

City of  
Wagga Wagga

# VOLUNTEER SAFETY HANDBOOK



Statement of Commitment .....	<b>3</b>
Volunteer WHS Requirements and Responsibilities .....	<b>4</b>
Council Requirements .....	<b>12</b>
Resources and References .....	<b>30</b>
Contact Us .....	<b>30</b>



# STATEMENT OF COMMITMENT

The City of Wagga Wagga is committed to the health, safety and welfare of its employees, volunteers, contractors and all persons visiting its workplaces and worksites. Where injuries do occur, Council is committed to effective injury management.

Volunteer Organisations and sub-contractors (engaged by the volunteer organisation) to perform work on Council's premises or workplaces are required to comply with the Work Health and Safety Act 2011, and Council's Work Health and Safety policy and procedures.



VOLUNTEER WHS  
REQUIREMENTS  
AND RESPONSIBILITIES



## WHAT IS WORK HEALTH & SAFETY?

Work Health and Safety is about protecting the health and safety of people at work or who may be affected by the work. This includes volunteers.

Work, Health and Safety laws protect the rights of workers, including volunteers and Council.

Whether a person is a volunteer, a paid worker, a work experience student or a contractor they have a right to have their health and safety protected when they are carrying out work. People who are affected by work, for instance clients you assist when you are volunteering, also have a right to have their health and safety protected or not put at risk by the work being carried out.

Council has the right to expect that all workers and visitors to their workplaces will take care and co-operate with work health and safety rules.


Work health and Safety laws protect these rights.

## WHS LEGISLATION

The main objective of the WHS legislation is to provide a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. Some of the ways the laws do this is by:

- ▷ protecting workers, including volunteers, from harm by requiring duty holders to eliminate or minimise risks associated with work, whether that work is paid or unpaid;
- ▷ providing for fair effective representation, consultation, cooperation and issue resolution in relation to work health and safety at work;
- ▷ promoting the provision of advice and education about work health and safety; and
- ▷ providing a framework for continuous improvement and progressively higher standards of work health and safety.

The main responsibility for ensuring health and safety at work is placed on persons conducting businesses or undertakings, or PCBUs. A PCBU is the organisation who you work or volunteer for. For simplicity, I'll refer to them as Council rather than the PCBU.



Work Health and Safety laws require Council to think about and implement ways to make sure its workers, including volunteers, are provided the highest level of protection against harm to their health, welfare and safety at work, so far as is reasonably practicable.

The new work health and safety laws mean that now Council must ensure, so far as is reasonably practicable, the health and safety of their volunteers, just as they do for their other workers.

This duty on Council is not entirely new. The previous work health and safety laws protected the health and safety of volunteers specifically. In other jurisdictions volunteers were also afforded protections, but as other persons at the workplace.

## WORK HEALTH AND SAFETY LEGISLATION AND VOLUNTEERS

If you as a volunteer do the following things when carrying out work for Council you cannot be fined or prosecuted under the WHS Act.

When you:

- ▷ Take reasonable care for your own health and safety
- ▷ Take reasonable care to make sure you don't affect the health and safety of others
- ▷ Comply, as much as you are reasonably able to, with reasonable instructions from Council, and
- ▷ Co-operate with any reasonable policy or procedure of Council's



## WHAT YOU NEED TO KNOW

Council must do what is, or what was at a particular time, reasonably able to be done to ensure your health and safety. To do this we need to consider a number of factors including:

- ▷ What could happen to you at the workplace,
- ▷ How likely it is to happen,
- ▷ How bad might it be if it does happen,
- ▷ What can be done to minimise or eliminate the risk, and
- ▷ The cost of eliminating or minimising the risk.

Council does not need to guarantee your safety but we need to do all that is reasonably practicable. Sometimes this might mean they simply provide you with information and instructions on how to do your job and at other times this might mean that Council does a lot more, such as providing work specific training and protective equipment.

Under WHS law 'health' means physical and mental health. Council has to ensure that when you are doing work you are safe from psychological injury including from things like bullying, so far as is reasonably practicable.

Council must also manage risks by eliminating risks to health and safety, so far as is reasonably practicable. If it is not reasonably practicable to eliminate risks, Council must minimise those risks so far as is reasonably practicable.

Council may help to ensure your safety by doing a wide variety of things. This may include:

- ▷ Providing you with PPE where required
- ▷ Ensuring that the machinery or plant that you use meets safety standards or requirements, or
- ▷ Confirming that you have the relevant qualifications to carry out the work they give you. For example, first aid certificates or a current and valid driver's licence.

BAYLIS ST







## WHAT YOU NEED TO DO

As a volunteer you also have a duty under the WHS Act to take reasonable care for your own health and safety. The duty of a volunteer worker also means you must:

- ▶ Take reasonable care to ensure you don't affect the health and safety of others, for example other volunteers, members of the public or clients you may be assisting.
- ▶ Carry out your tasks in a safe way and consult with others on Safety
- ▶ Follow the reasonable work health and safety instructions given to you by Council, and
- ▶ Co-operate with the reasonable work health and safety policies and procedures of Council
- ▶ Conduct Risk Assessment of your activities

Taking reasonable care means doing what a reasonable person would do in the circumstances having regards to things like:

- ▶ your knowledge;
- ▶ your skills and the resources available to you;
- ▶ your qualifications;
- ▶ the information that you have, and
- ▶ the consequences to health and safety of a failure to act in the circumstances

## TAKING REASONABLE CARE

Taking reasonable care is simple. Just:

- ▶ Follow all reasonable instructions given to you as far as you are able to,
- ▶ Co-operate with any reasonable policy or procedure that Council has given you, and
- ▶ Talk to your manager's if you have any concerns about your health and safety or that of others in relation to your work

Other ways of making sure you take reasonable care are:

- ▶ Carrying out tasks within the role you have been given
- ▶ Not doing tasks that you do not have the skills to undertake, and
- ▶ Don't do anything that would be obviously unsafe.

Some examples of the things you can do to make sure what you're doing is safe include: Reading, understanding and cooperating with the policies and procedures provided to you by Council.



## TALKING ABOUT WORK HEALTH AND SAFETY

Council must also consult with all their workers, including volunteers, about work health and safety matters. Consultation must include giving you opportunity to provide ideas about how to make you and others as safe as possible when you are volunteering. This can be done in various ways.

For example, Council has a large number of full time workers where structured arrangements involving health and safety committees may be suitable. On occasions Council may also engage contractors, day labour workers, or volunteers to carry out specific tasks, where arrangements such as toolbox meetings may be the most practical way to consult with them.

Other ways to consult include:

- ▷ Regularly updating the volunteer section of the portal with information, including its latest safe work policies and procedures
- ▷ Having a suggestions email box for volunteers to send suggestions to about ways to do work safely and other matters.
- ▷ Working together is the very best way to ensure that we can protect everyone's health and safety.

## WHAT IF SOMETHING HAPPENS

While it is unlikely, if anything does happen when you are volunteering let your immediate supervisor know straight away.

WHS law requires Council to let their WHS Officer know of any serious incidents immediately. Any accidents resulting in injury or property damage may require Drug and Alcohol Testing.

A serious incident relating to the carrying out of work at Council may involve:

- ▷ the death of a person;
- ▷ the serious injury or illness of a person – this will usually require immediate medical treatment; or
- ▷ a dangerous incident that exposes people to serious risk, for example the collapse of a structure or the accidental release or spill of a dangerous chemical.

If an incident does occur that is not of a serious nature, you must ensure you still make your supervisor aware of the incident as soon as possible

All incidents must be reported within 24 hours to the People and Culture, Work Health and Safety Advisor.



## THINGS TO REMEMBER

So there are a few things to remember about Work Health and Safety:

**Firstly:** The WHS Laws are designed to provide you, as a volunteer, with the highest level of protection. Council has a responsibility to ensure all that is reasonably possible to keep you safe when you are working. If Council is found not to have met their duty, they may be fined or prosecuted.

**Secondly:** A safe workplace is most effectively achieved if everyone contributes to finding ways to manage risks and work together to keep the workplace safe.

**And lastly:** If you take reasonable care as a volunteer worker you can't be prosecuted or fined and have nothing to fear.

## VOLUNTEER ORGANISATION RESPONSIBILITY

Volunteer organisations working on Council sites are responsible for:

- ▷ Complying with applicable WHS and other legislative requirements for the work being undertaken.
- ▷ Complying with Wagga Wagga City Council policies and procedures when undertaking works.
- ▷ Ensuring the provision of all Work Permits and maintaining any licenses required for the work being undertaken.
- ▷ Ensuring all relevant health and safety documentation is provided to Wagga Wagga City Council as requested, including Project Approval Form and Worksite Risk Assessment Forms.
- ▷ Ensuring that all of their workers, who attend Wagga Wagga City Council premises are consulted in the Site Risk Assessment process and complete the applicable Site Specific Induction.
- ▷ Actioning any issues raised as requiring attention by the council officer.
- ▷ Reporting any incidents or near misses to an appropriate council employee.

The image features a solid teal background. On the left side, there is an abstract geometric composition of overlapping triangles and lines. The shapes are primarily white and black, with some thin lines in a light brown or tan color. The lines radiate from a central point on the left, creating a sense of depth and movement. The overall aesthetic is modern and minimalist.

# COUNCIL REQUIREMENTS

## PROJECT CLASSIFICATION

Projects conducted by volunteer organisations on council land/ premises/venues are classified into two categories. Determination of a projects category will be conducted by an appropriate council officer upon receipt of the Project Approval Form. The two categories are:

- ▷ Major Project – Projects > \$150,000 e.g. Sportsground Lighting, construction of building or shed.
- ▷ Minor Project – e.g. Minor Repair works, field works, goal post installation and removal.

## PROJECT APPROVAL FORM

All projects completed on Wagga Wagga City Council sites are required to complete a Project Approval Form. This will need to be submitted to Council prior to any works taking place.

## SITE RISK ASSESSMENT

All projects completed on Wagga Wagga City Council sites are required to complete a Site Risk Assessment/ Induction form.

## ADDITIONAL DOCUMENTATION

Volunteers or subcontractors of Volunteer organisations working on Council sites may be required to provide any documentation relevant to the project. This may include but not be limited to:

- ▷ Provide Work Method Statements for the tasks to be undertaken;
- ▷ Hold all current licences and/or qualifications as required;
- ▷ Complete relevant Permits to Work; and
- ▷ Provide regular WHS performance reports.

## MAJOR PROJECTS

A Major project is defined as any project on Council land that:

- ▷ Has a value greater than \$150,000
- ▷ Has any component of work that is considered high risk
- ▷ Is of a high profile in nature

### EXAMPLE PROJECTS

- ▷ Construction of a building
- ▷ Sports field lighting project
- ▷ Major plumbing works

Safety Documentation required:

Before commencing any works:

NO	ITEM	COMPLETED
1	Project approval	
2	Consultation with Relevant Council Officers	

Once project approved:

NO	ITEM	COMPLETED
1	Volunteer WHS Induction	
2	Site Risk Assessment	
3	WHS inspection (to be completed by the Council Officer)	

## MINOR PROJECTS

A minor project is defined as any project on Council land that:

- ▷ Have a value less than \$150,000
- ▷ Works do not have high risk components

Example Projects

- ▷ Installing goal posts
- ▷ Landscaping
- ▷ Painting

### SAFETY DOCUMENTATION REQUIRED:

Before commencing any works:

NO	ITEM	COMPLETED
1	Project approval form	

Once Project Approved:

NO	ITEM	COMPLETED
1	Volunteer WHS training	
2	Site Risk Assessment	

## RISK ASSESSMENT

The risk assessment is to be used to prioritise hazards or hazardous tasks for remedial action and to determine the appropriate control activity.

## RISK CONTROL

Where identified hazards have been subject to risk assessment, the next step is to determine the most appropriate control for the risk. The control of risk must be addressed from the point of both immediate and long-term control. Addressing the hierarchy in order for long term controls does this. For immediate controls the hierarchy may be addressed by the use of administrative or personal protective equipment controls.

## SAMPLE RISK ASSESSMENT

CONSEQUENCE		LIKELIHOOD			
People How severely could it hurt someone?	Environment What impact would it have on the environment	Very likely Could happen any time	Likely Could happen at some time	Unlikely Could happen, but rarely	Very unlikely Could happen, but probably never will
Kill or cause permanent disability or ill health	High impact	1	1	2	3
Long term illness or serious injury	Moderate impact	1	2	3	4
Medical attention and several days off work	Low impact	2	3	4	5
First aid treatment needed	Minimal impact	3	4	5	6

## KEY

<b>STOP</b> for 1 or 2	Task cannot commence until risk is eliminated, or reduced using heirarchy of controls. Consultation must occur with workers involved and effective control measures implemented before task may commence.
<b>CHECK</b> for 3 or 4	Assess suitability of control measures and implement improved measures if possible. If measures cannot be improved, <b>be alert and proceed with caution.</b>
<b>GO</b> for 5 or 6	Is considered an insignificant risk. Task may commence using normal procedures.



