

# Healthy Workplaces for hospitality



## Critical success factors

- Demonstrate leadership commitment**  
A visible, genuine and long-term commitment.  
You set the tone, culture and strategic direction of your organisation.
- Involve your workers**  
Staff can (and are encouraged to) provide valuable insights and ideas for improving workplace health, safety and wellbeing.

## Protect

Businesses have an obligation to identify and manage workplace risks as far as reasonably practicable.

- Understand and manage physical hazards and risks
- Understand and manage psychosocial hazards and risks

## Respond

Create an environment that reduces stigma around poor physical and mental health, makes it safe to speak up and refers workers to appropriate support services.

- Identify health problems early
- Support workers who are stressed, struggling or injured to get help

## Promote

Bring out the positive elements of work and build strong relationships with workers and stakeholders.

- Recognise and reward good work
- Help your team members grow and feel included



## Common physical hazards

- Hot objects
- Sharp objects
- Lifting and carrying
- Spills
- Repetitive tasks

## Common psychosocial hazards

- Customer aggression and violence
- Bullying, harassment and sexual harassment
- Working hours that are long, unpredictable or irregular
- Low levels of recognition and support
- Poor change management

## Hospitality health profile and risk factors

- Higher rates than the national average of:
  - Smoking and alcohol consumption
  - Mental health conditions (x2)
  - Suicide (x4)
- 1 in 4 hospitality workers experience financial hardship
- Lower breakfast consumption, exercise and sleep duration

## Tools and supports

### Hazard identification and WHS tools

[Hazard identification checklist for restaurants, cafés, caterers and associated commercial kitchens](#)

[APHIRM toolkit – Body stressing and psychosocial hazards](#)

[Hospitality managers guide to WHS](#)

[Hospitality safety basics](#) | [Food safety fundamentals](#)

### Health and wellbeing supports

[Mental health and wellbeing program – AHA|SA](#)

[Hospo drinking cultures](#) | [Urgent financial help](#)

[R U OK? in hospitality](#) | [Hospohealth](#) | [Head to health](#)

[Free drug and alcohol counselling in Australia](#)

[Beyond Blue's NewAccess for Small Business Owners \(NASBO\) – free mental health coaching](#)

## Action plan and priority areas

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## Where can I go for help with creating a Healthy Workplace?



Australian Hotels Association (SA) AHA|SA  
[information@ahasa.asn.au](mailto:information@ahasa.asn.au)



ReturnToWorkSA Healthy Workplaces Service  
[healthyworkplaces@rtwsa.com](mailto:healthyworkplaces@rtwsa.com)