

## CHAPTER 1

## InFocus

# APPLYING WHS PRACTICES

No one likes to be sick or injured. Even with the great advances in modern medicine, some of life's diseases still can't be cured, let alone prevented.

However injury, illness or even death caused at and through work can and should be prevented. This is what **Work Health and Safety (WHS)** is all about. With good work practices injuries, illnesses and deaths at work have gradually decreased.

Note: Some information contained in this session is based on the publication *Officewise – a guide to health & safety in the office* published by **Victorian WorkCover Authority** and is available for download free of charge from their website.

**In this session you will:**

- ✓ gain an understanding of common risks and hazards in the office
- ✓ gain an understanding of how to set up a workstation ergonomically
- ✓ gain an understanding of exercises you can do while working at a computer
- ✓ gain an understanding of factors that contribute to a healthy office work environment.

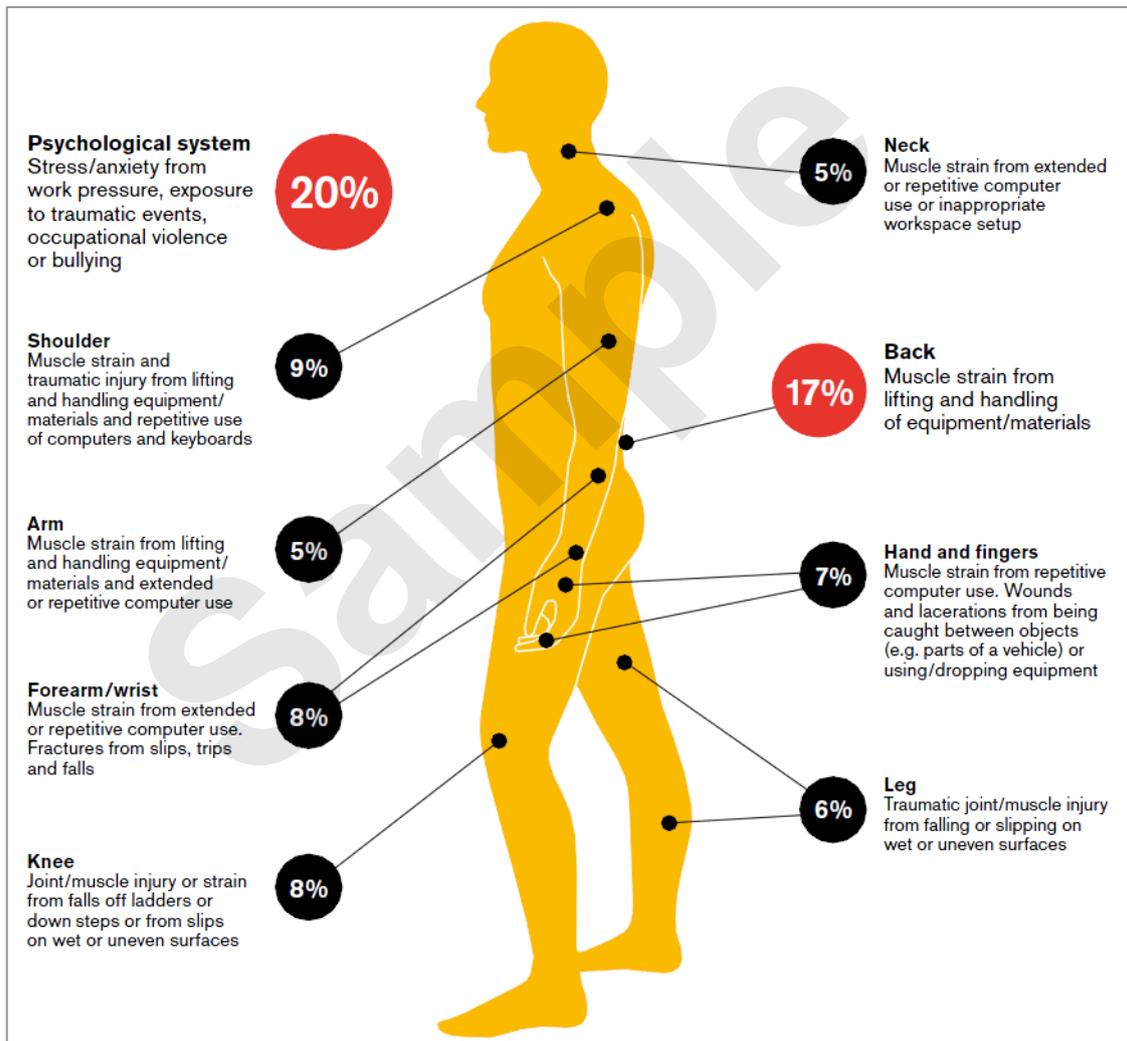
# RISKS AND HAZARDS IN THE OFFICE

The risk of injury in places such as factories, warehouses, and mines where heavy haulage and equipment is used is reasonably obvious. Most businesses and organisations have office

based work and while these environments may seem quieter, cleaner, and less hazardous than factories and mines, they too have their own health and safety risks and dangers.

## Typical Office Injuries and Hazards

Under law, any injury or illness sustained in the workplace must be reported. Using information collected over time it is possible to determine what the potential risk and injury areas are in an office environment. In June 2013 *WorkSafe Victoria* published the **Injury Hotspots** diagram. It is interesting to note from the diagram the number of injuries caused through the repetitive use of technology such as computers.



