

Queensland Workplace Health and Safety Strategy

# Industry Action Plan

2008–10



Hospitality, Recreation  
and Other Services Industry



Queensland the Smart State



Queensland  
Government  
Department of  
Employment and  
Industrial Relations

# Acknowledgement

This industry plan was developed in consultation with the Hospitality, Recreation and Other Services Industry Sector Standing Committee, consisting of representatives from:

- DRA Safety Specialists
- Collins Foods Group Pty Ltd
- Queensland Hotels Association
- McDonalds Australia Ltd
- Clubs Queensland
- Queensland Council of Unions
- Griffith University
- Australian Workers Union

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# Introduction

The *Hospitality, Recreation and Other Services Industry Action Plan 2008–10* is part of the second phase of implementing the *Queensland Workplace Health and Safety Strategy 2004–12*.

This plan identifies Workplace Health and Safety Queensland's (WHSQ) key areas of focus for the hospitality, recreation and other services industry from 2008–10.

The initiatives outlined in this plan aim to reduce work-related injuries and fatalities in the hospitality, recreation and other services industry and contribute to meeting the targets in the *Queensland Workplace Health and Safety Strategy 2004–12*. The targets are:

- to reduce the incidence of work-related injuries by 40%
- to reduce the incidence of work-related fatalities by 20%.

## Industry profile

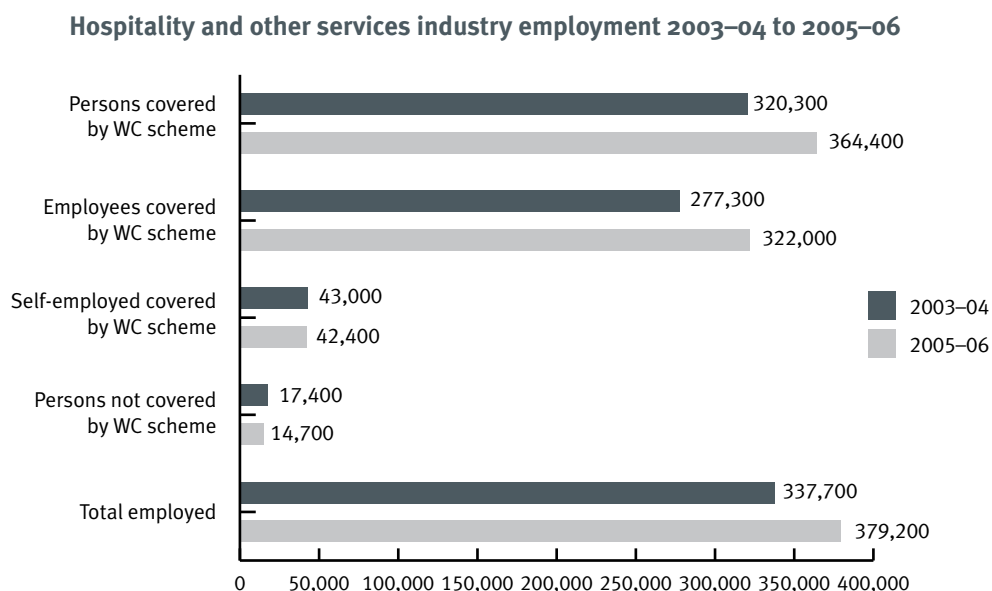
The hospitality, recreation and other services industry covers the following industry sectors:

- Accommodation, cafes and restaurants, comprising:
  - hotels, motels, caravan parks and camping ground operations
  - pubs, taverns and bars
  - cafes and restaurants
  - clubs providing hospitality to members (e.g. gambling, sporting or other social and entertainment facilities)
  - takeaway food retailing
- Business services, comprising:
  - legal and accounting services
  - marketing and business management services
  - computer services
  - technical services (e.g. consultant engineering and surveying services)
  - scientific research
  - other business services (e.g. contract staff services, employment placement services, cleaning services, pest control services and security services)
- Property services, comprising:
  - property operators and developers
  - real estate agents
  - machinery and equipment hiring and leasing
  - non-financial asset investors

- Motion picture, radio and television services
- Libraries, museums, the arts (including services to the arts) and parks and gardens
- Sport and recreation.

