



# Work effectively in the industry

AHCWRK204A

By the end of this topic, you should be able to:

- Obtain information about the industry
- Observe employment requirements
- Accept responsibility for quality of own work
- Plan and conduct own work
- Promote workplace cooperation
- Contribute to a productive work environment
- Undertake an activity to workplace requirements

## Industry requirements

- To establish current and correct practices within the industry, you should refer to the following sources for guidance on how to work effectively and safely:
  - Resources, such as:
    - Written resources (e.g. books, journals, guides, internet, Safety Data Sheets)
    - Human resources (e.g. supervisors, work colleagues, networks, unions)
    - Guidance (e.g. Codes of Practice that provide practical guidance on how to work in the industry)
  - Industry Bodies and Professional Associations, such as:
    - CSIRO
    - Department of Agriculture and Fisheries
    - Nursery and Garden Industry Australia
    - Australian Golf Course Superintendents' Association
    - National Farmers Federation

Refer to reputable sources and update your records to reflect the most current industry practices (e.g. emerging technologies). This will improve quality, productivity and conditions in the workplace.

- Matters of significance may have particular legal requirements in place, such as biosecurity:
  - Biosecurity Queensland aim to:
    - Prevent, respond to and recover from pests and diseases that threaten the economy and the environment
    - Reduce risks that chemical contaminants pose to agricultural food production systems and the environment
    - Help to ensure Queensland land and the environment are healthy and resilient
  - The *Biosecurity Act 2014* (Qld) and *Biosecurity Regulation 2016* (Qld) outline the particular action to be taken in emergency situations – based on the level or risk involved

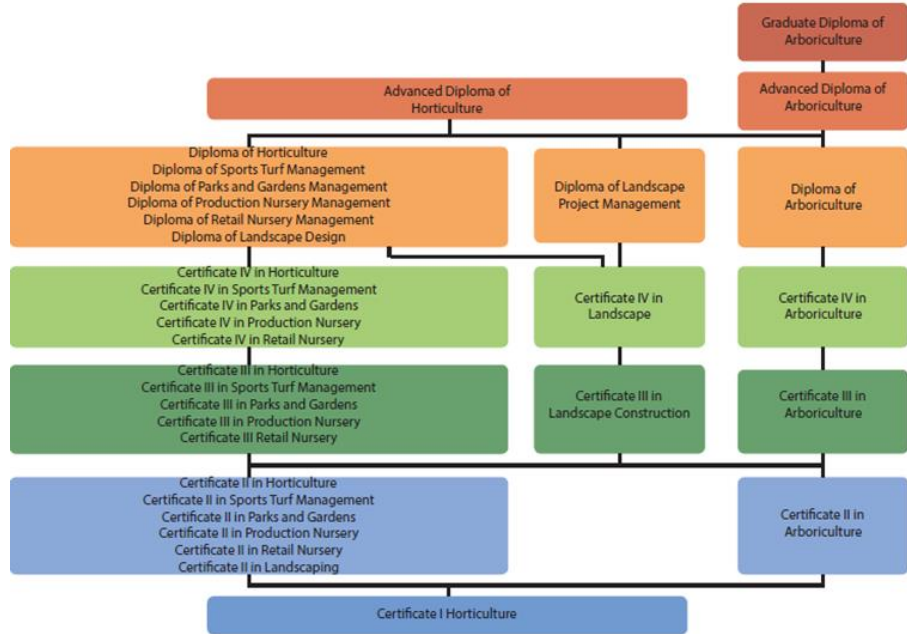
- Matters of significance may have particular legal requirements in place, such as animal welfare:
  - The Queensland Government's Animal Welfare Program has four main aims, as outlined in the *Animal Care and Protection Act 2001* (Qld) and *Animal Care and Protection Regulation 2012* (Qld)
    - Promote the responsible care and use of animals
    - Provide standards for animal care
    - Protect animals from unjustifiable, unnecessary or unreasonable pain (i.e. cruelty)
    - Ensure that the use of animals for scientific purposes is accountable, open and responsible
  - Biosecurity Queensland and the RSPCA investigate complaints relating to animal welfare

- Matters of significance may have particular legal requirements in place, such as sustainability:
  - The *Environmental Protection Act 1994* (Qld) and the *Environmental Protection Regulation 2008* (Qld) provide guidance on complying with environmental laws
  - Sustainable practices include conservation, reuse or modification of:
    - Energy (e.g. turning off lights and equipment, using alternative sources of energy)
    - Water (e.g. fixing dripping taps and leaking pipes)
    - Waste (e.g. using barricades or sandbags to minimise contamination, recycling matter, wetting down dust)

- Other documentation that reflects industry standards include:
  - **Applicable awards and enterprise agreements**
    - These will outline various minimum conditions that apply within a particular industry, such as pay rates (e.g. penalty/overtime/casual) and leave loading
    - Search for these at the [Fair Work Commission](#)
  - **Laws applicable to your workplace, such as:**
    - [National Employment Standards](#), which outline ten (10) minimum employment entitlements that have to be provided to all employees
    - [National Minimum Wage Orders](#) that set the national minimum wage

## Industry requirements

- When identifying potential career pathways, be guided by industry requirements.
- The following diagram provides differing educational pathways within the industry.



## Employment requirements

- In addition to requirements that apply industry-wide, your employer may have specific workplace expectations, such as:
  - **Job description and/or employment contract**
    - This will outline whether you are full-time, part-time, casual or a contract worker
    - This may be supported by a role or duty statement, which outlines the tasks you are required to complete
  - **Code of conduct**
    - These outline specific rules and responsibilities within an organisation (e.g. punctuality and dress codes)
  - **Enterprise policies and procedures**
    - A policy is a guiding principle used to set direction in an organisation (e.g. to achieve a certain level of quality)
    - A procedure is a series of steps to be followed to achieve policy requirements (e.g. routines and specific instructions)
  - **Work plans or schedules**

- When planning and conducting your own work:
  - Ensure that you interpret instructions correctly. For example:
    - Clearly define tasks involved
      - Determine the materials and equipment required for completion and their availability according to work schedules
  - Identify factors that may affect work requirements and take appropriate action. For example:
    - Assess your workload and prioritise tasks within allocated timeframes
      - Ensure that you have appropriate timeframes to complete tasks.
      - Develop a daily schedule for completing activities, including priorities, start times, estimation of completion times
    - Discuss the knowledge and skills required to complete tasks
      - Identify whether you will need assistance to improve your performance – and communicate this to an appropriate person, such as your supervisor.

## Preparing for and conducting your own work

- It is important to accept responsibility for the quality of your own work
  - Set your own personal goals – ensuring they align with the workplace goals and plans
  - Keep your personal workspace in a well-organised and safe condition, as per workplace standards and policies
  - Recognise faults and abnormalities in workplace practices and take remedial action as necessary
  - Detect and report variations in the quality of service and/or products from required standards

Consider the effects of poor work practices on your colleagues, workplace and the industry.  
Aim to work with your supervisor, manager or employer to rectify issues

- A workplace that cooperates produces high quality outcomes
- To promote workplace cooperation:
  - Undertake responsibilities and duties in a positive manner to promote good relationships
  - Cooperate with others in a courteous manner
    - Be mindful of the culture, special needs and linguistic backgrounds of those you work with
    - Take note of who you are dealing with and their position within the organisation
  - Recognise and resolve problems and conflict through personal communication and/or refer matters to a supervisor, manager or employer for resolution

- There are a range of different ways that communications occur in the workplace, such as:
  - **Verbal communication**
    - For example: Face to face, video conferencing, meetings, telephone, two-way radio
  - **Non-verbal communication**
    - For example: Hand signals, body language, flags, barricades, lights, alarms, whistles
  - **Written communication**
    - Plans, specifications, instructions, forms, reports, memos, policies and procedures, manuals, websites, email, letters, signs

Communication is the process of exchanging information and ideas

- Effective verbal communication consists of the following:
  - Speaking clearly
    - Ensure the message is clear, concise and professional
  - Asking questions to confirm understanding
    - Ask questions to clarify your own understanding
    - Ask questions of those listening to you to ensure they understand your message
      - A smile does not always mean that a person understands the message – they may be too ashamed to ask questions out of fear
  - Use workplace approved communication processes and equipment

## Active listening

- It is impossible to talk and listen at the same time
- To listen effectively, you must concentrate on what is being said
  - Pay attention
    - Make eye contact with the person speaking
    - Ask questions if you need clarification, but wait until the speaker is finished – be courteous, they may be about to provide the answers you seek
  - Take notes if the information is complex or exact details are required
  - Provide feedback – repeat what you have heard to ensure clarity
- Be aware of non-verbal cues
  - Facial expression contribute to more than 50% of the message

Hearing is the physical process of sound waves going into our ears.  
Listening is the psychological process of attaching meaning and remembering what we hear.

## Non-verbal communication

- Be mindful of non-verbal communication – avoid sending mixed messages
  - It's not uncommon to hear someone say "Yes" but shake their head horizontally which indicates "No" in a non-verbal way
- Consider the non-verbal communication used by those listening to you
  - Facial expressions and posture can easily convey moods
- Be aware of cultural differences with regards to non-verbal communication
  - Eye contact may demonstrate that someone is listening, but is considered rude in some cultures
  - Thumbs up may acknowledge a message positively, but is considered rude in some countries

- Effective written communication consists of the following:
  - Professional and polite wording
    - Poorly worded or constructed emails can send the wrong message or tone – writing does not convey facial tones
  - Simple, concise and easy to understand wording
    - Avoid too many technical terms
    - Avoid slang, offensive/discriminatory language
  - Use of commonly understood symbols, such as:



Acute toxicity



Corrosive



Flammable



Danger to  
human health



Warning

- Every workplace will have meetings, as well as formal and informal discussions
- Effective meetings demonstrate the following:
  - A clearly defined purpose
    - Send out an agenda in advance to give attendees time to prepare (i.e. advise of meeting time and topics to be addressed)
    - Take minutes to track attendance, what took place and has been agreed to
  - Enforced start and finish times
    - This allows people to fit meetings within their workload
    - Issues and agreed actions should be followed up at a later, scheduled meeting
  - Participants who are managed
    - Give all parties the opportunity to express their opinion
    - Ensure meeting participants use manners and show respect
    - Clear conflict management strategies should be in place

## Choosing your communication method

- It is important to choose an appropriate communication method based on the type of information to be conveyed
- For example:
  - Hand signals or flags would be appropriate to send short messages to a person within visual range
  - A two-way radio or horn would be appropriate to use when someone is not in visual range
    - However, these methods may not be appropriate for detailed messages
  - A meeting would be appropriate to share information with many people at once
    - Multiple people can be involved and the information can be shared visually and orally
    - Information can be confirmed with questioning
  - A computer may be required to access certain forms and documents
    - Electronic access allows documents to be accessible by staff, without printing multiple copies
  - A log book is referred to by workers when using machinery/equipment

- Ways that you can contribute to a productive work environment include:
  - Fulfilling commitments to undertake work or assist colleagues/co-workers
  - Share relevant work information with colleagues/co-workers to ensure designated work goals are met (e.g. through conversations and meetings)
  - Recognise and seek the contribution of individuals of different gender and social and cultural backgrounds
    - Diversity brings another perspective (e.g. showing innovative problem solving due to varying experiences and values)
    - Workers from other countries may be able to speak another language or be familiar with customs of others cultures/religions (e.g. food, greetings, dress codes) – which can create business opportunities

- Ways that you can contribute to a productive work environment include:
  - Observing and implementing the principles of equal employment opportunity
  - Ensuring that work is consistent with workplace standards regarding anti-discrimination and workplace harassment
- These rights have been adopted into Australian federal law through legislation, including:
  - *Age Discrimination Act 2004* (Cth)
  - *Disability Discrimination Act 1992* (Cth)
  - *Racial Discrimination Act 1975* (Cth)
  - *Sex Discrimination Act 1984* (Cth)

## *Age Discrimination Act 2004 (Cth)*

- The *Age Discrimination Act 2004 (Cth)* ensures that people are not treated less favourably on the ground of age in various areas of public life
  - For example: Employment, education, access to premises, provision of goods/ services/facilities, accommodation, disposal of land

- The *Disability Discrimination Act 1992 (Cth)* eliminates discrimination against people with disabilities in various areas of public life
  - For example: Employment, education, access to premises, provision of goods/ services/facilities, accommodation, disposal of land, activities of clubs/sport
- Disabilities include:
  - Physical
  - Intellectual
  - Psychiatric
  - Sensory
  - Neurological
  - Learning
  - Physical disfigurement
  - Disorders
  - Illnesses or diseases that affect thought processes, perception of reality, emotions or judgement
  - Presence of organisms causing (or capable of causing disease or illness)

- The *Racial Discrimination Act 1975 (Cth)* prohibits:
  - Discrimination in all areas of public life (e.g. employment, access to places/facilities, provision of goods and services, accommodation) when on the basis of:
    - Race
    - Colour
    - Decent or national/ethnic origin
    - Immigrant status.
  - Racial hatred (i.e. a public act likely to offend, insult, humiliate or intimidate on the basis of race)

## *Sex Discrimination Act 1984 (Cth)*

- The *Sex Discrimination Act 1984 (Cth)* promotes equality between men and women in public life (e.g. employment, education, provision of goods/services/facilities, accommodation, disposal of land, clubs) by:
  - Eliminating discrimination on the basis of:
    - Sex
    - Marital/relationship status
    - Pregnancy (or potential pregnancy)
    - Breastfeeding
    - Family responsibilities
    - Sexual orientation
    - Gender identity
    - Intersex status
  - Eliminating sexual harassment

- Individual Australian states have also enacted their own laws/legislation regarding equal opportunity and discrimination.
- For example, within Queensland, the *Anti-Discrimination Act 1991 (Qld)*:
  - Prohibits discrimination on the basis of sex, relationship status, pregnancy, parental status, breastfeeding, race, age, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities, and association with or in relation to a person who has any of the above attributes.
  - Prohibits sexual harassment and vilification on the basis of race, religion, sexuality or gender identity.

- In addition to legislation, the following workplace documentation can also provide direction on how to work effectively with diversity:
  - Codes of conduct/practice
  - Organisational policies and procedures
    - For example, human resource manuals
  - Workplace standards

### Respect in practice

Respect is about how you treat other people. You are required to show consideration for other people in your advice, decision making and service delivery.

#### Respect and courtesy

Members of the community and your work colleagues are entitled to receive personal respect and courtesy and to maintain their dignity in their interaction with you. Employees can reasonably expect to work in an environment that promotes their ability to work with one another and shows regard to the sensitivities of people within the workplace.

#### Equity

Equity is about being fair and just to all people, but does not necessarily mean treating everyone in the same way. You may need to treat a person differently according to their circumstances and needs, in order to give them an equal chance in comparison with others. The programs and services that you are involved in developing and delivering must be made inclusive and responsive to all groups. For example, a service that can only be accessed through the internet may inadvertently disadvantage people who are unable to access the internet or who are sight impaired.

#### Diversity

An important part of respecting others is valuing their diversity. By valuing the differences that all employees bring to the workplace, we can better meet the needs of the community. For example, a person from a different cultural background or experience may bring insight and knowledge to the work environment that may assist in providing more effective services to the community.

#### No discrimination

Discrimination, directly or indirectly, in your treatment of individuals or groups on the grounds of age, gender, race, disability, sexuality, marital status, pregnancy, or any other ground covered by equal opportunity or other anti-discrimination legislation is unlawful, as is sexual harassment.

[https://www.cancersa.org.au/assets/images/pdfs/Code\\_of\\_conduct.pdf](https://www.cancersa.org.au/assets/images/pdfs/Code_of_conduct.pdf)