Many of the injuries above are preventable by adhering to ergonomic workstation design principles, by taking regular breaks and varying activities, by tweaking the office environment (things such as lighting, air flow, temperature, and the like) and in all cases, by a modicum of common sense.

# SETTING UP AN ERGONOMIC WORKSTATION

Many of the office-based injuries to the neck, arm and wrist can be prevented by having a properly set up workstation. This section presents some guidelines for you to work with in setting up a

safe computer workstation. However, common sense must always prevail and if you feel any pain or discomfort as a result of using a computer you should stop immediately.

**1 Chair** The chair should be a gas-adjustable type chair. Adjust the height of the chair so that feet are comfortably flat on the floor, the thighs are approximately horizontal and the lower legs approximately vertical. Position the backrest to the curve of the back – if not comfortable, lower the height several centimetres and try this position.

**2 Arm Rests** Arm rests are usually not recommended unless they are well out of the way.

**3 Desk** Having adjusted the chair as above, adjust the height of the desk (where available) so that the top surface is just below elbow height. Ensure that there is ample clearance under the desk and that the desk is not too cluttered.

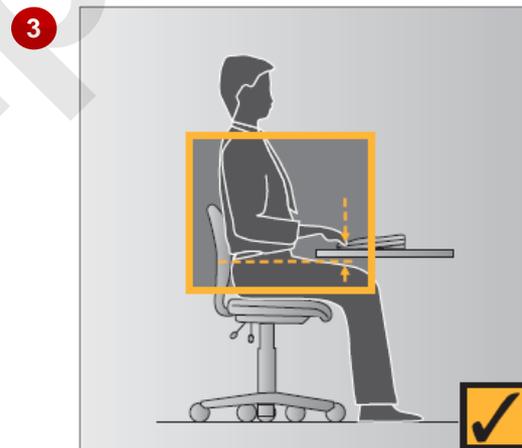
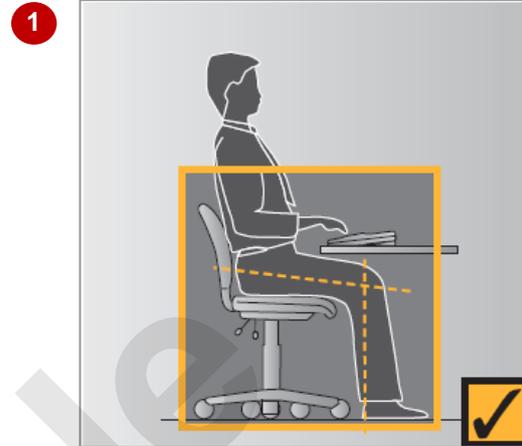
**4 Keyboard** The common and preferred setting for the keyboard is where the feet (under the keyboard) are lowered so that the keyboard sits flat on the desk. Place the keyboard as close to the front of the desk as is comfortable so that the top half of the arms are approximately vertical.

**5 Mouse** Place the mouse directly beside the end of the keyboard. When your hand is on the mouse, place your forearm on the desk or on a wrist rest if you find the edge of the desk painful. Try to use the mouse both left-handed and right-handed and change hands regularly.