## Employment

- In 2005–06, nearly 379,200 people were employed in the hospitality, recreation and other services industry, representing 19% of all employed people in Queensland.
- Overall, the number of people working in the hospitality, recreation and other services industry has increased by 12% between 2003–04 and 2005–06.
- Just over 96% of people working in the industry are covered by the workers’ compensation scheme.

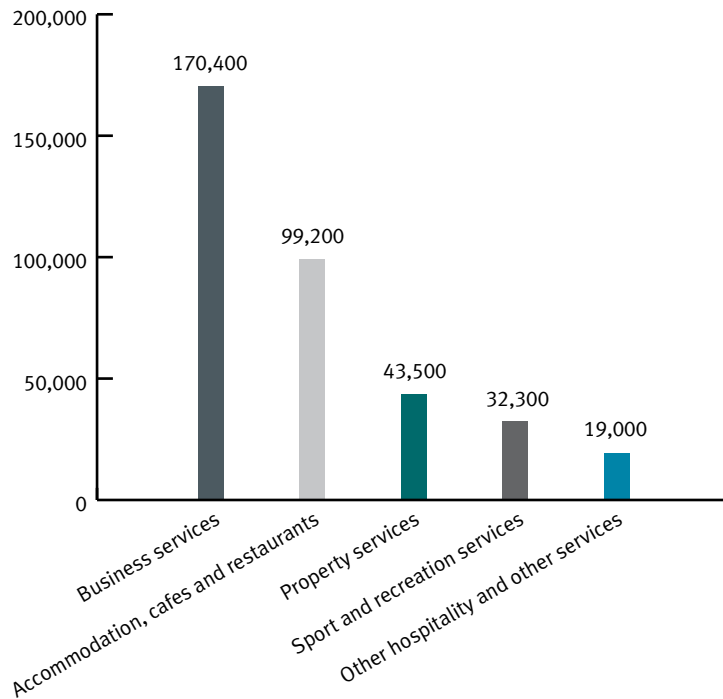


WC – workers’ compensation

Source – ABS Labour Force Survey, Catalogue 6291.0.55.003. Based on an average of four quarterly surveys.

- Business services was the largest industry sector, with more than 178,300 people employed in 2005–06. Just over 170,400 workers in this sector were covered by the workers’ compensation scheme.
- The accommodation, cafes and restaurants industry sector was the next largest, with 104,300 people employed in 2005–06. More than 99,200 workers in this sector were covered by the workers’ compensation scheme.

**Workers covered by the workers' compensation scheme in the hospitality and other services industry by sector, 2005–06**



Source – ABS Labour Force Survey, Catalogue 6291.0.55.003. Based on an average of four quarterly surveys.

## Age

Workers in the hospitality, recreation and other services industry tend to be younger than workers in other industries. In 2005–06, 68% of those employed in the hospitality, recreation and other services industry were under 45 years, compared with almost 64% for all other industries. The hospitality, recreation and other services industry experienced a marginal increase in the proportion of workers 45 years and over between 2003–04 and 2005–06 from 31% to 32%.

## Contribution to economic activity

In 2005–06, the hospitality, recreation and other services industry accounted for 13.9% of the Queensland economy, as measured by total factor income<sup>1</sup>. It generated a total of \$22.7 billion for the economy, with \$14.2 billion in wages and the remaining \$8.5 billion in profits and earnings of the self-employed.

Between 2003–04 and 2005–06, the hospitality, recreation and other services industry in Queensland decreased its contribution to the economy from 14.8% to 13.9%. However, Queensland's export of tourism services overseas has increased by almost 18% over the three years to 2005–06, ensuring that tourism is one of the state's main economic growth areas.