## **VOLUNTEER SAFETY INDUCTIONS**

Depending on the work being undertaken there may be a need for volunteer/s to attend a Safety Induction workshop conducted by the Safety team or complete an online safety induction. Further information on this can be found on Councils website.

## **GENERAL SITE SAFETY RULES**

These General Site Safety Rules are to be followed at all times.

### **ACCESS/EGRESS**

Access to all fire fighting equipment such as fire extinguishers and fire hose reels must be kept clear. All passageways to emergency exits must be kept clear of stored material, rubbish etc. Nothing is to be stored in any area marked by painting on the floor.

### **BEHAVIOUR**

Running and throwing of objects in the workplace is not allowed. Horseplay, skylarking practical jokes will not be tolerated.

### **BULLYING**

Wagga Wagga City Council identifies workplace bullying as a risk to health and safety, which is deemed unacceptable in the workplace. Council endorses a procedure in compliance with the Work Health and Safety Act 2011 and Regulations 2011 and is committed to a safe and healthy work environment for all workers.





## COMPRESSED AIR

Persons using compressed air must wear eye protection and the compressed air must not be used for cleaning down clothes or for skylarking. It must never be pointed at any person's body.

## CONFINED SPACES

No persons will enter or be allowed to enter any confined space without permission of the site manager who will do an appropriate risk assessment that includes the appropriate legislation and training.

## DRUGS AND ALCOHOL

Workers and others are not permitted to be under the influence of drugs or alcohol whilst conducting work on Council premises. This is also referred to on the Near Miss/Incident Notification Form.

Any person who is required temporarily to take medicinal drugs that may affect their ability to work safely should inform their supervisor so that suitable duties can be found for them.

## ELECTRICAL DISTRIBUTION PANELS

Only approved electrical contractors are to access the interior of electrical distribution panels where there are exposed electrical connections.

## ELECTRICAL LEADS

No electrical leads or extensions should be left lying on floors where they can form a trip hazard or could be subject to damage from trolleys, vehicles or dropped objects.

All electrical leads and equipment needs to be tested and tagged as per Workcover guidelines.

## GAS CYLINDER STORAGE AND USE

Supplies of flammable gas, oxygen and inert pressurised gas must be separated in storage by a distance of at least 3 metres in a well ventilated area or separately inside vapour proof walls. Where oxygen and acetylene cylinders are used then they are to be upright and secured in a proper welding trolley. All acetylene cylinders are to be stored upright, to prevent separation of acetone and acetylene.



## GUARDING ON MACHINERY

The protective guards placed on plant are not to be disabled or removed for any reason except as part of a documented maintenance program for that plant.

## HAZARD REPORTING

Any person who identifies a potential danger or hazard in the work site is to correct the situation IF IT IS SAFE TO DO SO, or warn nearby persons of the danger, highlighting the danger in some way or isolating it. The hazard is then to be reported to the supervisor for that area or the local Health and Safety Representative if no supervisor is present.

## HAZARDOUS SUBSTANCES

Any person, including contractors or sub-contractors, who bring any hazardous substance on site is to provide in advance an MSDS for that substance to site management and seek approval for its use. Any person using or storing a hazardous substance on site is to do so in accordance with all information supplied in the relevant MSDS for that substance.

## HOTWORK

Hot work is thermal or oxygen cutting or heating, and other related heat producing or spark producing operations including but not limited to the following:

- ▷ Acetylene or gas burning
- ▷ Welding, brazing or electric arc welding
- ▷ Soldering
- ▷ Heat gun operation
- ▷ Heating and driving rivets
- ▷ Use of open flames
- ▷ Abrasive blasting
- ▷ Grinding
- ▷ Power operated tools that cause spark generation, eg: cutting tools
- ▷ Use of gasoline or other internal combustion engines and other similar appliances that produce sufficient heat to ignite flammable vapours

In consultation with Councils Project Supervisor a Hot Work Permit may be required before performing the task. The permit should contain information such as:

- ▷ Location details
- ▷ Exposure of hazards
- ▷ Gas testing
- ▷ Validation
- ▷ Return of permit

- 
- ▷ Other data relating to the hot work being performed

## HOUSEKEEPING

All work areas are to be kept clear of accumulated scrap or rubbish at all times. Oil and water leaks are to be reported and absorbent material used to remove the leaked fluid. No unreasonable collection of combustible material should be allowed to accumulate.

