WHS ISSUE REPORT

Issue Concerned: Temperature of waiting room, sliding door at entry and workstations at front reception

Reported By: Veni Nisa

People present: Rhonda Hubbard (admin officer), David (Dave) Brannan (maintenance), Leah Turner, Julie Snowdon

Date of assessment: 3rd August 2021

Reason for Report: To identify the hazard(s) and to implement control measure(s) to minimise risk so far as is reasonably practicable.

It's important to note that due to the current situation regarding covid-19 this WHS issue report was completed through consultation with staff and management over the phone and emails.

Issue/Hazard Identification

Staff members at Community Rehab Building, 7 Kathleen St, Woy Woy have raised concerns respectfully to the following issues:

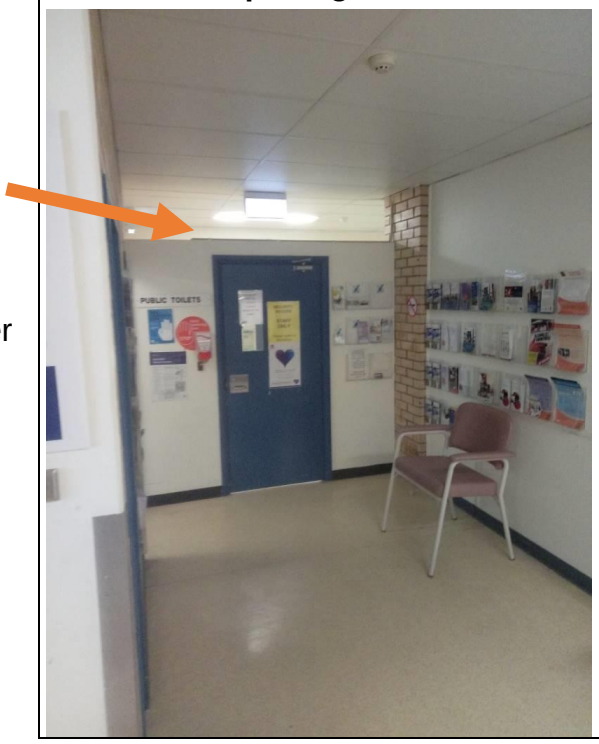
- Temperature of waiting room
- Sliding door at entry and
- Workstations at front reception

Risk Assessment

Temperature of waiting room

The waiting room has no wall or ceiling vents. It does not have an air-conditioning unit; however, there is an opening above one of the doors (see Picture 1) where air-conditioning from that part of the building may possibly be providing some air flow. The main air flow into waiting room is from the entrance door.

Picture 1 – opening above door



Temperature control in waiting room is not an option. Staff advised that in winter it is freezing and in summer it is too hot. Staff advised that room temperature on average is between 25 – 28 degrees in summer.

Due to age of building walls may possibly be double bricked which can act as a good insulator. There is an external wall (see Picture 2) just outside of the main entrance door which may act as a wind breaker. Blankets, warm clothing, fans, heaters are all used to counter the environment. Whilst these measures may be in place, staff and clients still advise that cold and heat is a constant issue in the waiting room.

Picture 2 – External wall viewing from outside and inside

Sliding door at entry

Staff have advised that there is a noise issue (banging and clanging) when sliding door is in use. Staff advised that this noise is not at the same sound level or higher as that of a lawn mower (see Picture 3 which is extracted from "Managing Noise and Preventing Hearing Loss at Work, Code of Practice Aug 2019 by SafeWork NSW").

Picture 3.

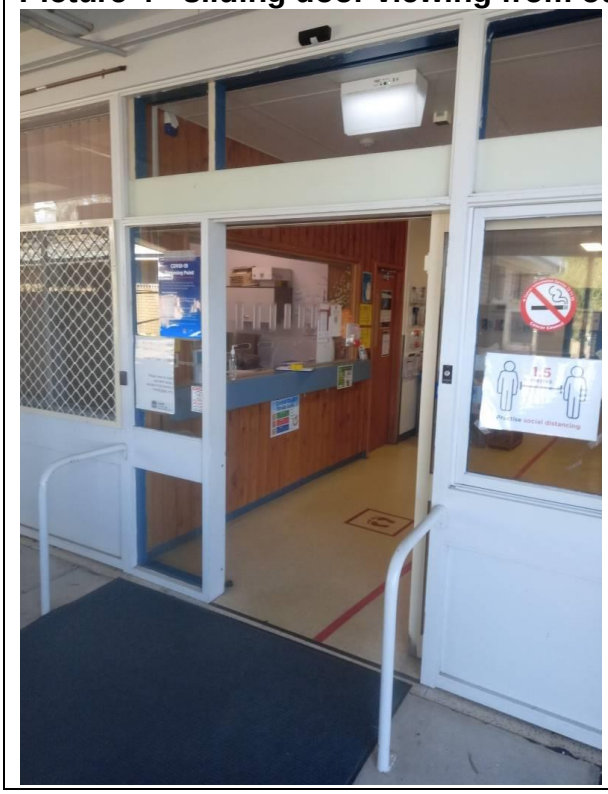
Table 2 Common noise sources and their typical sound levels