<sup>1</sup> Total factor income is that part of the cost of producing the gross domestic product, which consists of gross payments to factors of production (labour and capital). It represents the value added by these factors in the process of production, and is equivalent to gross domestic product, less taxes plus subsidies, on production and imports.

Given tight labour market conditions and the employment of a large proportion of the younger casual labour force in the hospitality, recreation and other services industry, it is critical that strategies are in place to minimise or eliminate work-related injuries in this industry.

A strong and diverse hospitality, recreation and other services industry will contribute to maintaining growth and sustainability in the Queensland economy.

## Workers' compensation claims trends

### Fatalities

- Based on workers' compensation claims data, the fatality rate for the hospitality, recreation and other services industry in 2005–06 was 2.5 fatalities per 100,000 workers<sup>2</sup>.
- The fatality rate in the hospitality, recreation and other services industry has declined steadily since 2003–04, and was lower than the fatality rate of 3.2 fatalities per 100,000 workers across all industries.

### Non-fatal injuries

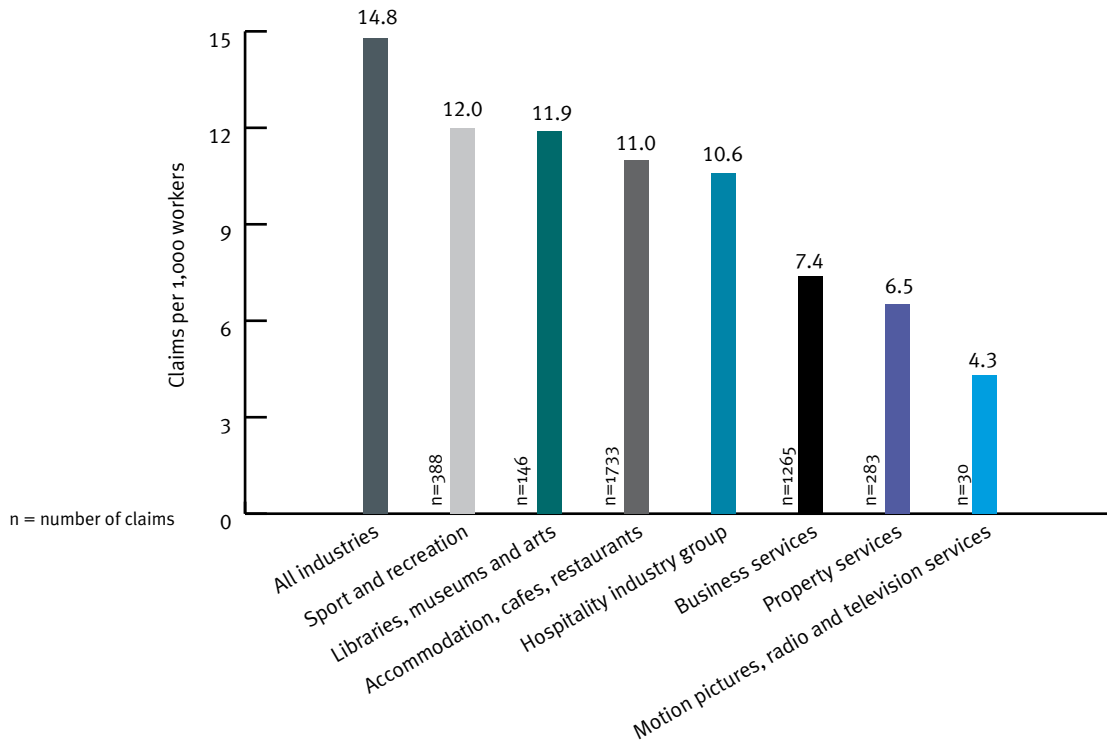
- In 2005–06, the non-fatal injury rate for the hospitality, recreation and other services industry was 10.6 claims per 1,000 workers<sup>3</sup>. This is below the non-fatal injury rate of 14.8 claims per 1,000 workers for all industries.
- The non-fatal injury rate in the hospitality, recreation and other services industry has declined by 3% since 2003–04. A greater reduction is required to meet the *Queensland Workplace Health and Safety Strategy 2004–12* target of a 40% reduction in work-related injuries by 2012.
- Within the industry group, the sport and recreation industry sector had the highest non-fatal injury rate, followed by the libraries, museums and arts industry sector. However, there were still relatively low claims in these industry sectors. The accommodation, cafes and restaurants and business services industry sectors, by comparison, were responsible for 80% of all non-fatal claims in this industry group between 2000–01 and 2005–06.