## ISOLATION OF POWER AND PLANT

When any maintenance or set-up task is being performed on any plant, or when plant is unsafe to turn on or operate, it must be isolated by disabling its power supply and where possible by barricading the plant to prevent access.

Isolation is to be effected by the removal by the person carrying out the work of any operating key, placing an authorised isolation tag over the operating controls and unplugging or blocking of any electrical, fluid or mechanical power source. The isolation tag is to be completely filled in and signed and dated. The reason for the isolation and the person who placed the tag are to be clearly identified. Only the person who has placed the isolation tag is authorised to remove it.

## LADDER USE

Where access to high shelves or tops of cupboards in the office is required, persons are not to use chairs but are to use approved step ladders approved for the task. They are not to stand on the very top step. Top rungs are to be tied to structures that they are leaning against where practical.

## MANUAL HANDLING ASSISTANCE

Any person who feels that a load they are required to lift or otherwise move is either too heavy or too awkward for them to move is to seek assistance from other persons or forklifts. Any person asked for such assistance is to co-operate as far as practicable with this request. Any task that is believed by any person to be a manual-handling hazard is to be reported to the area supervisor so that a risk assessment can be undertaken.

## MOBILE PHONES USAGE

Mobile Phones are not to be used whilst operating any machinery or working in traffic conditions.



## **PLANT AND MACHINERY - AUTHORITY TO OPERATE**

Only persons who are trained by or hold a relevant certificate of competency are permitted to operate any fixed/mobile plant, forklifts or equipment. This restriction applies to any worker, visitor, sub-contractor or contractor on site. Contractors need to maintain resumes of operators skills, qualifications and experience and make these available for inspection from Council representatives.

## **PLANT AND EQUIPMENT - BREAKDOWN AND REPAIR**

Volunteers and sub contractors are responsible to ensure plant and equipment is maintained. If breakdowns occur onsite Contractors must ensure a risk assessment of any repairs to ensure they are carried out safely without risk to anyone on site. Plant and equipment service and repair documentation should be provided to Council if requested to satisfy the condition of the plant.

## **SIGNS**

All persons must comply with the requirements of any safety signs on site. The wilful defacing of any sign is an offence. Damage to any safety sign is to be reported without delay to the area supervisor.

## **SITE FENCING**

All persons on Councils worksites must comply with the requirements of Safety and Security Site Fencing on Construction and / or job sites.

## **SMOKING**

There will be no smoking in all council buildings, outbuildings, roofed enclosures and vehicles.



## TRAFFIC CONTROL

All persons on Council worksites including Contractors and sub-contractors will follow the Roads and Maritime Authority Manual “Traffic Control at Worksites”. Should there be any doubt about the clarity of the RMA Manual, “Traffic Control at Worksites” for the circumstances of the traffic control required, reference should be made to The Australian Standard “Manual of Uniform Traffic Control Devices Part 3: Traffic Control Devices for Works on Roads”.

## WELDING

Welding operations are only to be undertaken by properly qualified persons or contractors. A fire extinguisher of the correct type and filling is to be close by and available in the charge of a person who knows how to use it. If other persons are in the work area, anti-flash curtains are to be used. Wherever possible, welding is to be done on weekends when the workplace is otherwise deserted.





# PERSONAL PROTECTIVE EQUIPMENT AND CLOTHING

All Volunteers of Council are expected to comply with Councils procedures including personal protective equipment and summer safety, as summarised below:

Minimum personal protective clothing expected of all workers:

- ▷ Steel capped safety boots
- ▷ A Workcover approved reflective safety vest
- ▷ Relevant hearing and eye protection
- ▷ Loose fitting shirt with long sleeves and collar
- ▷ Long trousers

## SUMMER CONSIDERATIONS

In addition to the above minimum personal protective clothing expected of workers, specific additional considerations for summer include:

- ▷ A broad brimmed hat (minimum brim of 80mm) or appropriate headgear with flap of fabric to protect back of neck and ears
- ▷ Sunglasses
- ▷ Sunscreen Broad spectrum SPF30+

Any volunteer who is required to work outside for a period in excess of an hour is should wear personal protective clothing for protection from the ultra violet rays of the sun for that complete day.



## SAFE WORK METHOD STATEMENTS

A volunteer organisation or subcontractor may be asked to provide a safe work method statement on some project components. A Safe Work Method Statements may be required when:

- ▷ It is likely that someone could be injured because there is no work method statement in existence
- ▷ A worker needs to be inducted to a new task
- ▷ Workers need to be reminded of a work practice
- ▷ A system of work is changed
- ▷ High Risk Work
- ▷ A risk assessment is carried out and the hierarchy of controls calls for administrative controls (eg rotation of duties, team work, use of aids or PPE, special preparation, special precautions etc.)

Volunteers and sub-contractors may be requested to supply Safe Work Method Statements in relation to activities on Council Worksites. These must be kept on site and all workers on site must know and understand their content.

## NOTIFICATION OF INJURIES, INCIDENTS AND NEAR MISSES

Council's Hazard Management Procedure includes a requirement for notifying injuries, incidents and near misses. This requirement applies to all persons in the workplace including workers, contractors, sub-contractors, visitors, and members of the public.

A Council Notification of injury, incident or near miss form must be completed and emailed to [safety@wagga.nsw.gov.au](mailto:safety@wagga.nsw.gov.au) within 24 hours of the near miss/incident.

Matters to be reported include the following categories:

### **A: DANGEROUS OCCURRENCE**

Death, amputation of a limb, patient on life support or occurrence presented an immediate threat to life.

NOTE: This is a non-disturbance occurrence and area surrounding it must not be disturbed until a Workcover Inspector arrives unless to assist the injured or make the area safe.





## **B: SIGNIFICANT OCCURRENCE**

Incident presents risk to health or safety which is not immediately life threatening. Worker likely to be incapacitated for more than 7 days.

## **C: INJURY**

An accident resulting in medical attention and/or time loss.

## **D: INCIDENT/NEAR MISS**

A minor injury with or without first aid or an injury that could have, or almost did, occur.

## **E: HAZARD**

Something having the potential to cause harm to life, health or property.

## **PROCEDURE:**

All persons on Council sites involved in occurrences, injuries or incidents described herein will notify their superiors and/or site supervisors

- ▷ in the case of A, B, or C above, immediately,
- ▷ in the case of D or E above, at the first available opportunity.

## **PRIVACY NOTIFICATION:**

Volunteers are advised that the information provided on this form is collected for including Workers Compensation, Injury Management, Public Liability and Risk Management purposes. Access is limited to authorised Council officers and authorised persons employed by Council's insurers. Provision of information is voluntary however, if such information is not provided it may not be possible to take appropriate action. The personal information will be stored in Council's records.

# WHEN AND HOW TO NOTIFY

A regulator (WorkCover) must be notified of a 'notifiable incident' immediately after the PCBU becomes aware of the incident arising from the business or undertaking.

Under the Work Health and Safety Act 2011(Part 3 Incident notification) a notifiable incident means:

- (a) the death of a person, or
- (b) a serious injury or illness of a person, or
- (c) a dangerous incident.

See the WorkCover brochure on 'How to Notify' in your pack for more information. Safe Work Australia also have fact sheets available on this topic for reference.

Council also requires you to advise Council's People and Culture Division immediately if a serious incident occurs. Contact for the Safety Team is available by email [safety@wagga.nsw.gov.au](mailto:safety@wagga.nsw.gov.au) or by phone 02 69269 284.

## CONTACT DETAILS FOR REGULATORS

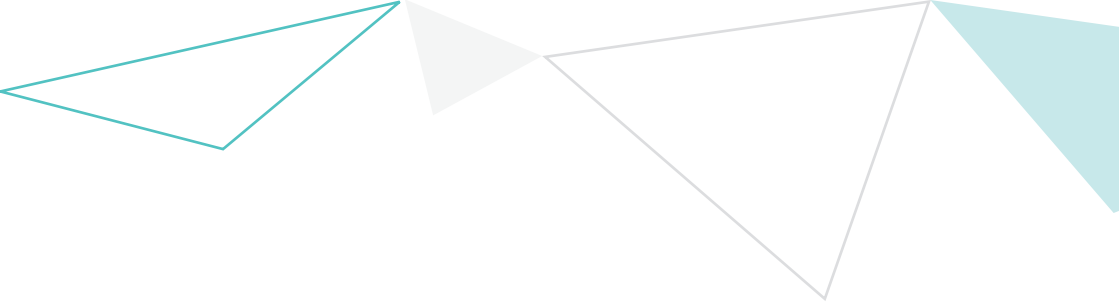
To notify a 'notifiable incident' contact the regulator in the relevant jurisdiction refer to contact details below:

**Workcover NSW** 13 10 50

# INFORMATION THAT WILL BE REQUESTED

A clear description of the incident with as much detail as possible will help the regulator assess whether or not the incident is notifiable and the need for a follow-up investigation by the regulator. Where insufficient details are provided in a telephone notification, the regulator may contact the notifier if further information is required. All WHS regulators have agreed that the following (see table below) information should be collected as a minimum at the point of incident notification.