**6 Screen** Position the screen after you have positioned the chair and desk. The top of the screen should be level with or slightly lower than your eyes. It should be at an arm's length away from the user. Position the screen to avoid reflective glare from windows and lights.

**7 Document Holder** Try to place documents so that they are at eye level and just to the side of the screen.

**8 Laptop Computer** If you use a laptop for more than 2 hours per day connect a separate mouse and LCD screen and position both as directed above.



# BREAKS AND EXERCISES

Prevention is definitely better than cure when it comes to any form of illness or injury. Here are a number of suggestions for rest breaks and stretching exercises for you to try while working

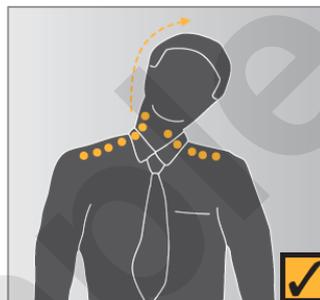
at the computer. Make sure that you relax and perform the exercises gently. You should stop immediately if you feel any discomfort.

## Rests and Breaks

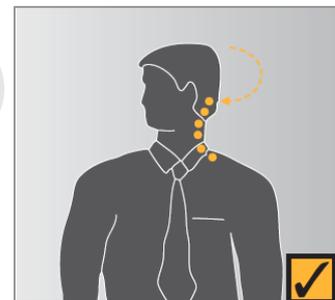
- Take a rest break away from the computer for 5 to 10 minutes every hour.
- Active rest during a break with some other type of activity, such as walking or stretching, is more beneficial than passive rest – get up off your chair and walk to the printer to collect those print jobs!
- Vary activities where possible interspersing computer tasks with non-computer tasks.
- Try to limit computer time to 5 hours per day – break this time up into segments.

## Exercises

**Head Rolls** Gently lower ear to shoulder and hold for 10 seconds. Slowly roll chin to chest and up to other shoulder and hold chin for 10 seconds. Repeat several times and be careful not to extend your neck back too far.



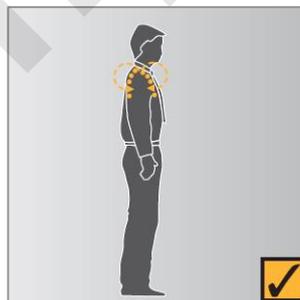
Neck Stretch



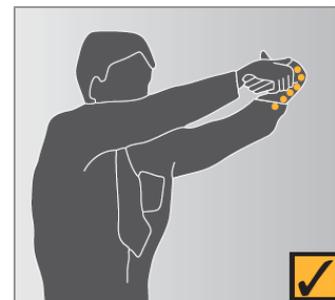
Head Turns

**Head Turns** Turn head to look over left shoulder and hold for 10 seconds. Turn head the other way and hold for 10 seconds. Repeat several times.

**Shoulder Rolls** Circle shoulders forward several times, then backwards. Repeat 3 to 5 times.



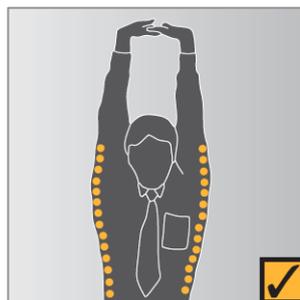
Shoulder Rolls



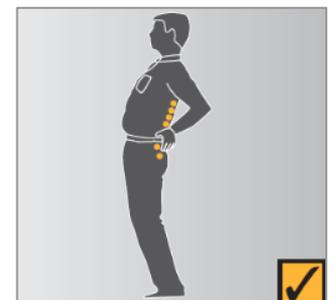
Wrist Stretch

**Wrist Stretch** Interlace fingers, palms outwards, and straighten arms in front. Hold for 10 seconds and repeat several times.

**Upper and Lower Back Stretch** Interlace fingers and turn palms upward above head, straighten arms then slowly lean slightly from side to side. Repeat movement several times.



Upper and Lower Back Stretch



Back Arching

**Back Arching** Stand up and support your lower back with your hands then gently arch for five to ten seconds.

For a comprehensive range of exercises for office workers refer to **Appendix B** in *Officewise: A Guide to Health and Safety in the Office* published by **WorkSafe Victoria**. You can download a copy from the download link on the home page of **WorkSafe Victoria** (<http://www.worksafe.vic.gov.au>).