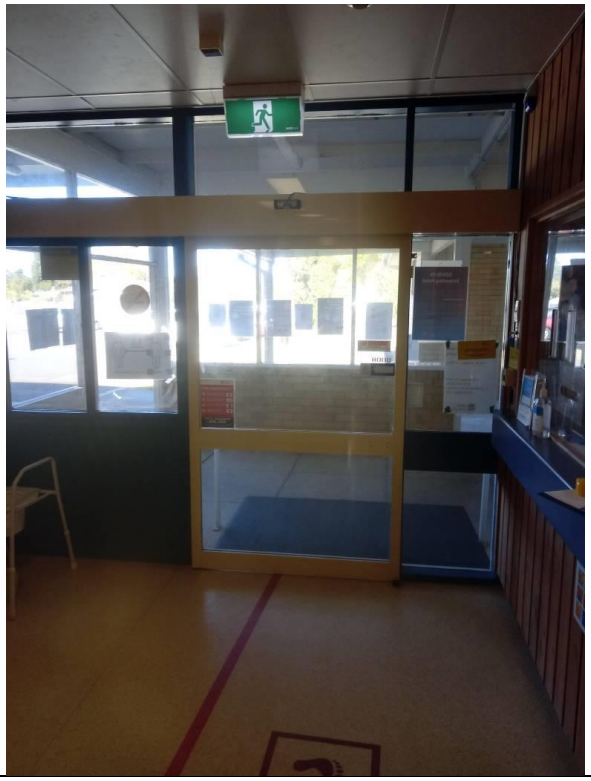
Typical sound level in dB(A)	Sound source
140	Jet engine at 30 m
130	Rivet hammer (pain can be felt at this threshold)
120	Rock drill
110	Chainsaw
100	Sheet-metal workshop
90	Lawnmower
85	Front-end loader
80	Kerbside: Heavy traffic
	Lathe

The WHS Regulation sets the exposure standard for noise at an LAeq,8h of 85 dB(A) and a peak noise level at 140 dB(C).

Based on the exposure standard for noise the current noise exposure from sliding door (see Picture 4) does not exceed standard. The sliding door noise was an estimation from staff and not an exact reading of noise using a noise meter.

Picture 4 - sliding door viewing from outside and inside





Workstations at front reception

Staff raised concerns with having their back towards clients and staff due to the positioning of a workstation in reception. The risk is not knowing if an unfortunate event was to occur and not being able to assist accordingly. The reception area is staffed by 2 staff (1 facing the front and the other having their back towards clients and staff).

Staff have also raised concerns with over reaching when handling documents with clients and staff through an opening glass/ perspex counter bench. Discussions around cutting a part of the desk out to allow staff to get in closer is not an option as they will lose space in which they can't afford.

Picture 5 – front reception workstation

Risk Control / Recommendations

- Portable or mobile fans should be in place to circulate air flow in the waiting room. At this point in time and taking into account the temperature readings and other measures in place as mentioned above, an air-conditioning unit is not required. If extreme temperatures are experienced and constant then a review of this should be undertaken to see whether an air-conditioning unit is required
- Veni to test noise from sliding door using a noise meter to ensure that staff are not exposed to noise levels that exceed standard
- Contact maintenance to check options to extend counter bench depth and/ or length:
  - Around opening part of glass/ perspex or
  - replacing the entire counter bench
  - consult with reception staff for their input as this may impact the way work is carried out in this space and what will work best for them
- Reception staff using the counter bench must be standing when handling documents/ items via glass/ Perspex opening
- Staff that engage with personnel via glass/ perspex petition in reception are required to use the front workstation. If the staff member working at the front leaves (meeting, break etc…) the staff member covering is required to use front workstation. This is to ensure that they are aware of what is occurring in waiting space to respond when needed to all events.

To: Julie Snowdon, Leah Turner
CC: