

Workplace Health and Safety Queensland

Hospitality, recreation and other services

These are the most common injuries to workers in the hospitality, recreation and other services industries based on accepted workers' compensation claims.

* The hospitality, recreation and other services industry covers accommodation, cafes and restaurants, business services (e.g. accounting firms, computer services, scientific research, etc.) and property services (e.g. real estate agents, property developers), sport and recreation, employees employed through group training companies, parks and gardens, theatre and the performing arts.

Eye

Loose fragments striking the eye from operating machinery or equipment

5%

Shoulder

Muscle and tendon sprains and strains from repeated movement

7%

19%

Back

Muscle and tendon sprains and strains from bending down

22%

Wrist

Muscle and tendon sprains and strains from repeated movement

5%

Hands and fingers

Wounds/lacerations from using knives

7%

Knee

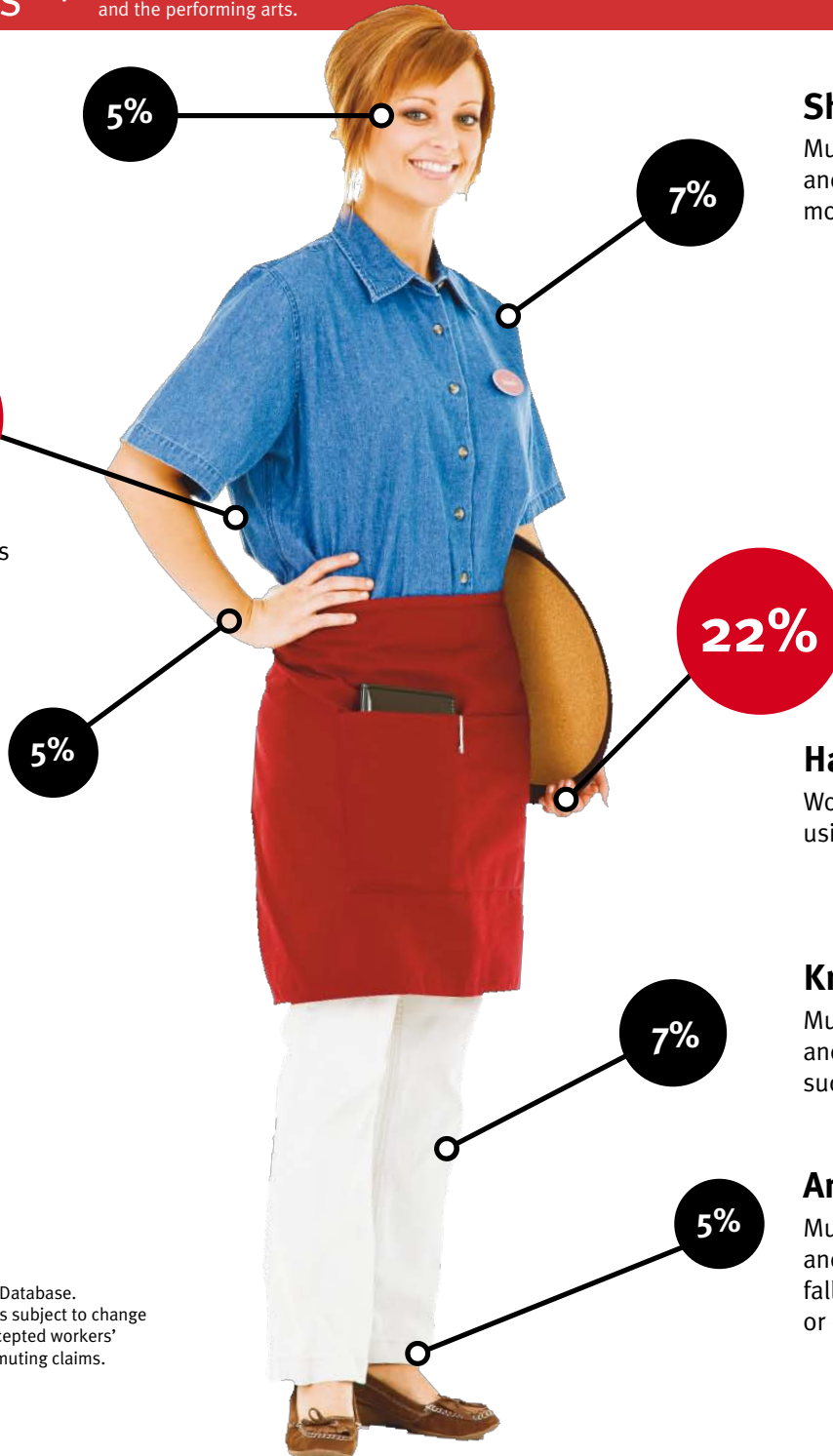
Muscle and tendon sprains and strains from activities such as cleaning