# ENSURING A HEALTHY WORK ENVIRONMENT

General office environmental factors play a role in determining a safe and healthy office workplace. These factors include, but are not limited to, air quality and ventilation, furniture and

storage, lighting, noise levels, and temperature. These factors should be established according to published guidelines to ensure a comfortable office workplace setting.

## Air Quality

No-one likes to work in an environment where air is contaminated. In an office, air may be contaminated by the air conditioning system drawing in fumes, odours, or even micro-biological and chemical contaminants. A couple of the more documented contaminants that have resulted in injury or illness include Legionnaire's disease caused by exposure to legionella bacteria, and ozone gas produced by some photocopiers and laser printers.

Guidelines on air quality standards are contained in Australian Standards *AS 1668:2 The Use of Ventilation and Air Conditioning in Buildings: Ventilation Design (2002)*.

## Furniture and Storage

The type of furniture found in an office, and where it is placed (office layout), can play a key role in preventing injury. It is recommended that each employee have at least 6 square metres for their desk, chair, filing cabinet, and other necessary equipment.

There should also be adequate walkways and pathways through an office to provide safe access at all times. Emergency exits should be clearly labelled and should never be blocked or have access hindered in any way.

Office storage should be sturdy in construction. Where reaching is required there should be adequate facilities, such as steps or purpose-built ladders to reduce unnecessary stretching. Above-desk storage such as shelving should be designed in such a way as to not hinder lighting or ventilation.

Ideally, floor surfaces should be carpeted with a wool-mix blend that reduces the build-up of static electricity. The carpet should be properly laid and maintained. Low pile carpet is preferred in offices where pushing or pulling of equipment is required.

## Lighting

Huge tomes have been written on office lighting. Lighting is measured by how much light falls on a surface – this is known as illuminance and its unit of measure is known as lux. The amount of lux in an area can be measured using a lux meter.

The optimum amount of lux in an office varies depending upon the activities being carried out. For example, a staff change room has a recommended lux of 80, waiting rooms have 160, areas of computer usage have 240, while routine office work areas have 400 lux. Areas where more difficult tasks are carried out, such as drawing offices or where proof-reading occurs, have a recommended lux of 600.

It is also desirable to minimise reflections of light from work surfaces. Highly polished floors and large glass-covered posters and paintings can be a nuisance. A constant source of annoyance to office workers is flickering lights which should be fixed immediately.

## Noise

Many non-office workplaces have strict guidelines for controlling the amount of noise – excessive noise can damage hearing. In an office it is unlikely that noise will damage hearing. It can however be distracting and annoying.

Office noise is much more subjective than industrial noise. It can include things such as a radio, music on-hold which may be heard by colleagues when you've placed your on-hold call on speaker phone, background music while working on the computer, even people talking.

Generally some consensus should be obtained from work colleagues as to what is appropriate to your office.

## Temperature

Temperature, or thermal comfort, in the office is another of those very subjective areas. What may be too hot for some will be just right for others and vice versa. General thermal comfort issues need to be addressed where problems are raised by many staff members. As far as individuals are concerned thermal comfort issues may be addressed by moving staff away from air-conditioning vents or doorways, providing personal heaters and possibly even clothing.



## CHAPTER 2

## InFocus

# GETTING STARTED WITH WORD

Microsoft Word is a word processing application that is usually part of a suite of Microsoft applications, known as Microsoft Office.

You can use Word to create all sorts of documents, including letters, reports, faxes, forms, emails, web pages, invitations and certificates.

Before you leap into creating anything, it is worth taking some time to become familiar with the Word window and its features.

**In this session you will:**

- ✓ learn how to start **Word** from the desktop
- ✓ gain an understanding of the **Word 2016 Start Screen**
- ✓ learn how to create a new blank document
- ✓ gain an understanding of the **Word 2016** screen
- ✓ gain an understanding of how **Word 2016** works
- ✓ learn how to use the ribbon
- ✓ gain an understanding of **Backstage View** in **Word**
- ✓ learn how to use shortcut menus
- ✓ gain an understanding of how dialog boxes work
- ✓ gain an understanding of the **Quick Access Toolbar**
- ✓ learn how to exit correctly and safely from **Word**.