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<sup>2</sup> Based on accepted claims from employees and eligible self-employed employees while on duty or on a break at the place of work. Excludes the mining industry. Source: Queensland Employee Injury Database, Office of Economic and Statistical Research. Data current at January 2007 and is subject to change with further development.

<sup>3</sup> Based on accepted claims from employees and eligible self-employed employees while on duty or on a break at the place of work. Includes non-fatal traumatic injury, disease and musculoskeletal disorder claims resulting in permanent impairment or temporary impairment with a duration of seven calendar days or more. Excludes the mining industry. Source: Queensland Employee Injury Database, Office of Economic and Statistical Research. Data current at January 2007 and is subject to change with further development.

**2005–06 non-fatal claim rates hospitality, recreation and other services industry sectors (claims per 1,000 workers)**



**Musculoskeletal disorders**

- Between 2003–04 and 2005–06, 59% of non-fatal injury claims were due to musculoskeletal disorders.
- Half of musculoskeletal disorder claims were from handling, lifting, carrying or putting down objects (e.g. cartons, boxes, cases, drums, kegs and barrels).
- Another 21% of musculoskeletal disorder claims were due to falls on the same level. Many of these occurred in the accommodation, cleaning services and café and restaurant sub-sectors.
- Workers most commonly injured were:
  - commercial cleaners
  - labourers and other workers providing manual labour
  - kitchen hands
  - general waiters
  - bar attendants
  - chefs
  - sales assistants for food and drink products
  - security officers.

**Traumatic injuries**

- Traumatic injuries represented a third of non-fatal injury claims between 2003–04 and 2005–06.



- Fractures were responsible for 30% of traumatic injuries, followed by open wounds (28%) and contusions and crushing injuries (19%).
- Over half of the injuries were caused by one of the following:
  - falls on the same level
  - hitting moving or stationary objects
  - contact with hot objects (e.g. oil and fat).
- Workers commonly injured were commercial cleaners, kitchen hands, chefs, cooks and waiters.

#### Diseases

- Disease-related claims represented 8% of non-fatal injury claims between 2003–04 and 2005–06. The number of disease-related claims was relatively low in the hospitality, recreation and other services industry, with the disease rate declining between 2003–04 and 2005–06.
- Diseases most commonly experienced were:
  - hernia, mainly due to muscular stress while lifting, carrying or putting down objects
  - mental disorders, mainly due to work pressure, anxiety/stress or post traumatic stress claims due to exposure to a traumatic event
  - disorders of the nerve roots, plexuses and single nerves.

## Hospitality, recreation and other services industry initiatives for 2008–10

### The next three years

The Workplace Health and Safety Board, the peak industry advisory body to the Minister for Transport, Trade, Employment and Industrial Relations, has committed to a strategy, in conjunction with Workplace Health and Safety Queensland (WHSQ), to promote and lead cultural change in identified high risk industries and industry sectors. This strategy seeks to increase awareness of hazards and risks to health and safety in the workplace and to improve knowledge, education and skills in managing workplace health and safety.

The hospitality, recreation and other services industry is not one of the five priority industries identified in the *Queensland Workplace Health and Safety Strategy 2004–12* as a particular target area requiring a reduction in work-related injuries and fatalities<sup>4</sup>. The hospitality, recreation and other services industry has one of the lowest fatal and non-fatal injury rates across all industries in Queensland. Consequently, WHSQ will focus most of its resources towards the five priority industries. However, the hospitality, recreation and other services industry is a significant part of the Queensland economy, and the initiatives in this industry plan aim to improve workplace health and safety performance in these sectors.

