

MACHINE SAFETY STARTS WITH YOU.

TOOLBOX TALKS: COMMUNICATING WITH WORKERS



COMMUNICATION
IS THE KEY

Communicating workplace health and safety information effectively is key to avoiding worker injuries. But how can you be sure your message is getting across?

Understanding what influences the culture of your workplace can have a substantial contribution to changing employee attitudes and behaviours in relation to workplace health and safety. For a safety culture to be successful, it needs to be endorsed and executed by management.

A crucial factor in many incidents is that injured workers were not aware of known safety hazards, or workers had no chance to raise any safety concerns with their employer or manager.

An effective way of improving communication between employers and workers is to make time to discuss safety by having regular talks with workers. Many workers do this by having 'toolbox talks'. This is where employers and workers get together in the workshop to talk about matters to do with safety.

WHY YOU NEED TO COMMUNICATE WITH WORKERS

Effective safety communication always begins with your message. The message is the safety information you want to transfer to your workforce, irrespective of their job role. Clear safety messages:

ENSURES all workers are aware of the identified safety hazards, and know what to do to overcome them.

CREATES trust between workers that safety hazards can be identified and fixed.

REMINDS workers that there are safe ways of doing work, and to watch for safety hazards.

How you complete a tool box talk

You can use the 'record of tool box talk' provided, develop your own form or use a diary.

STEP 1: RECORD THE DETAILS

- Choose a quiet time for tool box talks (maybe once a week or once a month).
- Discuss any safety hazards found previously with employees, and ask them to raise any safety concerns that haven't been fixed.
- Write down details such as:
 - Who attended the tool box talks (get them to sign the 'record of tool box talk')?
 - What was discussed?
 - What was decided to fix hazards, or steps taken to reduce the chances of an incident occurring?
 - Who is responsible for fixing the hazard?

STEP 2: CHECK THE DETAILS

- Manager/Owner checks the 'record of tool box talk'

STEP 3: INFORM STAFF

- Make sure everyone knows how to work safely if a decision is made to change work processes.

RECORD OF TOOL BOX TALK

WORKPLACE:

DATE:

NAME OF SUPERVISOR OR PRESENTER:

TIME:

PERSONS PRESENT

Name	Signature
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
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Name	Signature
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TOPICS DISCUSSED

COMMENTS / FEEDBACK

Note: This guide sets out one way of communicating with the workers and does not override the provisions outlined in Division 2 'Consultation with workers' of the Work Health and Safety Act 2011 (section 48).



For more information on your legal obligations, making a Safety Promise, the Mentor or Small Business Rebate Programs visit www.safework.nsw.gov.au or call 13 10 50.

**NO MATTER WHAT YOU DO,
SAFETY STARTS WITH YOU.**

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Ph 13 10 50