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| Injury hotspots: Hospitality |
| Target core skillsThis task covers ASCF:* Reading and Writing at Levels 2 and 3
* Some Numeracy at Levels 1, 2 and 3 – to confirm the numeracy ratings, the assessor would need to give the candidate another numeracy task.
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| Target audienceThis task has been developed for the hospitality industry. It can be customised for other industries, using information from [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au) (then search for ‘injury hotspots’). Check the site for other contexts that may be relevant to your candidates. |
| Content coverageThis task includes reading and writing activities that ask the candidate to interpret and summarise information. Demonstration of understanding will be enhanced by the candidate’s ability to draw on prior knowledge and contextualise the informative text. This task also requires the candidate to interpret a diagrammatic text and to translate this information into chart and graph form. |
| Instructions to assessorThis task requires the candidate to:* read and interpret graphic information
* complete numerical tasks and write answers to questions based on information provided
* read a case study and write answers to questions based on information in the case study
* read a case study and respond by writing a formal letter.
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| ACSF mapping |
| **Question** | **ACSF skill level indicator** | **Domains of Communication** |
| 1 | 2.05 2.06 | Workplace and employment and/orEducation and training |
| 2 | 2.04 1.09 |
| 3 | 3.09 3.10 3.11 |
| 4 | 2.05 2.06 or 3.05 3.06 |
| 5a | 2.03 2.04 2.05 2.06 or3.03 3.04 3.05 3.06 |
| 5b | 2.04 |
| 5c | 3.04 |
| 5d | 2.05 2.06 or 3.05 3.06 |
| 6 | 3.05 3.06 |

# Injury hotspots: Hospitality



From http://www.worksafe.vic.gov.au/safety-and-prevention/injury-hotspots-statistics-and-solutions.

The most common injuries experienced by workers in the fast food industry.

# Injury hotspots

1. According to this diagram, the most common injury experienced by workers in the fast food industry is to the back. Why do you think this is the case?

1. Use the information in the diagram on the previous page to complete the % column in the following table (Table 1).

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| --- | --- | --- | --- |
| **Body part** | **% of total**  | **Injury type** | **Hazards** |
| Hands and fingers |  | Laceration and open wound | Knives / sharp objects |
| Back |  | Muscle and tendon sprains and strains | Manual tasks |
| Knee |  | Muscle and tendon sprains and strains | Slips, trips and falls |
| Shoulder |  | Muscle and tendon sprains and strains | Slips, trips and falls |
| Wrist |  | Fractures | Slips, trips and falls |
| Ankle |  | Muscle and tendon sprains and strains | Slips, trips and falls |
| Foot and toes |  | Muscle and tendon sprains and strains, fractures, bruising | Slips, trips and falls |
| Forearm |  | Burns | Hot substances |

Table 1

1. Use the grid below to:
2. mark up the axis
3. sketch a bar graph

to represent the information in the % column of Table 1.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Percentage of total |  |  |  |  |  |  |  |  |
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Body part

1. How might the following injuries have occurred?
2. Back muscle and tendon sprains and strains

1. Forearm burns

1. Read the following article and then answer the questions below.

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| ***Slips, trips and falls****Each year, thousands of Australians suffer an injury as a result of a slip, trip or fall. In Queensland alone 13,000 workers suffer from this type of injury costing Queensland businesses more than 256,000 lost work days and over $60 million in workers compensation payments. In addition to these costs, there are financial, physical and emotional costs for the injured worker and their family. A workplace injury can affect a worker’s wellbeing by restricting their usual home and leisure activities. A basic understanding of what causes a slip, trip or fall can help prevent these incidents occurring.**Slips, trips and falls can happen in any workplace. They may occur in a kitchen, cold rooms, loading docks, factories and hospitals. More serious slips or trips, together with the resulting falls, may result in:** *sprains or strains*
* *broken bones when trying to break the fall*
* *a back injury due to the sudden and forceful impact during a fall*
* *burns if it occurs near hot surfaces or if the person is handling hot fluids*
* *cuts if it occurs near sharp objects.*

*There are various factors that contribute to the risk of a slip, trip or fall. Slips usually occur when there is a loss of grip between the shoe and the floor. This commonly occurs when there is a contaminant between the shoe and the floor. Trips occur when a person’s foot hits a low obstacle in their path, causing a loss of balance. Often, the obstacle is not easily visible or noticed. Special attention needs to be paid to the following aspects of a workplace:** *floor surfaces and floor cleaning*
* *lighting*
* *footwear*
* *the layout*
* *attitudes to safety.*
 |

1. In your own words explain the main message of the article *Slips, trips and falls*.

1. Name at least three types of injuries that workers can suffer from a slip, trip or fall.

1. In your own words explain the following words and phrases:
2. contaminants

1. workers compensation

1. leisure activities

1. Explain how the following aspects of a workplace are important in preventing slips, trips and falls.
2. Floor surfaces and floor cleaning

1. Lighting

1. Read through the following case study and answer the questions.

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| ***Case Study****The following incident occurred in the commercial kitchen of* Scoff Foods, *17 Murray Rd, Windsor, 0304.*Towards the end of a shift in the commercial kitchen a worker slipped and fell, sustaining serious burns after coming in contact with a tub of hot water. The tub of water was used for cleaning the floor at the end of the night. It was positioned beside the walkway near the deep fryer. In the same area, several floor tiles were missing. This hollowed area allowed pooling of water and oil, which was tracked throughout the kitchen. The kitchen floor was properly cleaned once at the end of the night. Workers were advised to wear enclosed shoes, but no advice was provided regarding the type of non-slip sole that should be worn. |

Write a formal letter to the management of the company suggesting changes that could prevent further incidents in the kitchen.