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<sup>4</sup> The five priority industries identified in the *Queensland Workplace Health and Safety Strategy 2004–12* are: construction; manufacturing; transport and storage; health and community services; and rural.

WHSQ will work with all stakeholders to improve workplace health and safety performance by:

- working with industry to develop industry-specific education and awareness-raising initiatives
- developing industry-accessible practical solutions
- providing targeted compliance support and guidance to industry
- undertaking regulatory reform where necessary
- undertaking more strategic enforcement action.

As part of implementing this industry plan, WHSQ will:

- focus on the workplace health and safety of young workers
- increase the capability of industry and WHSQ to address musculoskeletal disorder risk factors
- build a culture that makes workplace health and safety an integral part of normal business operations
- assist industry to develop and implement strategies to address the risk of occupational violence
- explore incentives to encourage businesses to improve workplace health and safety performance.

The initiatives outlined in this industry plan include a focus on slips, trips and falls across the industry group, and musculoskeletal disorders among providers of cleaning services. The workers' compensation injury rates, and the number of workers involved in these areas, indicate a need to improve workplace health and safety performance. They build on the work that has already been done in the hospitality, recreation and other services industry to promote cultural change and acceptance of workplace health and safety as part of daily business management.

The following initiatives broadly align with one or more of the five national priorities (NP) identified in the *National OHS Strategy 2002-2012* and the *Queensland Workplace Health and Safety Strategy 2004-12*. Both the national and Queensland strategies provide a basis for developing sustainable, safe and healthy work environments and for reducing the number of people injured or killed at work. The five national priorities are to:

- NP 1. Reduce high incidence/severity risks
- NP 2. Develop the capacity of business operators and workers to manage workplace health and safety effectively
- NP 3. Prevent occupational disease more effectively
- NP 4. Eliminate hazards at the design stage
- NP 5. Strengthen the capacity of government to influence workplace health and safety outcomes.

The initiatives also adopt strategies developed by WHSQ in the:

- *Queensland Musculoskeletal Framework 2007-10*, which addresses the prevention and control of work-related musculoskeletal disorders
- *Queensland Occupational Disease Strategy 2007-10*, which provides a framework for reducing the incidence of occupational disease in Queensland
- Small Business Initiative, including *Serious About Safe Business*<sup>5</sup>.

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<sup>5</sup> *Serious about Safe Business* provides small and medium businesses with a simplified safety management framework to help them ensure a safe workplace and increase staff productivity.

## Reducing injury resulting from slips, trips and falls at level

Aligns with national and Queensland priorities

Following body stressing, the greatest proportion of non-fatal injuries sustained in the hospitality, recreation and other services industry are due to slips, trips and falls by a person.

**NP 1 and 2**

WHSQ undertook a slips, trips and falls at level intervention throughout Queensland during 2007.

This initiative aimed to reduce injury resulting from slips, trips and falls at level across the hospitality, recreation and other services industry. Tripartite workshops to develop practical solutions for managing this risk, which took into account industry best practice and research, including the results of the slips, trips and falls at level intervention.

## Industry accreditation program

Aligns with national and Queensland priorities

It is recognised that businesses in the hospitality, recreation and other services industry have many competing demands on their time and resources, and consequently in some circumstances, workplace health and safety may be given a relatively low priority.

**NP 1 and 2**

This initiative facilitates an industry-driven framework aimed at recognising businesses that have effective workplace health and safety management systems in place. This will be achieved by developing partnerships with industry associations to:

- ascertain the level of interest and support for implementing an industry accreditation program
- facilitate the development and adoption of such a program among interested industry associations.

# Reducing musculoskeletal disorders among those providing cleaning services

Aligns with national and Queensland priorities

Between 2003–04 and 2005–06, almost 60% of non-fatal injuries in the hospitality, recreation and other services industry were musculoskeletal disorders. The accommodation and other business services sub-sectors account for almost half of these musculoskeletal claims. Within other business services, cleaning services accounts for 56% of musculoskeletal claims.