What happened?	Provide an overview of what happened. Nominate the type of notifiable incident—was it death, serious injury or illness, or ‘dangerous incident’ (as defined above)?
When did it happen?	Date and time
Where did it happen?	Incident address. Details that describe the specific location of the notifiable incident—for example section of the warehouse or the particular piece of equipment that the incident involved—to assist instructions about site disturbance.
What happened?	Detailed description of the notifiable incident.
Who did it happen to?	Injured person’s name, salutation, date of birth, address and contact number. Injured person’s occupation. Relationship of the injured person to the entity notifying.
How and where are they being treated? (if applicable)	Description of serious injury or illness—i.e. nature of injury Initial treatment of serious injury or illness. Where the patient has been taken for treatment.
Who is the person conducting the business or undertaking? (there may be more than one)	Legal and trading name. Business address (if different from incident address), ABN/ACN and contact details including phone number and email.
What has/is being done?	Action taken or intended to be taken to prevent recurrence (if any).
Who is notifying?	Notifier’s name, salutation, contact phone number and position at workplace. Name, phone number and position of person to contact for further information (if different from above).



Although all of this information may not be available at the time of notification, PCBUs must still notify the regulator immediately of the incident and provide the information they have. The rest of the information will be collected by the regulator at a later time.

## SITE PRESERVATION

The person with management or control of a workplace at which a notifiable incident has occurred must ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or directs otherwise (whichever is earlier).

Requirements to preserve the incident site apply to any plant, substance, structure or thing associated with the

notifiable incident. This means that any evidence that may assist an inspector to determine the cause of the incident is preserved.

An incident site may be disturbed:

- ▷ to assist an injured person
- ▷ to remove a deceased person
- ▷ to make the site safe or to minimise the risk of a further notifiable incident
- ▷ to facilitate a police investigation, or
- ▷ after an inspector has given a direction to do so either in person or by telephone.

The sooner the regulator is notified, the sooner the site can be released.

If however after arriving at the incident site an inspector considers that it should remain undisturbed in order to facilitate investigation of the incident they may issue a non-disturbance notice. This notice must specify the period for which the notice is to apply—no more than seven days.

Penalties apply if an individual or body corporate fails to preserve a site.



## **SITE PRESERVATION REQUIREMENTS ONLY APPLY TO THE INCIDENT SITE**

Requirements to preserve a site only apply in relation to the immediate area where the incident occurred—not the whole workplace.

## **DIRECTIONS ON SITE PRESERVATION**

If you are unsure about what you need to do to preserve a site, ask the regulator when you notify them of the incident.

You can also ask the regulator to be relieved of your legal obligations to preserve the incident site at this point—even if you don't meet the strict criteria above.

## **UPGRADING NOTIFICATIONS**

If a notifiable incident escalates from a serious illness or injury to a death, the regulator must be separately notified of the death immediately after becoming aware that the person has died.

## **RECORD KEEPING REQUIREMENTS**

The notifier must keep a record of the notifiable incident for at least five years from the date of notification. Penalties apply for failing to do so.

As a practical matter these records should include any directions or authorisations given by an inspector at the time of notification (including authorisations to disturb incident sites) and any confirmation you received from the regulator that you notified them about the incident.

## RESOURCES

- ▷ [www.safeworkaustralia.com.au](http://www.safeworkaustralia.com.au)
- ▷ [www.workcovernsw.gov.au](http://www.workcovernsw.gov.au)
- ▷ [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au)

## REFERENCES

- ▷ Work Health and Safety Act 2011
- ▷ Work Health and Safety Regulations 2011
- ▷ WWCC WHS Policy POL080

### **FOR MORE INFORMATION:**

Council's Safety Team  
People & Culture Division  
Wagga Wagga City Council  
Phone: 1300 292 442  
[safety@wagga.nsw.gov.au](mailto:safety@wagga.nsw.gov.au)





City of  
Wagga Wagga

