

# AT RISK WORKERS' STRATEGY 2018-2022

SafeWork NSW's *At risk workers' strategy 2018-2022* supports and protects the four identified key groups of workers that are deemed to be most at risk of harm in the workplace:

- Culturally and linguistically diverse (CALD) workers
- Migrant workers
- Young workers (up to 25 years old)
- Workers employed through labour hire arrangements.

These worker groups are typically found in sectors such as construction, agriculture, manufacturing, accommodation and food services, retail, government, and health care and social assistance.

## IDENTIFYING PRIORITY ISSUES – HOW WE KNOW THIS



**We visited you on site as you worked**



**We talked to over 550 individuals and organisations**



**We researched data and trends**

During 2017, we worked with key community groups, industry representatives and stakeholders to develop the strategy including workers, business operators, the Australian Border Force, Multicultural NSW, the Fair Work Ombudsman, the Office of the Small Business Commissioner, Youthsafe, non-government organisations, unions, educational institutions and Fair Trading NSW.

Forums have also been held with experts, industry representatives, community groups and advocates for these four at risk groups.

Consultation will continue with stakeholders in the future.

Qualitative national and international data was also sourced to inform the development of priorities and initiatives.

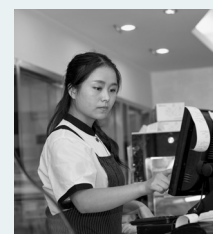
### CALD workers

People who have different linguistic, religious and ancestral backgrounds.



### Migrant workers

People who have moved to Australia to take up work, or study or holiday, with legal authorisation to work. These workers don't have permanent resident status in Australia.



### Labour hire workers

People employed by a labour hire company and then undertake specific duties for another company (the host) for a defined period of time.



### Young workers

Approximately 17 per cent of NSW workers are aged up to 25 years old. Of these, 13233 claimed a temporary disability and 3 a permanent disability in 2015-16, and 6 were fatally injured in 2017.



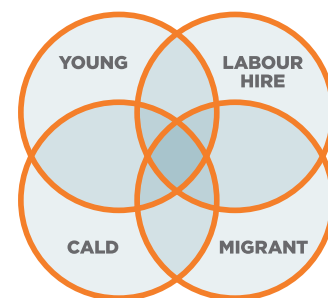
Although there are data limitations due to underreporting, research and close engagement with key stakeholders, workers and community groups has enabled greater insight and focus across these four worker groups.

## PRIORITISED RISK FACTORS

The data obtained, research and the insights gained from consultation and forums, has enabled us to identify the risk factors for each of the four at risk worker groups and the baseline to track progress.

We will address these risk factors on a prioritised basis through to 2022, with an annual review of all issues in consultation with stakeholders. SafeWork NSW will also review future reporting and system requirements for incidents involving at risk workers.

**The added complexity is that there can be multiple risk factors to consider for a worker if they are from one or more of the at risk groups.**



2018 → 2022						
AT RISK GROUP	HIGHEST RISK FACTOR	2ND FACTOR	3RD FACTOR	4TH FACTOR	5TH FACTOR	6TH FACTOR
<b>YOUNG WORKERS</b>	Inadequate supervision and training	Limited understanding of work health and safety rights and worker obligations	Inexperience in the job and/or at the individual workplace	High incidence of mental health issues	Being bullied or facing peer pressure	Reluctance to speak up and 'make waves' due to multiple factors
<b>CALD WORKERS</b>	Language barriers hinder understanding of work health and safety rights and worker obligations	Language and literacy barriers to accessing safety information	Reluctance to speak up and 'make waves' due to multiple factors	Limited understanding of safe work practices	Inexperience in the job and/or at the individual workplace	Fear of authority due to cultural factors
<b>MIGRANT WORKERS</b>	Language barriers hinder understanding of work health safety rights and obligations	Fear of losing job or visa sponsorship	Poor understanding of safe work practices	Reluctance to speak up and 'make waves' due to multiple factors	Inexperience in the job and/or at the individual workplace	Language and literacy barriers to accessing safety information, including accessing regulatory advice lines to report issues anonymously or using own name
<b>LABOUR HIRE WORKERS</b>	Commonly assigned higher risk work	Limited understanding work health and safety rights and obligations as a worker	Lack of communication, consultation and coordination between the labour hire organisation and the host employer	Inexperience in the job and/or at the individual workplace	Labour hire company not conducting pre-work site visits	Reluctance to speak up and 'make waves' due to multiple factors

## DELIVERY THROUGH PARTNERSHIPS

This strategy will be delivered through the commitment of all partners and a focus on the value that diversity provides.

## INFORMATION IN OTHER LANGUAGES

This document is available in Arabic, Simplified Chinese, Filipino and Vietnamese at [www.safework.nsw.gov.au/at-risk-workers](http://www.safework.nsw.gov.au/at-risk-workers).

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