## NP 1 and 2

*Musculoskeletal Framework 2007–10*

The difficulty of accessing providers of cleaning services is recognised. This initiative aims to improve the capability of this group to manage the risk of musculoskeletal disorders more effectively. This will be achieved by:

- conducting an industry solutions forum, whereby government, industry (e.g. host employers, cleaning contractor associations and contract cleaners), unions and technical representatives work together to discuss difficult manual tasks and develop practical solutions for managing the risk of associated musculoskeletal disorders
- ensuring the solutions take into account new entrants into the industry, young workers, and workers from non-English speaking backgrounds
- promoting manual tasks solutions for cleaning services
- investigating the feasibility of launching an independent website to promote workplace health and safety solutions
- investigating the feasibility of influencing the purchasers of cleaning services to use preferred supplier practices that favour cleaning contractors who have effective workplace health and safety management systems in place
- developing partnerships with cleaning contractor associations to reinforce the importance of their members (cleaning services providers) who have effective workplace health and safety management systems in place.

## Increasing Workplace Health and Safety Queensland's capability to assist industry

Aligns with national and  
Queensland priorities

Musculoskeletal disorders currently represent nearly 60% of all non-fatal workers' compensation claims in Queensland. Due to the high proportion of musculoskeletal disorders occurring across all industries, and the complex nature of managing risk factors associated with musculoskeletal disorders, WHSQ will enhance the capability of staff. This will be achieved mainly through professional development, particularly in ergonomics and musculoskeletal controls, to assist industry in eliminating and minimising these types of injuries.

This initiative aims to increase the capability of WHSQ to better understand and prevent injuries by increasing skills through training on key hazards, solutions and systems of work, which impact on musculoskeletal disorder risk factors.

This will be achieved by identifying key mechanisms and agencies of injury through data in specific sectors, working with industry representatives and providing specific training in these key areas.

### **NP 5**

*Musculoskeletal  
Framework 2007–10*

## Induction training – Workplace Health and Safety Board initiative

Aligns with national and  
Queensland priorities

There is a recognised need for greater workplace health and safety awareness and knowledge among workers in the hospitality, recreation and other services industry.

Workplace health and safety induction offers a means of ensuring that a minimum level of workplace health and safety knowledge is acquired before workers start work.

This initiative aims to assist workers in acquiring a basic level of workplace health and safety awareness and knowledge through induction training programs before they start work.

WHSQ will investigate the feasibility of introducing workplace health and safety induction training.

### **NP 1 and 2**

# Review

Over the next three years, this industry plan will be routinely monitored and reviewed to ensure it is relevant and contributing towards reducing the incidence of work-related fatalities and injuries in Queensland.

# Glossary

## Diseases

Non-fatal diseases include mental, digestive system, skin and subcutaneous tissue, nervous system and sense organ, respiratory system, circulatory system, infectious and parasitic diseases and neoplasms (cancer).

## Musculoskeletal disorders

Musculoskeletal disorders include a wide range of inflammatory and degenerative conditions affecting the muscles, tendons, ligaments, joints, peripheral nerves, and supporting blood vessels. They have been identified by the type of injury sustained. The following injuries are classified as musculoskeletal disorders: trauma to joints, ligaments, muscles and tendons and joint diseases, spinal vertebrae and intervertebral disc diseases, diseases of the muscles, tendons and involving the synovium, and other musculoskeletal and connective tissue diseases.

## Traumatic injuries

Traumatic injuries include intracranial injuries, fractures, wounds, lacerations, amputations and internal organ damage, burns, and injuries to nerves and the spinal cord, poisoning, electrocution, and effects of the weather.

## Further information

For further general information on the action plans, please contact Workplace Health and Safety Queensland:

Telephone 1300 369 915

Website [www.deir.qld.gov.au](http://www.deir.qld.gov.au)

Telephone interpreter service 13 14 50

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