

Work Health and Safety Procedures

Date procedure was made: 25 May 2023

Commencement date of this version: 25 May 2023

Purpose

The purpose of this procedure is to provide for a Work Health and Safety (**WHS**) management system which complies with or exceeds relevant legislation and standards.

Application

This procedure applies to all people who carry out work in any capacity, including, without limitation, directors, employees, contractors, consultants, volunteers and agents, for Greyhound Racing New South Wales (**GRNSW**).

Responsibilities and required actions

Risk Assessment Guidance

GRNSW workers must comply with GRNSW's Risk Assessment Guidance document¹, as amended from time to time, available via Employment Hero or such other platform as GRNSW may implement from time to time.

Guidance on Risk assessment is contained in **Appendix A** of these Procedures. Additional guidance on managing specific safety risks is set out in **Appendix B**.

Hazard Reporting and Incident Reporting

GRNSW workers must report any hazard and/or incident via Employment Hero or such other platform as GRNSW may implement from time to time.

The current Hazard report form is contained in **Appendix C** of these Procedures.

The current Incident report form is contained in **Appendix D** of these Procedures.

Risk Assessment

GRNSW workers must complete any risk assessment using the relevant forms available via Employment Hero or such other platform as GRNSW may implement from time to time.

The following documents are to be used in conducting and completing a risk assessment:

- Corrective Action Register – **Appendix E**
- Assessment Activity Table – **Appendix F**
- Risk Assessment Action Plan – **Appendix G**

Records management

GRNSW is required to maintain certain information by the NSW WHS Act and Regulations including:

- a register of injuries
- a Return to Work program

Details of the information required to be maintained is set out in **Appendix H**.

Training and Induction

Information concerning Training and Induction is contained in **Appendix I**.

Definitions

If this procedure contains terms that are defined in GRNSW's Work Health and Safety Policy then those terms shall have the same meaning.

Procedure information

Revision history

Version	Date	Description
1.01	25 May 2023	Chief Executive Officer approval

¹ GRNSW's Risk Management Policy & Framework

APPENDIX A - RISK ASSESSMENT GUIDANCE²

THE FIVE-STEP RISK MANAGEMENT PROCESS

Step 1 – Identify the Hazard

A hazard in the workplace is anything that has the potential to cause harm to the health and safety of any person. Examples of hazards could be moving parts in machinery, toxic chemicals, or boxes impeding entry or exit from a workplace.

Hazards can be identified in a number of ways including:

- undertaking workplace inspections;
 - reviewing injury and incident data; 'near-miss' data; Safety Data Sheets and data from previous surveys and inspections;
 - investigating complaints;
 - monitoring the work environment;
 - observing work practices;
 - reviewing Safe Work Method Statements;
 - consulting with workers and, where necessary, clients and visitors;
 - responding to information contained in Hazard Reporting; and
 - liaising with suppliers and other specialists.
- The following steps must be applied for all identified hazards:
- A 'quick fix' should be applied where possible to address the hazard (for example, by removing boxes from an entrance, or cleaning up a spill).
 - The hazard must be reported to the relevant manager, even if a 'quick fix' has been applied.
 - If the hazard cannot be fixed immediately, a Hazard Reporting Form, in accordance with GRNSW's Work Healthy and Safety Procedures, must be completed to determine what risk controls are required for the risk.

This information must then be entered as required by GRNSW's Work Health and Safety Procedures.

Step 2 – Assess the Risk

A risk is the chance that a hazard will cause injury or illness to people, and/or damage to plant, property or the environment.

GRNSW will carry out periodic risk assessments from time to time in relation to its work activities and workplaces. The purpose of these risk assessments is to assess the risks to health and safety of workers, visitors and other third parties associated with the work activity, workplace or project, and to identify any measures that need to be taken to control those risks.

A risk assessment is required to be conducted:

- immediately before any workplace is utilised for the first time;
- before and during installation, building, commissioning or altering of plant (such as machinery, equipment and tools);
- before changes to work practices and systems of work are introduced;
- before hazardous chemicals are brought into the workplace; and
- when any new or additional information from a recognised, relevant and authoritative source relevant to GRNSW becomes available.

