investigation.

Everyone associated with the incident has followed the workplace procedures they have been taught and Mitchell is able to get care quickly and recovers well.



2B

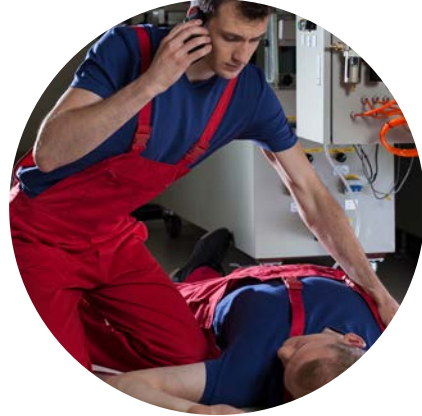
Identify hazards and risks

It is critical that you know how to respond to an incident or emergency in the workplace.

When responding to an incident or emergency, you need to identify the hazards, assess the risks and put control measures into place. You should always select and use the required PPE in accordance with your warehouse procedures.

Accurate information about a current incident will lead to a more efficient and more appropriate response in future. This, in turn, could save lives, minimise damage to equipment, premises and the environment, and save money.

Here are five steps to assess and manage a risk in your workplace.



Step 1

Identify the hazard.

Step 2

Assess the risk of the hazard.

Step 3

Report the hazard.

Step 4

Control the hazard.

Step 5

Monitor and review the hazard.

Assess the risk of the hazard

Your workplace will have a list of identified hazards.

For each hazard, a risk assessment will be made. This assessment examines the likelihood of a hazard occurring (the risk) and the potential consequences (or impact) of the hazard if it eventuates.

To work out how much risk a hazard causes, ask yourself these questions:

- How likely is it that the hazard will cause harm, injury or death, or how many times has the hazard caused harm, injury or death? This is called the likelihood or frequency.
- How serious would the harm or injury be? Could the hazard cause death? This is called the severity.

To help you work out how much risk a hazard causes, you can use a table called a risk matrix, shown below. When you use this matrix, you are assessing the level of risk.

Choose the frequency (how often the hazard may happen) on the left-hand side and the severity (how serious the harm or injury would be) along the top. The combination tells you the level of risk: low, medium or high.

Frequency of hazard scenario	Severity of consequences		
	Low severity	Medium severity	High severity
High frequency	Medium	High	High
Medium frequency	Low	Medium	High
Low frequency	Low	Low	Medium

Control the hazard

All workplace hazards must be reported and then controlled so that they do not cause injury or damage.

Controlling a hazard involves:

- completely eliminating (taking away) the risk caused by the hazard; or
- lowering the level of risk caused by the hazard as much as possible.

To control hazards, use the hierarchy of control. This is a list of six steps to work through to try to control the hazard.

Look at the following hierarchy. Start with the top step. If you cannot do the top step, go down to the next step. Keep going down the steps until you find a step that you can use to control the hazard.



Summary of Topic 2

1. Read and follow instructions, procedures and information to ensure you apply relevant emergency legislation and workplace procedures.
2. Respond to incidents in accordance with both workplace emergency procedures and relevant regulatory requirements.
3. Select and use required PPE that conforms to industry and WHS Standards during an emergency or workplace incident.
4. Report and/or rectify identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures.
5. Always follow your organisation's emergency procedures during an incident or emergency.
6. You can seek help and assistance from relevant personnel and emergency services.
7. Everyone must assist and cooperate with emergency services and authorities in accordance with workplace policies.
8. Work and communicate effectively with others when responding to an incident or emergency situation.
9. Use electronic communications and information systems during an incident or emergency situation.
10. Complete and process documents and reports in accordance with state/territory law and workplace procedures.