



Barista Occupational Health & Safety (OHS) Training Module

1. Introduction

This training module is designed to provide baristas and those volunteering in the Restoration Church café with the knowledge and skills required to work safely in a café environment. It aligns with **Queensland Work Health and Safety (WHS) legislation**, including the *Work Health and Safety Act 2011 (Qld)* and the *Work Health and Safety Regulation 2011 (Qld)*, and focuses on preventing injuries, illnesses, and incidents while maintaining a professional and efficient workplace.

Learning Objectives

By the end of this module, participants will be able to: - Identify common hazards in a café/barista environment - Apply safe work practices when preparing coffee and food - Use equipment safely and correctly - Follow procedures for manual handling, hygiene, and emergency situations - Understand their WHS responsibilities

2. WHS Responsibilities (Queensland)

Person Conducting a Business or Undertaking (PCBU) Responsibilities

Under Queensland WHS law, the employer is referred to as a **Person Conducting a Business or Undertaking (PCBU)**. - Provide a safe work environment - Provide training, supervision, and safe equipment - Maintain equipment in good working order - Implement safe systems of work

Worker (Barista) Responsibilities

Under Queensland WHS law, baristas are considered **workers**. - Take reasonable care for their own health and safety - Take reasonable care that their acts or omissions do not adversely affect others - Follow all safety procedures and instructions - Use equipment correctly and report faults - Wear appropriate personal protective equipment (PPE) - Report hazards, incidents, and injuries immediately - Take reasonable care for their own safety and that of others



3. Common Café Hazards

Physical Hazards

- Hot surfaces (espresso machines, hot water wands, ovens)
- Slippery floors from spills
- Sharp objects (knives, grinders, broken crockery)
- Electrical equipment

Chemical Hazards

- Cleaning chemicals and sanitisers
- Incorrect storage or mixing of chemicals

Ergonomic Hazards

- Repetitive movements (tamping, steaming milk)
 - Poor posture at coffee machines
 - Manual handling of milk crates and supplies
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4. Safe Use of Equipment

Espresso Machines & Hot Water

- Never touch hot surfaces without protection
- Always purge steam wands before and after use to avoid blockages occurring
- Only purge the steam wand into the drip tray
- Turn off machines before cleaning where required

Grinders & Blenders

- Never insert hands or objects while operating
- Turn off and unplug before cleaning
- Use guards and lids at all times

Knives & Food Prep Tools

- Use appropriate cutting techniques
 - Store knives safely when not in use
 - Never leave knives in sinks or under water
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5. Manual Handling

Risks

- Back strains
- Muscle injuries

Safe Manual Handling Techniques

- Assess the load before lifting
 - Bend knees, keep back straight
 - Hold items close to the body
 - Avoid twisting while lifting
 - Ask for help or use trolleys for heavy items
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6. Slips, Trips & Falls Prevention

- Clean spills immediately
 - Display wet floor signage
 - Wear non-slip footwear
 - Keep walkways clear of obstacles
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7. Hygiene & Food Safety

- Wash hands regularly and correctly
 - Use gloves when required
 - Do not work when ill
 - Follow food safety procedures ([DoFoodSafely](#))
 - Store food correctly and monitor temperatures
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8. Emergency Procedures (Queensland Requirements)

Fire Safety

- Follow the workplace **Emergency Management Plan** as required under QLD WHS Regulation
- Know the location of fire extinguishers, fire blankets, and emergency exits
- Know the location of fire extinguishers and exits
- Never use water on electrical or oil fires
- Follow evacuation procedures



Burns & Scalds

- Cool burns under running water for at least 20 minutes
- Report all burns, regardless of severity

First Aid

- Know the location of the first aid kit
 - Report all injuries and near misses
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9. Incident Reporting & Notifiable Incidents (QLD)

- Report hazards immediately to a supervisor or manager
 - **Immediately notify management of serious injuries or dangerous incidents**
 - Complete incident reports accurately
 - Management must notify **Workplace Health and Safety Queensland (WHSQ)** of any **notifiable incidents** (e.g. serious injury, hospitalisation, dangerous electrical incidents) and preserve the incident site as required
 - Participate in investigations if required
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