At GRNSW, risk assessments are documented in accordance with GRNSW's Work Health and Safety Procedures. In carrying out a risk assessment, the manager and workers affected by the hazard should:

- Identify the factors contributing to the risk, including: the work premises and the working environment, their layout and condition; the capability, skill, experience and age of people ordinarily undertaking work; the systems of work being used.
- Examine all reasonably available health and safety information on the hazard; for example: plant or equipment instruction manuals; Safety Data Sheets and labels for chemicals; records of previous incidents or near misses; SafeWork NSW or other safety regulators' Codes of Practice or advisory information; Australian standards.

² WHS Policy section 4.2

- In accordance with GRNSW's Work Health and Safety Procedures, assign a risk rating. The risk assessment matrix assigns a risk category to indicate the potential for harm and the urgency that is required to resolve a hazard.

Step 3 – Eliminate / Control the Risk

Once risks have been assessed, the manager (in consultation with workers) must eliminate the hazard or control the risks arising from it. Elimination of the hazard is not always possible, so risk control measures must be implemented according to the hierarchy of control measures.

The hierarchy of control ranks risk control strategies from the most effective to the least effective.

Using the hierarchy of control measures, a risk arising from a hazard must be minimised by:

- Substituting: for example, replacing hazardous cleaning products with less hazardous products;
- Isolating: for example, erecting a barrier around a hole in the ground;
- Engineering: for example, placing guards on machinery, or utilising machinery which aids in lifting tasks in a workplace, such as hoists, trolleys and forklifts;
- Administrative: for example, by adopting safe working practices or providing appropriate training, instruction or information; and
- Using personal protective equipment (PPE).
- If no single measure is sufficient to minimise the risk to the lowest level reasonably practicable, a combination of the above measures must be taken. For further guidance on the hierarchy of controls, consult GRNSW's Work Health and Safety Procedures.

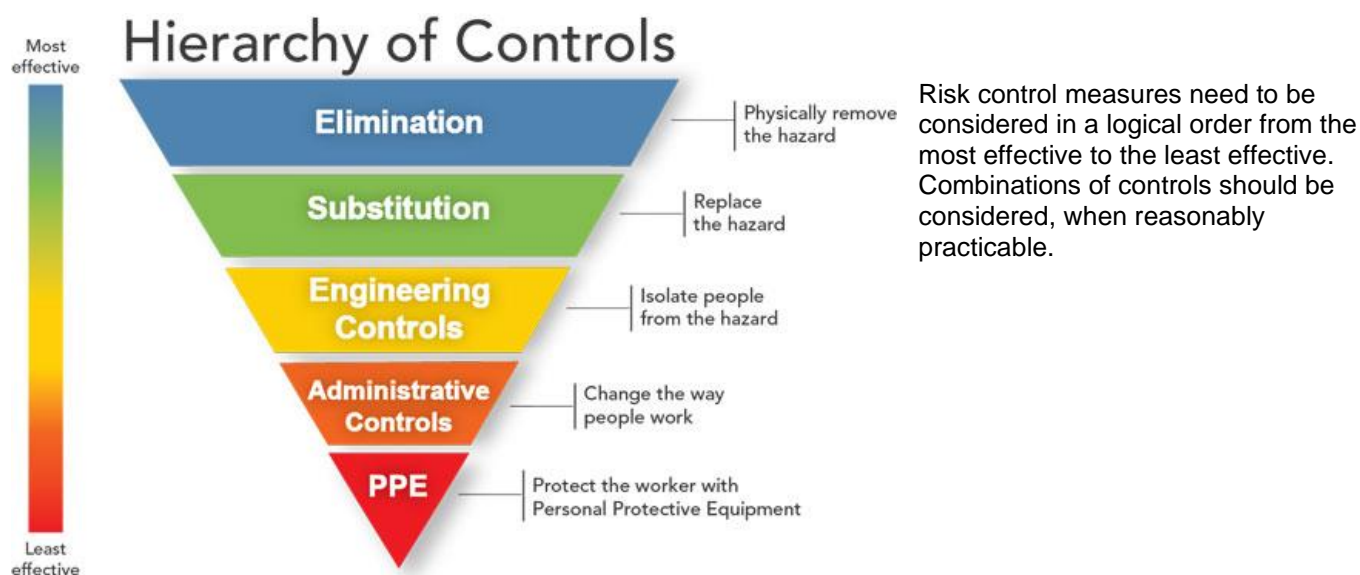
Step 4 – Monitor and Review Risk Assessments and Control Measures

Managers are responsible for monitoring and reviewing risk assessments and control measures in consultation with workers, and for documenting the monitoring and review processes.

Re-evaluation of the assessment and control measures must occur if there are changes to the work environment, or control measures are no longer effective.

Step 5 – Provide Information

GRNSW will ensure that information about identified risks, and steps to be taken to control the risks, are communicated to Workers (including contractors)



HIERARCHY	CONTROL TYPE	ACTION AND EXAMPLES
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LEVEL 1 IDEAL SITUATION (MOST EFFECTIVE)	Elimination	<p>Get rid of the hazard. This is the best option, if it can be done (often, in practice, this is not possible). The most efficient <i>hazard elimination</i> is at the design / modifications stage (“design the problem out”). Example: Elimination of public access to certain hazardous areas.</p>
LEVEL 2 EFFECTIVE	Substitution	<p>Use something less dangerous. Replace a hazardous process or substance or equipment with a safer one. Examples: Substituting a hazardous chemical with a less potent alternative (such as cleaners); substituting heavy tools with light ergonomic work tools.</p>
	Isolation	<p>Use barriers or guards. Isolate the hazard from workers and bystanders (e.g. using guards, screens, etc.) Example: Erecting barricades to redirect pedestrians away from unwanted areas; isolate greyhounds in kennels under the control of the stewards.</p>
	Engineering	<p>Design and install equipment to counteract the hazard. Apply a technological approach to reduce the risk. Example: Designing equipment to lift and manoeuvre heavy objects, which would otherwise be done by hand; using a table to stand the dogs on while ear branding and micro chipping.</p>
LEVEL 3 LESS EFFECTIVE	Administrative	<p>Make workplace arrangements. Reduce exposure to a hazard, and increase awareness. Examples: Implement safety procedures, provide training, post warning signs around a hazardous site, etc.</p>
	Personal Protective Equipment (PPE)	<p>Personal Protection. Provide a barrier between the worker and the working environment. The hazard still exists - this is the last line of defence. Examples: Latex gloves, safety glasses, hearing protection, etc.</p>

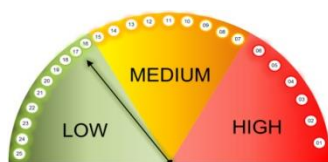
WHS RISK RATING MATRIX		CONSEQUENCE				
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic
PROBABILITY	A Almost certain	9	15	22	24	25
	B Likely	8	12	19	21	23
	C Possible	6	7	14	18	20
	D Unlikely	3	5	11	13	17
	E Rare	1	2	4	10	16

CONSEQUENCES – 1 to 5
(1 is the lowest; 5 is the highest)

INSIGNIFICANT	1	Minor injuries, first aid treatment required
MINOR	2	Injuries involving medical treatment with no time lost
MODERATE	3	Medical treatment required and time off work
MAJOR	4	Injuries requiring hospitalisation, extended time off work, long-term disabilities
CATASTROPHIC	5	Fatalities, extensive injuries requiring widespread medical attention.

PROBABILITY – A to E
(A is the highest; E is the lowest)

ALMOST CERTAIN	A	The event is expected to occur in most circumstances (daily/weekly) High level of known incidents (records/experience) Strong likelihood of re-occurring, with high opportunities/means to occur
LIKELY	B	The event will probably occur in most circumstances (monthly) Regular incidents known (records/experience) Considerable opportunity and means to occur.
POSSIBLE	C	The event should occur at some time over (over 12 months) Few infrequent, random occurrences recorded/experienced Some opportunity and means to occur
UNLIKELY	D	The event could occur at some time (2 to 5 years) No known incidents recorded or experienced Little opportunity of means to occur
RARE	E	The event may occur only in exceptional circumstances (10 years) Unheard of Almost no opportunity to occur



LOW (1 to 9)	MEDIUM (10 to 15)	HIGH (16 to 25)
Corrective action required when practicable	Risk control measures required ASAP (e.g. within 2 months, depending on context)	Immediate action must be taken to eliminate the Hazard or control the risk

APPENDIX B – MANAGING SPECIFIC SAFETY RISKS³

1. Plant and equipment

GRNSW is responsible for ensuring the safety of its plant and equipment.

Where GRNSW uses plant and equipment, GRNSW will ensure that:

- a risk assessment is conducted before and after the plant or equipment is purchased to identify and assess risks associated with the plant and determine appropriate control measures;
- the condition of plant and equipment is periodically monitored and maintenance carried out where necessary; and
- safe work procedures are developed for working with the plant and equipment.

Workers are required to:

- use equipment in accordance with any instructions given to them; and
- promptly report any faulty or damaged equipment to their manager.

2. Chemicals and other Hazardous materials

On occasion, chemicals may be required to be used in the workplace (for example, for cleaning purposes).

Workers are required to take care whenever chemicals are used, including by following relevant safety instructions in relation to the chemicals. Training on the use of chemicals will be provided to Workers where necessary.

Workers may be exposed to other hazardous materials such as dog faeces (e.g., at GAP facilities), dust from cat litter and mould and bacteria (e.g., Legionnaires Disease or Listeria disease through soil). These present risks to staff health and safety and require control and mitigation strategies.

Incidents involving Hazardous Materials must be reported using the form in **Appendix C**.

3. Manual handling

Workers are required to take care when lifting or carrying loads which could cause injury. Common tips for lifting and carrying loads are:

- assess the load first;
- get assistance to carry the load if required;
- keep your feet shoulder width apart;
- squat down using your hips and knees only;
- don't twist while you lift;
- keep the load close to your body at all times; and
- use smooth controlled movements.

Training on manual handling will be provided to workers where necessary.

³ WHS Policy section 4.3

APPENDIX C – HAZARD REPORT FORM⁴

Hazards identified during day-to-day activities or as part of routine workplace inspections or by any other identification methods are to be recorded on this Hazard Report Form.

Hazard Identified:	_____	Location:	_____
		Date:	_____
		Time:	_____
Detailed Description of Hazard:	(INCLUDE TASKS INVOLVED, EQUIPMENT, TOOLS, PEOPLE, ETC.)		

Possible Controls:	(LIST ANY SUGGESTIONS FOR REDUCING OR ELIMINATING THE HAZARD. [E.G. REDESIGN, MECHANICAL DEVICES, TRAINING, MAINTENANCE WORK, ETC.])		

Action:

IMMEDIATE – WITHIN 24 HOURS
 HIGH – WITHIN 3 DAYS
 MEDIUM – WITHIN 7-14 DAYS
 LOW – WITHIN 14-28 DAYS

Reported By:	_____	Reported To:	_____
FULL NAME:	_____	FULL NAME:	_____
SIGNATURE	_____	SIGNATURE	_____

Action Required: TO BE COMPLETED BY MANAGER/SUPERVISOR; INCLUDE AN OVERVIEW OF THE ACTION TO BE TAKEN.

Date	By Whom	Controls/Action Required	Action Status	Completion Date
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Evaluation: HAZARD ELIMINATED HAZARD CONTROLLED FURTHER ACTION REQUIRED

General Manager	_____	_____	_____
	Name	Signature	Date

Manager People, Culture & Training	_____	_____	_____
	Name	Signature	Date

Extreme: Likely to result in major injury (death/disability).	Medium: Likely to result in injury requiring first aid.
High: Likely to result in serious injury or lost time.	Low: May result in an incident. Low risk of immediate injury.

⁴ Refer Chemicals and Other Hazardous Materials – Appendix B

APPENDIX D INCIDENT REPORT FORM⁵

INCIDENT DETAILS

TO BE COMPLETED BY PERSON REPORTING THE INCIDENT/HAZARD

INCIDENT TYPE <input type="checkbox"/> Environmental <input type="checkbox"/> External Enquiry <input type="checkbox"/> Hazard <input type="checkbox"/> Near Miss <input type="checkbox"/> Personal Injury <input type="checkbox"/> Property Damage <input type="checkbox"/> Equipment Damage <input type="checkbox"/> Security Related <input type="checkbox"/> Other	Incident Date:		Report Date:	
	Incident Time:		Report Time:	
	Day:		Reported to:	
	Incident Location:			Worker Type
	Name of Person Reporting:			<input type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Other:
	Was person Alcohol & Drug Tested?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Team Leader at Time of Incident:		Manager at Time of Incident:	

BRIEF DESCRIPTION OF INCIDENT

LIMIT TO KNOWN AND CONFIRMED FACTS ABOUT THE INCIDENT. DO NOT SPECULATE ON POSSIBLE CAUSES OR FAILURES.