# STARTING WORD FROM THE DESKTOP

To create or edit a workbook, the first thing you must do is start Word. The first time you use Word you will need to open it from the taskbar **Search the web and Windows** bar or the **All**

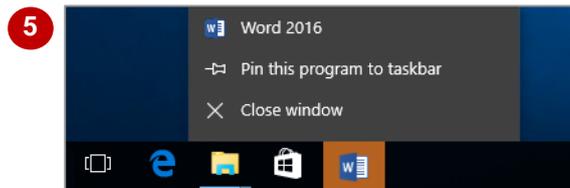
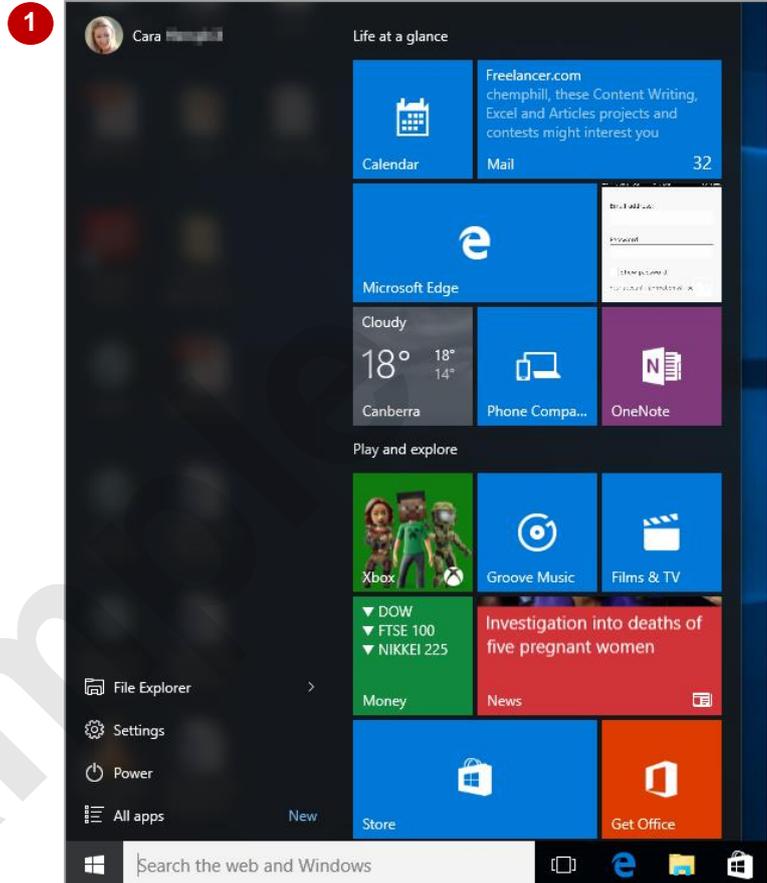
**apps** list in the **Start** menu. You can then choose to pin it to the **Start** menu or the taskbar so that you can access it more quickly and easily the next time you use it.

## Try This Yourself:

**Open File**

*Before starting this exercise ensure the computer is switched on...*

- 1 If there is no **Word** icon in the taskbar at the bottom of the desktop, click on the **Windows** icon in the taskbar, as shown, to display the **Start** menu
- 2 Click on **All apps** to display a list of all the apps on your computer
- 3 Scroll down to the **W** section *Word 2016 is listed here...*
- 4 Click on **Word 2016** to start Word
- 5 Right-click on the Word icon in the taskbar to display a menu of options, as shown, then select **Pin this program to taskbar**  
*You can now click on this icon to open Word from the desktop. This icon will remain in the taskbar unless you remove it...*
- 6 Repeat step 5 to select **Close window** to close Word
- 7 Click on the Word icon in the taskbar to open **Word** again



## For Your Reference...

To **add** a **Word icon** to the **desktop taskbar**:

1. Display the **Start** menu, then click on **All apps**
2. Right-click on **Word 2016**
3. Select **Pin to taskbar**

## Handy to Know...

- You can start Word by clicking in the taskbar **Search...** bar, typing **word**, then clicking on Word in the list of search results.
- You can pin Word to the **Start** menu by displaying the **All apps** list, right-clicking on **Word 2016** and selecting **Pin to Start**.

