

Say It Again at Work

**Everyday conversations for workers in
food production and services**

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Cultural note 8: OHS

Whereas Australia places great value on occupational health and safety, in some cultures awareness of safe practice in workplaces is limited. CALD workers need to know that in Australia employers are required by law to provide safe workplaces and have systems and procedures in place that make sure workplace activities are safe. OHS systems are written down so they can be referred to. Systems are also explained to employees verbally when they start a new job or a new role.

It is the employer's responsibility to put the procedures in place and make sure the employees know what the procedures are.

The employee also has responsibilities. It is their responsibility to help reduce workplace accidents by:

- Making sure they know what the procedures are
- Always following the procedures
- Wearing the appropriate protective clothing
- Reporting hazards, faults, accidents and near misses
- Completing written or online reports if necessary so that hazards can be eliminated and faults fixed
- Making sure they understand the OHS signs
- Asking questions about things if they are unsure.

In the Australian workplace, workers are expected to do these things in order to keep themselves and other employees safe.

Associated dialogues: All dialogues in the Occupational Health and Safety section 48 – 92, 113, 142, 144, 147

Cultural note 9: Understanding instructions

In Australia, instructions can sound like a request or a question. For example, "Would you mind putting the hoses away?" or "Can you put those hoses away?" may sound as if the employee has a choice and could answer "No."

Workers need to be aware of the possible subtleties of the language of instructions so that misunderstandings do not arise. They should be aware that it always a good idea to check their understanding or clarify the instructions. This would not be considered rude or 'bothering' someone.

Associated dialogues: 60-61, 84-89, 92, 105-106, 110-111, 121-123, 140-141

Language note on indirect instructions:

We use phrases such as "Do you want to ..." to *soften* instructions so that we do not sound too bossy. Some examples of indirect instructions and softening language are:

It would be good if you could ...

Would you mind watching ...?

You might like to ...

It'd be a good idea to ...

Do you think you could ...?

Dialogue 88 – Manual handling - Safe lifting 2 (CD 2 Track 02)

- Edris:** Emali. Don't do that.
- Emali:** What, lift this pot?
- Edris:** Don't lift it like *that*. You're stretching sideways.
- Emali:** Really? But it's not heavy!
- Edris:** That doesn't matter. You could twist your back. Always face the thing you're picking up.
- Emali:** OK. Thanks for telling me, Edris.

Dialogue 89 – Manual handling – Working together 1 (CD 2 Track 03)

- Frank:** When this pallet is loaded, it takes two men to move it.
- Zaw:** So, I don't move it by myself?
- Frank:** No, get someone to help you.
- Zaw:** Will do.

Dialogue 90 – Manual handling – Working together 2-(CD 2 Track 04)

- Zaw:** Denzel, can you help me push these pallets?
- Denzel:** No worries. Where to?
- Zaw:** Just over here. Out of the way.
- Denzel:** OK. One-two-three, go.

Dialogue 91 – Manual handling –Checking safe practice 1 (CD 2 Track 05)

- Zaw:** Hey Frank. The warning sound on the forklift isn't working.
- Frank:** Well, we can't use it until it's fixed.
- Zaw:** So what should I do - use the trolley instead?
- Frank:** Good idea. But just make sure it's not too heavy.
- Zaw:** OK.

OHS instructions

Dialogues 85, 86, 87, 88, 89, 90, 91, 92



Tag for cleaning; safe walk ways; safe lifting; heavy loads; Safety signage

Dialogue	Notes
80.	Graphic: Signs (<i>authorized personnel only</i>) P79 Cultural note: Asking questions; OHS
81.	Graphic: Signs (<i>wearing gloves</i>) P79 Cultural note: Asking questions; OHS Cultural note: Clarifying information
82.	Graphic: Signs (<i>no mobile phones</i>) P 79 Cultural note: Asking questions; Induction; OHS
83.	Graphic: Signs (<i>fire alarm/ like a speaker</i>) P79 Cultural note: Asking questions; OHS
84.	Graphic: Safe Practice (<i>bucket with chlorine label</i>) P 75 Cultural note: OHS; Instructions
85.	Graphic: Safe practice P80 Cultural note: OHS; Instructions <i>Idiom: Get on to it.</i>
86.	Graphic: Safe practice (<i>walk inside yellow line</i>) P80 Cultural note: Asking questions; OHS; instructions
87.	Graphic: Safe practice (<i>safe lifting- straight back</i>) P75, 80 Cultural note: Checking/clarifying (<i>Like this?</i>); OHS; Instructions
88.	Graphic: Safe practice (<i>safe lifting- straight back</i>) P80 Cultural note: Checking/clarifying (<i>Like this?</i>); OHS; Instructions
89.	Graphic: Safe practice (<i>safe lifting- 2 people heavy pallet</i>) P80 Cultural note: Checking/clarifying (<i>So...?</i>); OHS; Instructions