5%

Ankle

Muscle and tendon sprains and strains from tripping or falling over uneven surfaces or objects on the ground

Source: Queensland Employee Injury Database. Data current as at October 2008 and is subject to change over time. Based on eight years of accepted workers' compensation claims, excluding commuting claims.



Health and safety tips

Employers should undertake a risk management process in order to protect workers by preventing or minimising the risk of injuries in their workplace. Below are some health and safety tips to reduce the risk of injury. Employers should work with their employees to ensure the most effective solutions are put in place.

Manual tasks	
Activities/instructions	
<ul style="list-style-type: none">• For work involving hard physical effort:<ul style="list-style-type: none">- organise work to reduce physical force needed- use mechanical and assistive equipment- buy small, light cartons of stock, (e.g. buy chemicals in smaller containers)- install a rubbish chute- use small, lightweight rubbish bins and move them on a trolley- use lighter, smaller equipment that is fitted with wheels.	<ul style="list-style-type: none">• For work involving awkward working positions:<ul style="list-style-type: none">- work in a position that minimises the need to twist, slouch or bend with arms in close to the body.• For work that is highly repetitive or done for long periods, workers should:<ul style="list-style-type: none">- change work tasks- install equipment to stop repetitive actions or long tasks.
Slips, trips and falls	
Activities/instructions	
<ul style="list-style-type: none">• Put out 'wet floor' warning signs where floors are wet or slippery (e.g. when floors are freshly mopped).• Clean up moisture build up on floor.• Cover existing slippery surfaces with a non-slip material, or use non-slip mats.• Wear non-slip shoes.	<ul style="list-style-type: none">• Keep walkways free of clutter.• Replace steps with ramps.• Install good lighting.• Do not climb on objects or surfaces – use equipment such as ladders or step stools.
Knives, sharp tools and personal protective equipment (PPE)	
Activities/instructions	
<ul style="list-style-type: none">• Knives should be sharp and maintained in good working condition.• Provide the correct knife or sharp tool for the task.• Train and instruct your workers about using and sharpening knives.• Ensure steels for knife sharpening have hand guards.• Provide knives with handles that are comfortable to use.• Provide accessible first aid equipment and trained first aid officers.	<ul style="list-style-type: none">• Select appropriate PPE for the work to be performed, e.g. gloves, aprons, protective footwear, hearing protection, respirators and masks, safety or sun glasses, hats and trousers.• Use PPE in accordance with the manufacturer's instructions.• Ensure all workers wear PPE and are instructed in its proper use.
Heat stress	
Activities/instructions	
<ul style="list-style-type: none">• Schedule hot jobs for cooler times of the day.• Limit the time spent in hot humid areas.	<ul style="list-style-type: none">• Take regular breaks in a cool area and drink water frequently.• Make sure everyone knows the risks of heat stress and how to avoid it.
Machinery and equipment	
Activities/instructions	
<ul style="list-style-type: none">• Use equipment that is right for the job or task.• Think about the weight of equipment and how easy it is to move before buying it.• Train workers in how to use equipment safely and keep operating instructions and safety information nearby.	<ul style="list-style-type: none">• Fit guards to moving parts.• Keep appliances and machines clean and in good working condition.• Check equipment is safe to use before using it. Do not use a faulty piece of machinery or equipment and ensure it is labelled to prevent others using it.
Young workers	
Activities/instructions	
<ul style="list-style-type: none">• Understand that younger workers are still physically growing and may also lack understanding, experience and/or confidence in performing their duties safely.	<ul style="list-style-type: none">• Induct, train and place younger workers with a suitable mentor to demonstrate and reinforce sound and safe work practices.