# UNDERSTANDING THE START SCREEN

Most times you open Word, a **start** screen will display. From this initial screen, you can choose what kind of document you want to work with. You can choose to work with one of your most

recently accessed files, open a document which has been saved to **Computer** or **OneDrive** or create a new document using the available templates.

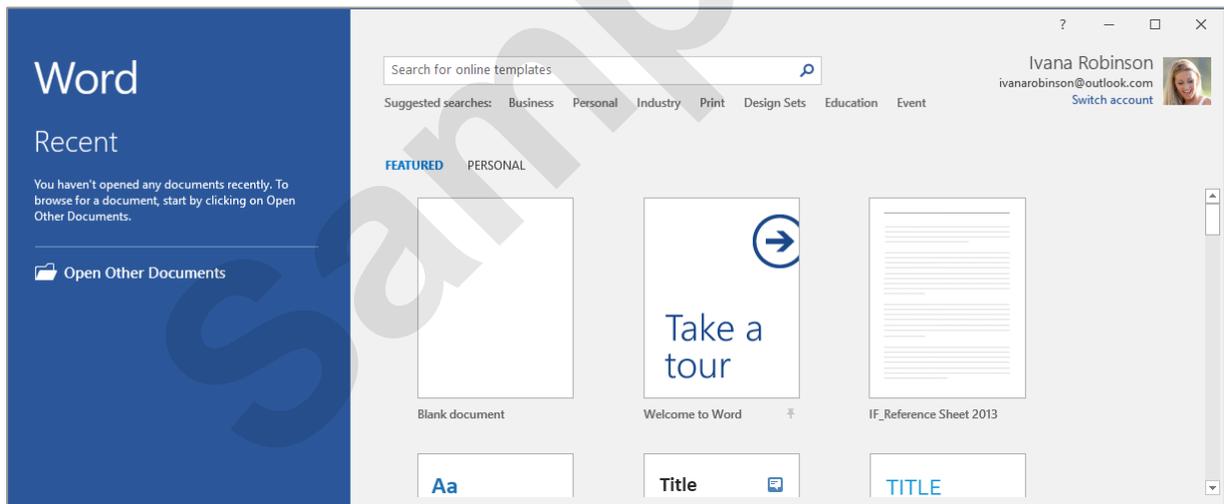
## Microsoft Word 2016 Start Screen

The Microsoft Word 2016 **Start** screen is very helpful if you want to quickly access files you have worked on recently or create a new document based on one of the available templates (including the default **Blank** document template).

If you have already worked on a document or several documents in Word, a list of recent files will display below **Recent** in the blue pane to the left of the screen. If you haven't worked on any documents yet, you can still open existing documents by clicking on the link, **Open Other Documents**, located below **Recent**. This lets you open an existing file from your computer or OneDrive.

The main pane of the **start** screen displays available templates you can use to create a new document and a search box you can use to search the internet for additional templates. Templates are simply layouts that have already been created which you can customise to suit your needs and then enter relevant content. If you want to start with a clean slate you can choose the **Blank** document template – you'll probably find this is the one you will use the most.

In the top right corner of the screen you'll see information about the account you've used to sign into **Windows** as well as **help**, **minimise**, **restore down**, and **close** tools.



The **start** screen will only display when you launch the **Word 2016** application directly – that is, by clicking on the Word tile on the **Windows 10 Start** screen, clicking on the application on the **Apps** screen or under search results, or clicking on the taskbar icon if the application has been pinned to the desktop **Taskbar**.

**Word 2016** can also be started in **Windows 10** by double-clicking on a Word document in **File Explorer**. When this occurs **Word 2016** will start with the document open on the screen and the **start** screen shown above will be bypassed.

# CREATING A NEW BLANK DOCUMENT

When you want to create a letter, shopping list, annual report or anything with words in it for that matter, you will first need to create a document. All documents created in Word are based on a

template. A template defines the basic layout of a document. To create a simple document, you are able to base it on the **Blank document** template installed with Word.

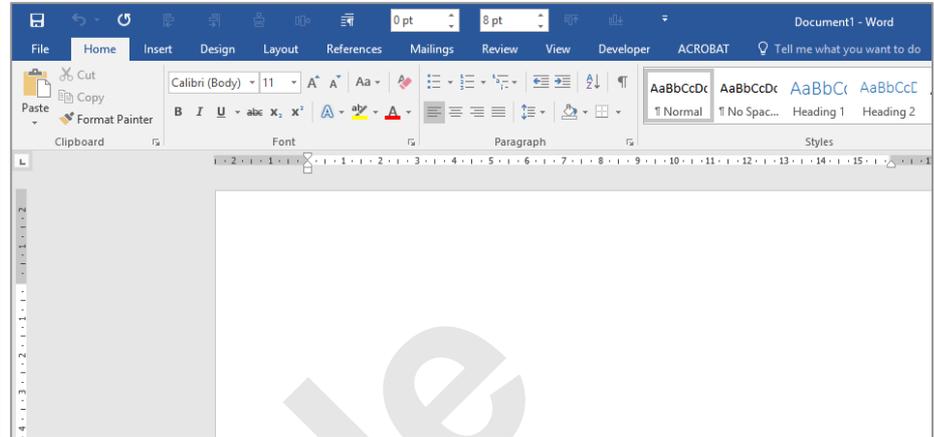
## Try This Yourself:

**Open File**

*Before starting this exercise you MUST ensure the Microsoft Word Start screen is displayed...*

- 1 Click on **Blank document** (the first option beneath the title, **Featured**)

*A new blank document will open. Notice that the document is automatically assigned a temporary name, which is displayed in the Title bar*



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## For Your Reference...

To **create** a **Blank document**:

1. Open **Word** so that the **start** screen is displayed
2. Click on **Blank document** in the list of templates

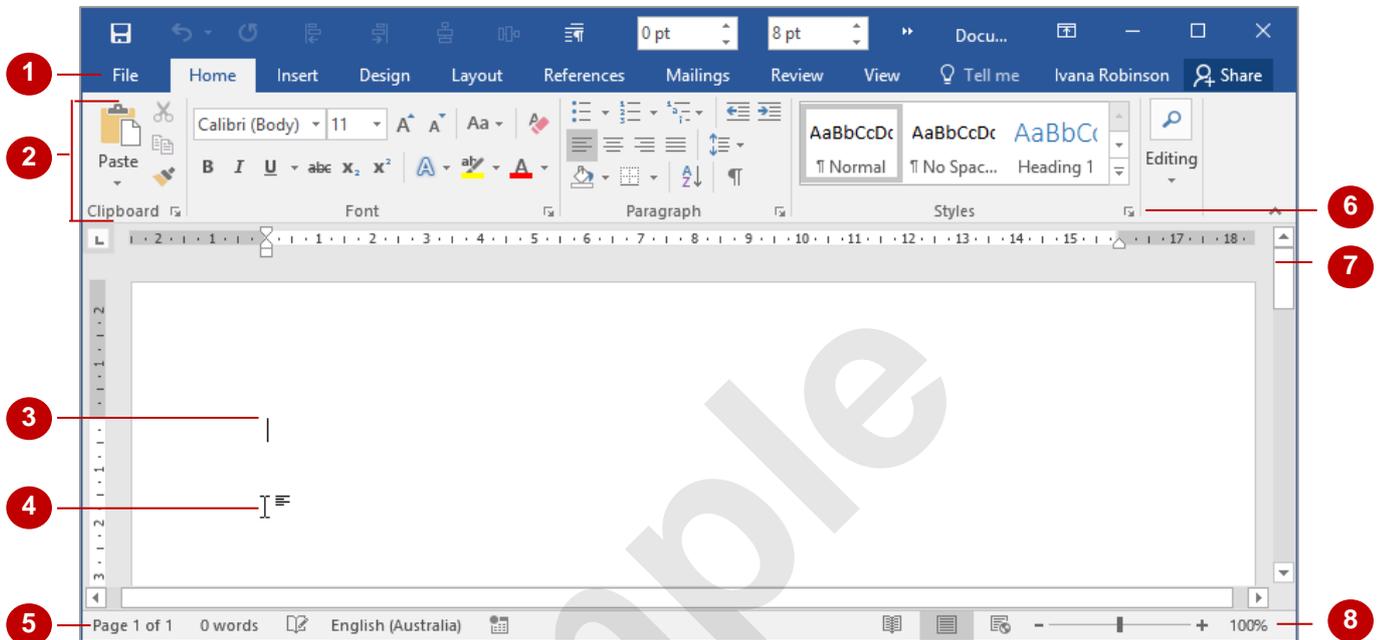
## Handy to Know...

- If you already have a document open and want to create a new one, click on the **File** tab to open **Backstage view**, click on the **New** tab and then select **Blank document**.
- You can also use the keyboard shortcut **Ctrl** + **N** to instantly open a new document based on the **Blank document** template.

# THE WORD SCREEN

The **Microsoft Word** screen is made up of several key components which are described on this page. Some of these components, such as the **ribbon** and **Backstage view**, are common to all other

Office 2016 applications so once you know how they work you won't have to relearn them when you use other applications.



- 1 The **File** tab is used to access the **Backstage view** which contains file management functions, such as saving, opening, closing, printing, sharing, and so on. There is also information contained here such as your document **Properties**. **Options** are also available so that you can set your working preferences for Word.
- 2 The **ribbon** is the tabbed band that appears across the top of the window. It is the control centre of Word. You use the **tabs** on the ribbon to access the **commands** that are categorised into **groups**. The commands include **galleries** of formatting options you can select from, such as the **Styles** gallery shown above.
- 3 The **Insertion point** shows where the text will appear if you start typing.
- 4 The **Mouse Pointer** is used, amongst other things, to move the insertion point to different locations in the document. It may appear as a pointer or an I-bar, as in this example, or any number of other forms, depending upon its function at that position on the screen.
- 5 The **Status bar** appears across the bottom of the window and displays the current location of the insertion point, page number and word count. You can access additional information such as **Section** number, **Column** number, and so on, by right clicking on the **Status bar**.
- 6 **Dialog box launchers** are positioned in the bottom right corner of some groups of commands on the ribbon. Clicking on a **dialog box launcher** opens a dialog box with additional options relating to that group of commands.
- 7 The **Scroll bar** indicates your current position in the document and lets you move to other positions in the document by clicking or dragging the bar. The arrows can also be used to move through the document.
- 8 The **View** buttons and the **Zoom slider** are used to change the view and to increase or decrease the zoom ratio for your document.

# HOW MICROSOFT WORD 2016 WORKS

The Word 2016 screen has three key areas. The data you type is placed on a **page**. The data can be manipulated using commands on the **ribbon**. The page is part of a larger entity known as a document

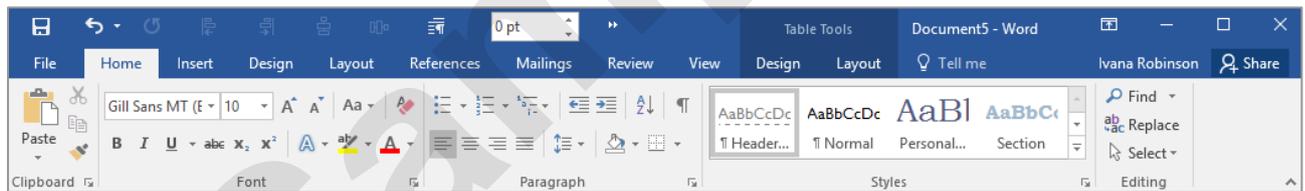
or file, and changes to the file are controlled in **Backstage view**. These key components are described on this page.

## The Page

If you create a new blank document, it will appear as a blank **page** in the document window with a blinking insertion point. When you start typing, the text will appear at this location. You can also create a new document from a template, such as this resume shown to the right, where specific information will appear by default on the page, and you can edit it and add your own data as desired.

## The Ribbon

When you need to do something with the data on a page, such as format it, colour it, move it, copy it, and much more, you'll find all of the relevant commands on the **ribbon**. The **ribbon** has the commands organised thematically using a series of tabs across the top.



## Backstage View

When you want to do something with the data in your document, such as save it so that you can access it again later, print it, share it with a colleague, send it to your boss, protect it from prying eyes, or whatever, you will need to access the **Microsoft Office Backstage view** of Microsoft Word. **Backstage view** is accessed using the **File** tab on the **ribbon**. Rather than displaying commands on a **ribbon**, **Backstage** occupies the entire screen and has a series of tabs down the left side which allow you to perform a number of operations. In our sample to the right, the **Print** tab is active, and that is why you can see a preview of the document and a number of print-related options on the screen.