Job/Task Being Done:

How often is this task carried out? (PLEASE TICK)

- Each Shift
 Weekly
 Rarely
 First Time Performed
 Other:

Specific activity at time: (CIRCLE MORE THAN ONE IF NECESSARY)

- Accessing Cleaning Climbing Building Descending Dismantling Exiting
 Lifting Maintaining Operating Running Training Transporting Walking Other

Environmental conditions: (CIRCLE MORE THAN ONE IF NECESSARY)

- Cloudy Dark Dirty Dry Dusty Foggy Greasy Hot
 Noisy Rain Slippery Sunny Wet Windy Other

Immediate action taken (E.G. SITE SECURED, INCIDENT REPORTED TO MANAGEMENT):

Name/s of witness/s: (IF ANY)

Names of people involved in this task?

Names of other people involved in this incident?

INJURY DESCRIPTION

TO BE COMPLETED BY SUPERVISOR OF PERSON REPORTING (IF APPLICABLE)

Name of Person Injured: _____ **Injury Description:** _____

Body Part Injured: _____

INJURY CLASSIFICATION:

- Report only
 First Aid Injury
 Lost Day Injury
 Medical Treatment
 Restricted Work Duty
 Occupational Illness
 Non-work injury/illness
 Recurring injury

Was First Aid Treatment Given? Yes No **If yes, by whom?** _____

Treatment Given: _____

Immediate Outcome: (PLEASE CIRCLE)

- First Aid Went home No treatment sought Other duties Medical treatment Hospital

Employee ceased work before end of shift? Yes No **Time:** _____

Was PPE used? Yes No **Was this the appropriate PPE?** Yes No

⁵ WHS Policy section 5.4

**PRIVATE AND CONFIDENTIAL WHEN COMPLETED
WAS EQUIPMENT OR PLANT INVOLVED?**



TO BE COMPLETED BY SUPERVISOR OF PERSON REPORTING

Damaged object:		Description of Damage (if any) and Estimated Cost
Plant no/reg no:		
Person in control of damaged object:		

EXTERNAL COMPLAINT

Name of Complainant:	
Date of Complaint:	Time of Complaint:
Source of Complaint: (PLEASE TICK)	
<input type="checkbox"/> Email <input type="checkbox"/> Telephone <input type="checkbox"/> Fax <input type="checkbox"/> Written <input type="checkbox"/> In Person <input type="checkbox"/> Other	
Details of complaint:	

Action taken/assurances given:

ENVIRONMENTAL

ADDITIONAL DETAILS OF ENVIRONMENTAL INCIDENT

Additional people to notify of incident:			
Did pollution occur?	<input type="checkbox"/> Pollution Occurred <input type="checkbox"/> Potential only	<input type="checkbox"/> Potential Pollution or No Pollution	
Environmental Category: (Please circle)		Did this incident result in a prosecution/fine?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Air Pollution <input type="checkbox"/> Noise <input type="checkbox"/> Flora & Fauna <input type="checkbox"/> Land			
<input type="checkbox"/> Lighting <input type="checkbox"/> Waste <input type="checkbox"/> Water <input type="checkbox"/> Other			
Description of liaison with external regulatory bodies:			

SIGN OFF

Supervisor/Team Leader/Manager

Full Name	Signature	Date	Comments
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Manager People and Culture and Training

Full Name	Signature	Date	Comments
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APPENDIX F – RISK ASSESSMENT ACTIVITY TABLE

RISK ASSESSMENT TITLE	LOCATION
INSPECTION DATE	INSPECTION CONDUCTED BY

LOCATION	HAZARD	RISK FACTORS	CURRENT CONTROLS	RISK RATING	SHORT TERM CONTROLS	LONG TERM CONTROLS	RESIDUAL RISK RATING

To be completed by the person(s) assessing the risk.

APPENDIX G – RISK ASSESSMENT ACTION PLAN

RISK ASSESSMENT TITLE	DATE
MANAGEMENT REPRESENTATIVE	POSITION

HAZARD LOCATION	ACTIONS	NOMINATED COMPLETION DATE	DATE FINALISED (WITH SIGNATURE)	GRNSW REPRESENTATIVE IN CHARGE	COMMENTS	REVIEW DATE

To be completed by Management representative and distributed to the person/s assessing the hazard, person/s responsible for actioning and relevant centre procedures.

APPENDIX H – RECORDS MANAGEMENT⁶

Information required to be maintained by the NSW WHS Act and Regulations

Register of injuries

A register of injuries must be kept for workers to record workplace injuries or illnesses.

The register of injuries may be kept in writing or be electronic (e.g., on a computer).

Having a register that all workers can access will help them raise any safety issues they have. It can also help them develop new safe work procedures. The register of injuries must include:

- the name of the injured worker
- the worker's address
- the worker's age at the time of injury
- the worker's occupation at the time of injury
- the industry in which the worker was engaged at the time of injury
- the time and date of injury
- the nature of the injury
- the cause of the injury

Return to Work Program

All employers in NSW must have a Return to Work Program. GRNSW's Return to Work Program will:

- be developed in consultation with GRNSW's workers and any industrial union representing them
- be consistent with GRNSW's insurer's injury management program
- comply with the State Insurance Regulatory Authority's (SIRA) guidelines for workplace return to work programs
- be in writing and be displayed or notified at the workplace.

⁶ WHS Policy section 5.9

APPENDIX I – TRAINING AND INDUCTION⁷

Training Needs Analysis

GRNSW will conduct a Training Needs Analysis (TNA) to determine the training requirements of workers. The following factors and information should be considered in the TNA:

- identified safety competency and legislative requirements;
- licences, certificates and relevant qualification requirements;
- current safety performance of the organisation;
- the hazards and risks associated with GRNSW's work and workplaces;
- normal and emergency scenarios; and
- consideration for workers with special needs (e.g. non-English speaking, limited literacy and numeracy skills).

After the TNA is complete, training plans will be developed for implementation by relevant managers.

Induction training for GRNSW Workers

The induction process for GRNSW Workers will address as a minimum:

- WHS policies and procedures and how they apply to all personnel;
- legislative rights and responsibilities;
- identified workplace hazards and how to report them;
- control measures in place for identified workplace hazards;
- risk management processes and roles and responsibilities;
- how to access health and safety information;
- consultation arrangements and obligations of GRNSW;
- how WHS information will be shared;
- procedures for reporting an incident, injury or a near miss;
- emergency procedures;
- return to work procedures (employees only); and
- job specific components will cover as a minimum:
 - safe use of substances and equipment that personnel may encounter;
 - correct use of personal protective equipment where appropriate;
 - first aid facilities, procedures and personnel;
 - points of contact for WHS or supervisory information; and
 - breaks and working hours.

Specialised Training

More specialised training for particular workers should be identified through the Training Needs Analysis, and may include:

- hazard-specific training (e.g. handling greyhounds, hazardous chemicals, manual handling);
- prescribed training for licensing requirements (e.g. forklift, working at heights); or
- WHS responsibilities training (e.g. Health & Safety Representatives, first aiders, emergency control personnel).

⁷ WHS Policy section 6

Refresher Training

Refresher training will be provided when deemed necessary by the Supervisor/Manager, in order for workers to maintain a qualification or competency, as per legislative requirements or as reasonably requested by a worker.

Review and Evaluation of Training

Training needs will form part of each yearly review, in response to changes in legislation, organisational requirements, position requirements, hazards, risks or as a result of consultation with workers, with the process documented and filed.

The results of a review will be used to update competency profiles, position descriptions, training program requirements and to evaluate resources and strategies to maintain relevance, currency and continuous improvement.

Training Records Management

Training records must be maintained as evidence of training delivery and assessment of competence. Local areas are required to maintain induction and training records for their workers and contractors in their area, including site/task/work specific training records.