

## Young Workers - Retail

These are the most common injuries and hazards for young people working in retail trading to the public, as shown by injury claims.

### Psychological System

Work-related stress from harassment, work pressure, and work-related violence (e.g. exposure to robbery and assault).

### Back

Muscle strain from lifting and handling objects/equipment, slipping on floors or uneven surfaces, or tripping over objects.

### Hand/Fingers

Wounds, lacerations and amputations due to using tools and equipment. Fractures resulting from fixing tyres and repairing vehicles. Carpal tunnel syndrome and nerve damage caused by repetitive work.

### Shoulder

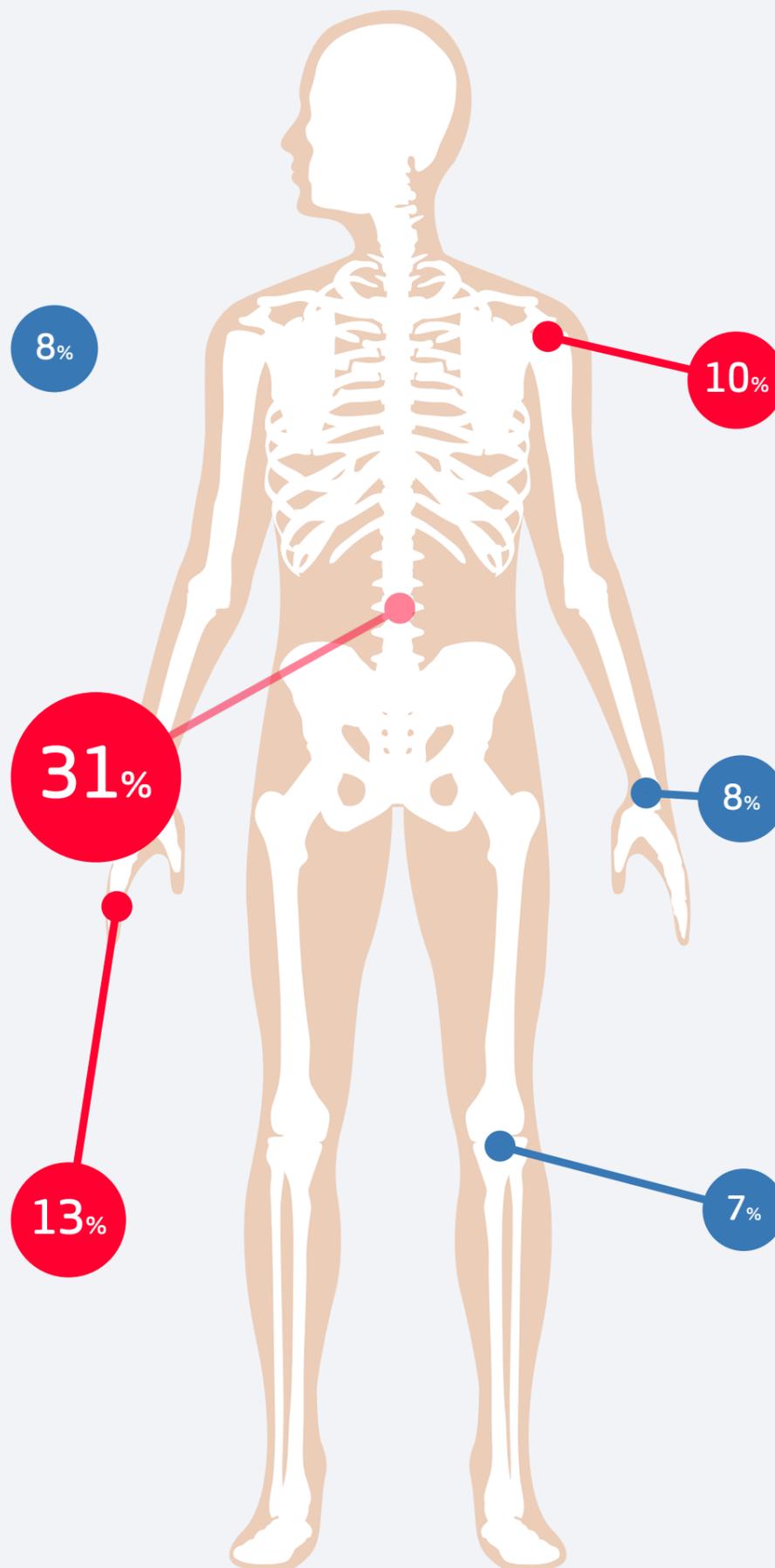
Muscle strain from lifting and handling boxes, equipment and products, and exposure to repetitive activities (e.g. work above shoulder or at the extent of reach).

### Forearm/Wrist

Muscle strain from repetitive activities (e.g. scanning, pricing, keyboard or mouse work, or using tools). Fractures from falling from ladders, or slipping on floors.

### Knee

Muscle strain from lifting and repetitive movements. Traumatic joint/muscle injury from tripping over objects, or falling from ladders or truck cabin.



## Safety solutions

WorkSafe expects employers to have safety solutions in place to protect workers from injury and illness.

Below are some common solutions known to reduce the risk of injury. Employers should work together with their employees to determine the most effective solutions for their workplace.

### Hotspots

### Solution

#### Managing young workers

- Back
- Hand/Fingers
- Shoulder
- Forearm/Wrist
- Psychological System
- Knee

- Consider young workers' age as a specific risk factor when identifying hazards and controlling risks in the workplace.
- Develop a culture and process that encourage young workers to speak up about risks they observe.
- Provide OHS induction and ongoing safety training that ensures young workers understand their job, can perform it safely and competently, and can recognise and report hazards.
- Have procedures and training around workplace bullying, violence, harassment and skylarking.
- Provide ongoing supervision that takes into consideration the inexperience of young workers.
- Encourage young workers to ask questions and to seek more information if unsure.
- Have consultative processes that encourage young workers to put forward ideas.

#### Powered equipment and sharp objects

- Hand/Fingers

- Ensure guards on powered equipment are in place and function properly. Ensure all machinery complies with the Australian Standard for machine guarding.
- Use safety scissors or covered blades for cutting bags or wrapping around pallets.
- For food retailing, consider using pre-sliced, pre-peeled or pre-cut food.
- Ensure electrical and cutting equipment is de-energised before cleaning or maintenance.
- Train young workers, in the selection and use of any tools and mechanical equipment.
- Supervise new and young workers when working directly with or near machinery or blades.
- Provide appropriate personal protective equipment (e.g. steel mesh gloves) when using knives or cleaning sharp equipment.
- Ensure employees wear appropriate personal protective clothing (e.g. safety footwear if working in storage areas).

#### Repetitive work

- Hand/Fingers
- Forearm/Wrist

- Provide appropriate mechanical aids and equipment (e.g. height-adjustable workstations, height-adjustable trolleys) and ensure they are used properly and maintained in accordance with manufacturer specifications.
- Design customer service areas to limit twisting, bending and over-reaching (e.g. position frequently used equipment, food and supplies between shoulder and mid-thigh height, use sliding trays to improve access in display cases).
- Train employees in the selection and use of any mechanical equipment and aids and safe handling methods (e.g. work is done between shoulder and mid-thigh height and with the elbows close to the body, work upright where possible).
- Ensure employees are not exposed to repetitive work or static positions for long periods of time (e.g. by using job rotation, work variation, providing sit-stand stools and anti-fatigue mats) or work that requires a significant amount of high force.

Visit [www.injuryhotspots.com.au](http://www.injuryhotspots.com.au)

WorkSafe Advisory Service Toll-free 1800 136 089

Your health and safety contact is: