



# **WHS&E SAFETY MANUAL 2016**

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Member of the Independent Lawnmowing Contractors of Australia  
(INDQ003083)

*Reviewed July 2016*



## **Business Management Statement**

### **Business Management Goals**

- ✓ Provide quality lawn mowing & garden maintenance services and achieve excellence in customer service.
- ✓ Safety is considered to be an integral and vital part of the successful performance of any job.
- ✓ Maintain a robust Integrated Management Safety System (IMSS) managing quality, safety and environmental standards in line with Australian Standards – including the setting of performance objectives and regular measurement of improvement as part of our continuous improvement program;
- ✓ Provide suitable resources for personnel at all levels to fulfil their responsibilities as set forth under this policy;
- ✓ Provide a safe, fair and equitable work environment;
- ✓ Use a risk management approach to determine the risks associated with our business activities and to exercise the appropriate control over those risks;
- ✓ Involve and consult with all employees and contractors on health, safety, quality and environmental matters, including provision of education and training services to enable them undertake their tasks/business without compromising obligations and standards;
- ✓ Require staff, contractors and visitors to comply with the spirit and the intent of our Safety Plan, relevant legislation and statutory requirements as a minimum requirement;
- ✓ Require reporting of all injuries and known incidents, property damage, environmental harm and quality systems non-conformances;
- ✓ We will foster an awareness of shared responsibility and accountability for our service provision and business goals.

Timothy Craig,  
Proprietor, Paradise Commercial Garden Maintenance  
July 2016  
Next Review Date: August 2017

## Health & Safety Statement

### Work Health, Safety & Rehabilitation Goals

- ✓ Maintain a robust Integrated Management Safety System managing quality, safety and environmental standards in line with Australian Standards – including the setting of performance objectives and regular measurement of improvement as part of our continuous improvement program;
- ✓ Provide quality lawn mowing & garden maintenance services and achieve excellence in customer service.
- ✓ Provide suitable resources for personnel at all levels to fulfil their responsibilities as set forth under this policy;
- ✓ Provide a safe, fair and equitable work environment;
- ✓ Use a risk management approach to determine the risks associated with our business activities and to exercise the appropriate control over those risks;
- ✓ Involve and consult with all employees and contractors on health, safety, quality and environmental matters, including provision of education and training services to enable them undertake their tasks/business without compromising obligations and standards;
- ✓ Require staff, contractors and visitors to comply with the spirit and the intent of our Safety Plan, relevant legislation and statutory requirements as a minimum requirement;
- ✓ Require reporting of all injuries and known incidents, property damage, environmental harm and quality systems non-conformances;
- ✓ We will foster an awareness of shared responsibility and accountability for our service provision and business goals.
- ✓ Maintain an effective Environment Management System (EMS) integrated with safety and quality systems to promote consistent environmental standards, continuous improvement and pollution prevention;
- ✓ Strive to continually improve environmental performance by identifying and implementing opportunities to improve efficiencies in energy use, water re-use and recycling initiatives;
- ✓ Identify environmental aspects and impacts of our operations, assess their risk to the environment and implement appropriate control measures;
- ✓ Conduct regular audits to ensure compliance with legislative requirements;
- ✓ Conduct environmental training to ensure employees are aware of their environmental responsibilities;
- ✓ Apply and promote the waste management hierarchy to avoid, re-use, recycle before choosing the disposal option;
- ✓ Provide formal lines of communication between management and employees to promote ownership and accountability for identifying, reporting and addressing environmental hazards and incidents.

Timothy Craig,  
Proprietor, Paradise Commercial Garden Maintenance  
July 2016  
Next Review Date: August 2017

## Rehabilitation Policy Statement

### Workplace Rehabilitation Goals

We believe workplace rehabilitation involves the provision of genuine care through early intervention and ongoing support, including suitable duties programs, which aim to

- ✓ Maintain workplace relationship while injured or ill;
- ✓ Ensure the worker's earliest possible return to work;
- ✓ Maximise the worker's professional and social autonomy if return to work is precluded;

### Management commitment to rehabilitation

We are committed to:-

- ✓ Providing a safe and healthy environment;
- ✓ Ensuring appropriate suitable duties are made available where possible to injured or ill workers to facilitate their safe and early return to work;
- ✓ Respecting the confidential nature of medical information and ensuring there will be both verbal and written confidentiality;
- ✓ Consulting with all workers in developing their rehabilitation plan so they will not be disadvantaged in any way;
- ✓ Complying with legislative and professional standards in conducting rehabilitation;
- ✓ Utilising all professional resources necessary for an effective return to work.

Timothy Craig,  
Proprietor, Paradise Commercial Garden Maintenance  
July 2016  
Next Review Date: August 2017

## **Environmental Policy Statement**

### **Environmental Goals**

We believe in trying to minimise the environmental impact of our business activities.

Environmental considerations are incorporated into our business planning, from conducting our operations in an environmentally sound manner, to working with our clients and business partners to reduce environmental impact as much as possible. All our business is conducted to all applicable legal and regulatory requirements, as well as relevant industry codes of practice.

We continually strive to improve our environmental performance and operations and actively educate and train all workers to work in an environmentally responsible manner.

We recognise that the benefits to be gained from the successful environmental management are great, both in human and monetary terms.

Timothy Craig,  
Proprietor, Paradise Commercial Garden Maintenance  
July 2016  
Next Review Date: August 2017

## TABLE OF CONTENTS

<b>1.1 INTRODUCTION .....</b>	<b>9</b>
PREAMBLE.....	9
<b>EXECUTIVE SUMMARY – PARADISE COMMERCIAL GARDEN MAINTENANCE .....</b>	<b>10</b>
I WORK HEALTH & SAFETY POLICY .....	10
II ENVIRONMENTAL POLICY .....	11
III WORK HEALTH & SAFETY OBLIGATIONS.....	11
IV ENVIRONMENTAL OBLIGATIONS.....	12
V SAFE WORK PRACTICES .....	13
VI INSURANCES AND REGISTRATIONS .....	19
VII SITE INDUCTION & REQUIREMENTS.....	20
<b>1.1.1 LEGISLATIVE FRAMEWORK.....</b>	<b>21</b>
<b>1.1.2.1 CHANGES TO HEALTH &amp; SAFETY REPRESENTATIVES AND COMMITTEES: .....</b>	<b>23</b>
<b>1.1.2.2 RECENT AMENDMENTS TO THE WHS LEGISLATION.....</b>	<b>24</b>
1.1.3 WHERE TO FIND KEY CONCEPTS IN THE 2011 QLD WHS LEGISLATION.....	25
<b>1.2 ACTS AND REGULATIONS.....</b>	<b>26</b>
1.2.1 OVERVIEW OF THE QUEENSLAND LEGISLATION.....	26
1.2.2 HARMONISATION OF THE WORK HEALTH AND SAFETY LAWS .....	27
1.2.3 WORK HEALTH AND SAFETY ACT 2011 .....	27
1.2.4 REGULATION .....	27
1.2.5 CODES OF PRACTICE .....	27
1.3.1 THE FAIR WORK ACT (COMMONWEALTH) .....	28
1.3.2 ROAD USE .....	28
1.3.3 ENVIRONMENTAL LEGISLATION IN QUEENSLAND .....	28
1.4.1 SAFE WORK AUSTRALIA .....	29
1.2.2 MODEL CODES OF PRACTICE: .....	30
1.2.3 DRAFT CODES OF PRACTICE FOR PUBLIC COMMENT .....	32
1.2.4 NEW COMBINED WEBSITE FOR SAFETY AND WORKERS’ COMPENSATION.....	32
1.3.1. CODES OF PRACTICE.....	33
1.3.2. OTHER RELEVANT CODES OF PRACTICE .....	33
1.3.3 COMPLIANCE AND ENFORCEMENT .....	34
1.3.4 IMPORTANT ENVIRONMENTAL LEGISLATION.....	35
1.3.5 GETTING INTO THE GARDEN MAINTENANCE INDUSTRY IN QLD.....	35
WORKPLACE HEALTH AND SAFETY QUEENSLAND AND THE REGULATOR .....	35
1.3.5 EXTRACT FROM A RECENT LEGAL ARTICLE .....	36
1.3.4 AUSTRALIAN AND NATIONAL STANDARDS .....	37
1.3.5 EXAMPLES OF STANDARDS & CODES OF PRACTICE.....	37
<b>1.4.1 NATIONAL STANDARDS.....</b>	<b>39</b>
1.4.2 REFERENCES.....	39
1.4.3 PUBLICATIONS: .....	39
1.4.4 POLICIES, PROCEDURES AND PROGRAMS .....	40
1.4.5 ADDITIONAL RESOURCES.....	40
<b>SECTION 2 ACCIDENTS AND INJURIES .....</b>	<b>41</b>
2.1 INTRODUCTION: .....	41
<b>2.2 WORKERS RESPONSIBILITY CONCERNING ACCIDENTS, INJURIES, &amp; OTHER NEAR MISSES.....</b>	<b>41</b>
<b>SECTION 3 DISASTER EMERGENCY: FIRE, EARTHQUAKE, ETC. ....</b>	<b>42</b>
3.1 FIRST AID.....	42
3.2 FIRE DANGER PERIODS .....	42
3.2 PERSONAL CONDUCT .....	46
3.3 JOB HAZARDS .....	46
3.4 PERSONAL PROTECTIVE EQUIPMENT (PPE).....	46
3.5 HANDLING OF MATERIALS .....	47
3.6 WORK AREA.....	48

3.7	WORKING AT HEIGHTS .....	48
3.9	ELECTRICAL SAFETY .....	51
3.10	TRAFFIC CONTROL.....	53
3.11	TRANSPORTING OF EQUIPMENT .....	53
3.12	TRENCHING AND EXCAVATING.....	54
3.13	MECHANIZED EQUIPMENT.....	55
3.14	MECHANICAL HANDLING EQUIPMENT.....	55
3.15	COMPRESSED AIR & GAS SAFETY.....	56
3.16	COMPRESSED AIR TOOLS .....	57
3.17	POWER SAWS/CHAIN SAWS .....	57
3.18	CHEMICAL SPRAYING .....	58
3.19	HAZARDOUS COMMUNICATION.....	61
3.2	DOG SHIT IS HAZARDOUS! .....	61
3.3	ASBSTOS SHEDS AND FENCES ARE HAZARDOUS! .....	65
3.4	VEHICLE PRE-TRIP INSPECTION .....	65
<b>SECTION 4 SELECTION, INDUCTION &amp; TRAINING OF WORKERS.....</b>		<b>67</b>
4.1	INTRODUCTION .....	67
4.2	SELECTION OF WORKERS/EMPLOYEES .....	67
4.3	TESTING/ASSESSING APPLICANTS.....	67
4.4	WORKER INDUCTION .....	68
4.5	REFERENCES.....	68
<b>SECTION 5 TRAINING AND EDUCATION.....</b>		<b>70</b>
5.1	INTRODUCTION .....	70
5.2	RESPONSIBILITY.....	70
5.3	CERTIFICATION FOR HIGH RISK ACTIVITIES:.....	71
5.4	TRAINING RECORDS .....	71
5.5	ANALYSIS OF TRAINING NEEDS .....	71
<b>SECTION 6 PROGRAM PROMOTION, PUBLICITY &amp; WORKER AWARENESS.....</b>		<b>72</b>
6.1	INTRODUCTION .....	72
6.2	METHODS OF PROMOTION AND PUBLICITY .....	72
6.3	PERFORMANCE RECORD BOARDS .....	73
6.4	POSTER PROGRAM .....	73
6.5	MEETINGS/TOOL BOX TALKS .....	73
6.6	PROPER JOB INSTRUCTIONS (PJI).....	73
6.7	SUGGESTION SCHEMES .....	73
6.8	SAFETY AND ENVIRONMENTAL TARGETS .....	74
6.9	BEHAVIOUR REINFORCEMENT .....	74
6.10	REFERENCES.....	74
<b>SECTION 7 FIRST AID &amp; MEDICAL MANAGEMENT .....</b>		<b>75</b>
7.1	INTRODUCTION .....	75
7.2	FIRST-AID FACILITIES AND MEDICAL SUPPLIES .....	77
7.3	FIRST-AID PERSONNEL.....	77
7.4	OCCUPATIONAL MEDICAL ADVISER.....	77
	REGISTER OF INJURIES .....	78
7.6	CRITICAL ILLNESS OR INJURY .....	78
7.7	TREATMENT OF PERSONS OTHER THAN COMPANY WORKERS.....	78
7.8	REFERENCES.....	78
<b>SECTION 8 INCIDENT REPORTING, RECORDING &amp; INVESTIGATION.....</b>		<b>79</b>
8.1	INTRODUCTION .....	79
8.1	GUIDE TO WORK HEALTH AND SAFETY INCIDENT NOTIFICATION.....	80
8.1.1	WHAT SORT OF INCIDENT DO I NEED TO TELL WHSQ ABOUT? .....	80
8.1.2	WHEN IS AN INJURY OR ILLNESS SERIOUS? .....	80
8.1.3	WHAT IS A DANGEROUS INCIDENT? .....	81
8.1.4	WHO IS RESPONSIBLE FOR NOTIFYING?.....	81
8.1.5	HOW DO I NOTIFY? .....	81
8.1.6	I'VE ALREADY NOTIFIED WORKCOVER QUEENSLAND OR MY WORKERS' COMPENSATION INSURER, WHY DO I NEED TO NOTIFY WHSQ?.....	81
8.1.7	CAN WORK CONTINUE WHERE THE INCIDENT OCCURRED?.....	82

8.1.8	DO I NEED TO KEEP A RECORD OF THE INCIDENT? .....	82
8.2	CONTACT WORKCOVER QLD: .....	82
8.3	INVESTIGATION .....	83
8.4	PROTECTION OF THE SCENE OF ACCIDENT .....	83
8.5	DISCLOSURE OF INFORMATION OF ACCIDENT .....	83
8.6	ACTION IN THE EVENT OF FATALITY, SERIOUS INJURY .....	83
8.7	RETENTION OF DOCUMENTS .....	84
8.10	WHS GUIDELINES FOR INCIDENT INVESTIGATION PROCEDURES .....	84
8.10.1	PURPOSE .....	84
8.10.2	APPLICATION .....	85
8.10.3	LEGISLATION .....	85
8.10.4	HAZARD REPORTING .....	85
8.10.5	WORK RELATED INCIDENT, ACCIDENT OR ILLNESS REPORT .....	85
8.10.6	INTERNAL INCIDENT INVESTIGATION .....	86
8.10.7	WORKCOVER ACCIDENT REPORTING REQUIREMENTS .....	87
8.10.8	WORKCOVER INVESTIGATION OF REPORTED OCCURRENCES .....	88
8.10.9	ENVIRONMENT PROTECTION AUTHORITY (EPA) INVESTIGATION OF REPORTABLE INCIDENTS .....	88
8.10.10	DIAGRAM REGARDING HAZARD AND INCIDENT REPORTING AND INVESTIGATION PROCEDURES .....	88
8.10.11	REFERENCES .....	88
<b>SECTION 9 EMERGENCY RESPONSE PROCEDURES .....</b>		<b>89</b>
9.1	INTRODUCTION .....	89
9.2	RISK IDENTIFICATION .....	90
9.3	RISK ASSESSMENT .....	90
9.4	EMERGENCY PLANS .....	91
9.5	DELEGATION OF AUTHORITY .....	92
9.6	TRAINING AND REHEARSALS .....	92
9.7	POST EMERGENCY PROCEDURES .....	93
<b>SECTION 12 OCCUPATIONAL REHABILITATION .....</b>		<b>95</b>
10.1	INTRODUCTION .....	95
10.2	REFERENCES .....	95
<b>SECTION 11 CONTRACTOR MANAGEMENT .....</b>		<b>96</b>
11.1	INTRODUCTION .....	96
<b>SECTION 12 HAZARD/RISK ASSESSMENT .....</b>		<b>96</b>
12.1	INTRODUCTION .....	96
12.2	HAZARD IDENTIFICATION .....	97
12.3	RISK ASSESSMENT .....	97
12.4	RISK CONTROL .....	98
12.5	IMPLEMENTATION AND EVALUATION OF CONTROLS .....	99
12.6	RECORD KEEPING AND FOLLOW UP .....	100
12.7	TRAINING .....	100
<b>SECTION 13 NOTICES &amp; SIGNS .....</b>		<b>100</b>
13.1	INTRODUCTION .....	100
<b>APPENDICIES .....</b>		<b>101</b>
Appendix A: Record of WHS Consultation		
Appendix B: WORKPLACE INJURY & DISEASE RECORDING FORM		
Appendix C: REGISTER of INJURIES		
Appendix D: HAZARD/INCIDENT REPORT FORM		
Appendix E: WHS 2016 first-aid-kit-checklist		
Appendix F: Training Forms Including:		
Timothy Craig, Paradise Commercial Garden Maintenance Template Weekly Toolbox Meeting		
Timothy Craig, Paradise Commercial Garden Maintenance Training Record		
Timothy Craig, Paradise Commercial Garden Maintenance training-attendance-record		
Appendix G: 2016 WHS Job Safety Analysis (JSA) Blank Worksheet		



## 1.1 INTRODUCTION

### PREAMBLE

Paradise Commercial Garden Maintenance is based in The Gold Coast, Queensland providing professional and reliable garden maintenance services in the area. Timothy is very experienced in the lawn mowing and garden maintenance industry and set a very high personal standard of customer service.

We seek to fully comply with all the laws and regulations concerning our activities.

This review of our safety management system, safe work methods, policies and procedures (our Safety Management System) is required by changes in Occupational Health & Safety (now officially called Work Health & Safety - WHS) legislation in the ACT, NSW, QLD, NT and Commonwealth which came into effect from 1<sup>st</sup> January, 2012 and in SA & Tasmania which came into effect from 1<sup>st</sup> January, 2013. To ensure our full compliance with the new Model Work Health & Safety Act 2011, Regulation and updated Codes of Practice this document sets out our constantly reviewed and improved safety management strategies adopted by our business.

Since 1<sup>st</sup> January 2012 laws in Queensland about Occupational Health and Safety (OH&S) are now included in new legislation called [Work Health and Safety Act 2011](#), (WHS Act), [Regulations](#) and [Codes of Practice](#). There is a 52 page [Guide to the WHS Act in Queensland](#) which can be downloaded.

The WHS Act 2011 and Regulations replaces the Workplace Health and Safety Act 1995 No 25 (Qld) and Regulation (both repealed).

**General Disclaimer:** This document is for general guideline only and should not be used as a substitute for seeking professional legal advice for your specific circumstances. The contents of this document are in good faith believed correct and based on available information at the time of writing. However, there may be subsequent decisions of courts, tribunals & other authorities such as Safe Work Australia or Parliaments, either Federal & State, on the matters covered by this safety guide which can mean that the contents are no longer accurate. Advice offered is on the understanding that it will assist those with a duty of care to meet their obligations but it is not intended to replace an organisational hazard analysis and risk assessment which remains the responsibility of the duty holder in determining their own safety requirements.

**Disclaimer:** This manual contains work health and safety, environmental and workers compensation information. To ensure we fully comply with our legal obligations we must refer to the appropriate legislation. Information on current legislation in Queensland can be checked by visiting this [website](http://www.legislation.qld.gov.au) (<http://www.legislation.qld.gov.au>). This Safety Manual does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation. As businesses using this WHS Safety Management System vary in size, sophistication & needs some expressions (such as references to depots or hazardous chemicals or training of employees will not be applicable to one person, self-employed, sole traders who work by themselves and just mow lawns and do garden maintenance. This Safety Management System must be read in conjunction with various legislation in force in Queensland.

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## EXECUTIVE SUMMARY – Paradise Commercial Garden Maintenance

### I WORK HEALTH & SAFETY POLICY

Queensland WHS legislation 2011 obligates Persons Conducting a Business or Undertaking (PCBU's) and business Officers to exercise a Duty of Care and Due Diligence for the safety of their workers and others (maintenance contractors, sub-contractors, visitors & members of the public). This **non-transferable legally enforceable obligation** includes the safe use of plant & equipment, a safe workplace and also requires that workers are to be properly trained and provided with safety information and adequate instruction on safe work practices, safe methods of work, operating & maintenance procedures - particularly for potentially dangerous equipment. To be able to prove, if necessary to a safety inspector from our State Regulator or in a court of law, our awareness of the need for safety is kept at a constantly high level **requires documentation**.

#### **We MUST keep our safety related forms up to date and complete!**

Our business, especially while doing jobs on site, is committed to ensuring our duty of care to all people who could be affected by our operations. This commitment ensures that all our customer's employees, our clients and members of the public, as well as our staff and our sub-contractors are safe from injury and personal risk while we are carrying out our services and supplying our products.

As a person conducting a business or undertaking (**of any size**) we have a primary duty under the WHS Act to ensure, so far as is reasonably practicable, that workers and other persons in a workplace are not exposed to any risks arising from our business or undertaking. This duty requires eliminating all risks or, if that is not "reasonably practicable", **minimising** these risks so far as is "reasonably practicable".

Our adopted quality management practices and principles to implement safe work procedures for people on site and our staff are continuously maintained and improved in accordance with our management of appropriate resources. Regular assessment of our policies and procedures against set performance criteria are made to ensure never ending improvements in our **risk management system**. This will ensure attainment of our targets in accordance with our established business values and practices.

Our Standard (or Safe) Operating Procedures (SOP) and Safe Work Method Statements (SWMS) are properly documented defining the safe method of operation that recognises potential hazards, associated risks and their appropriate controls. All of our staff & sub-contractors are properly trained in our SOPs, SWMS and injury management procedures (IMP) while conducting our tasks and services on our customers' sites.

In the event of an accident involving our worker while at work, we will provide an immediate response to ensure his/her health and welfare is maintained. We will actively coordinate and work with the worker and the medical practitioner involve in the treatment, in order to restore full function and capacity, thereby ensuring an effective return to work.

Our Proprietors, directors, officers and managers are responsible for the implementation and management of our business's work safety and injury management procedures, thereby ensuring our compliance with the work health and safety legislation of 2011 which commenced 1<sup>st</sup> January, 2012.

## **II ENVIRONMENTAL POLICY**

Our main objective is to manage our business in accordance with all environmental regulations locally and nationally. All of our workers are given the responsibility in minimising waste through innovative means as well as recycling possibly at all times and in compliance to environmental and waste management legislations.

Cars, vans, trucks & trailers:

Our vehicles should only be washed in grassed areas to prevent waste water running to stormwater drains.

Plant & Equipment:

Plant & equipment must be washed only on appropriate designated areas assigned on site where excess waste chemicals can be disposed of in accordance with MSDS policies.

Chemicals & Other Toxic Substances:

Chemicals and other toxic substances under no circumstances can be discharged into drains or waterways. Should accidental spillage occurs, clean up must be done as soon as practicable in accordance with the MSDS, while at the same time notifying the customer who could immediately notify the relevant authorities if necessary.

Oil & Grease:

Excess oil and grease must not be discharged in drains and waterways. Accidental spillage must at all times be prevented and avoid contaminating the soil. Any accidental spillage must be cleaned up immediately and customer should be informed, who can notify the relevant authorities without delay.

Air, Dust & Noise Pollution:

Systematic ways and means of reducing air, dust and noise pollution must be in place at all times while operating on site thereby reducing the harmful effects on the environment.

## **III WORK HEALTH & SAFETY OBLIGATIONS**

Our business policy is to provide a healthy and safe work environment to all our workers as well as our customers at all times. It is a commitment to do the right thing while appropriate attention is given to competency and safe work practices thereby reducing incidents to the bare minimum if not zero.

We will ensure that our workers are adequately trained, competent and properly licensed. All our equipment being used in carrying out our services on site will be in safe operating condition, licensed and certified where statutory requirements require.

Individual licenses required for our workers to be able to drive and/or operate vehicles, tractors, lawn mowers, forklifts, cranes, excavators, heavy equipment, welding machine, etc. will be fully adhered to satisfy statutory requirements.

All electrical equipment will be properly tested and tagged by competent gardeners as required by relevant legislation.

Before doing on site services to our clients, our workers will ensure that they follow the customer's requirements on onsite work health and safety regulations i.e. site induction, control, etc.

#### **IV ENVIRONMENTAL OBLIGATIONS**

Our workers are bound by existing relevant environmental legislation. All of our workers are obliged to comply to all appropriate environmental legislation as follows:

- Waste Management
- Environmental Protection Acts & Regulations
- Air, noise & water pollution
- Dangerous Goods
- Business Unit Environmental Licenses, Permits & Consents

When reasonably practicable our workers are fully compliant with all relevant legislation pertaining to business unit licenses, permits and consent requirements.

When reasonably practicable our business compliments our customers' policies with respect to energy consumption, greenhouse emissions, water conservation as well as the use of recycled water using efficient machines.

Our activities while performing services/jobs on site, potentially could impact on the environment if not adequately controlled and managed. The following are the risks to the environment in the course of our operations:

- Fuel/Oil/Grease spillage
- Improper disposal of excess/worn out materials
- Fire
- Improper storage & handling of chemicals
- Stormwater discharge & soil contamination
- Dust & noise generation
- Noise pollution
- Improper methods of waste treatment
- Chemical reactions

Should any of the above risks accidentally occur while doing job on site which could cause damage to the environment, immediate remedial action will be done and reported to the management.

Our workers doing on site job/service properly manage waste generated in a sound environmental process as follows:

- Waste recycling of recyclables
- Re-use materials
- Only adequate quantity of materials and parts are on our van when carrying job on site to avoid wastage.

## **V SAFE WORK PRACTICES**

Our gardeners and landscapers are fully trained and equipped with all the resources and equipment to safely perform the job they are assigned.

### **RISK MANAGEMENT**

Our gardeners and landscapers before commencing work on site, are required to conduct a risk assessment depending on the type of service. Such assessment using our 2016 WHS&E Job Safety Analysis (JSA) template at the end of this manual, is then to be submitted to the proper authority & a copy kept by us.

The gardener does the following:

- ✓ Identifies the hazard associated to the work
- ✓ Determines the risk level
- ✓ Establish the risk control measures
- ✓ Eliminate the hazard (i.e. clear work area of unnecessary materials)
- ✓ Substitute the hazard (i.e. replace ladder with an access platform)
- ✓ Administrative controls (i.e. safety inspections)
- ✓ Engineering controls (i.e. use of catcher for grass cuttings)
- ✓ Personal protective equipment (i.e. dust mask, goggles, hearing protection, gloves, hi-visibility apparel, protective boots)

The aim associated with the safe work practice is to eliminate the high and medium risks of performing the job as contracted by the customer on site.

### **HAZARDS**

Our gardeners will meet with clients &/or management to assess any inherent critical safety and environmental hazards to the site where work is to be performed.

All identified hazards shall be subject to risk assessment and proper adequate control measures must be implemented before commencing any work to be done.

In the event further hazard is identified which has not been assessed previously, extra risk assessment will be performed to create a safe work site.

## **HAZARDOUS SUBSTANCES**

Before using any hazardous substance on any work site we control, our gardeners will submit a Material Safety Data Sheet to management for approval.

Under no circumstance hazardous substances shall be brought onto a work site we control without prior approval of management.

## **PLANT & EQUIPMENT**

Repair tools, plant and equipment used by our gardeners meet all statutory requirements in relation to work safety and environmental protection.

Our gardeners are adequately competent and trained in the use of these tools, plant and equipment. They possess all the necessary licenses, permits and certificates of competency as required by statutory and company requirements.

None of these tools, plant and equipment shall be used by personnel, staff and employees except under the following conditions:

- Express permission from our company's management is obtained
- We will not be liable for effect or injury cause by such tools, plant and equipment or for any advice or insufficient advice to the person or anyone on their behalf in relation to such equipment.
- The personnel or staff using and operating the tools, plant and equipment accepts full responsibility for the repair and return of the items.
- Usage and/or operation of company tools, plant and equipment safety features be moved removed and/or tampered with.

All standard portable power tools used by our gardeners on site conform to appropriate safety standards and regularly inspected and tested. Usage will only be limited to the design purposes and in accordance with the manufacturer's instructions. Worn out tools and equipment requiring maintenance shall be taken off the van and/or job site.

All portable electrical equipment and power leads must be tested and tagged by licensed and competent personnel regularly in accordance with safety regulations. As standard policy, residual current devices are to be used when operating portable electrical equipment.

## **PERSONAL PROTECTIVE EQUIPMENT**

Our gardeners are provided with relevant standard compliant personal protective equipment and safety gears which are as follows:

- Safety boots
- Hard hats / broad brimmed sun hats
- High visibility vests
- Sunscreen
- Goggles
- Gloves
- Ear plugs
- Raincoats
- Dust masks
- Ankle & shin Protecting Gaiters or strong, long trousers suitable for work wear

While working on site, our workers will observe all safety signs and requirements as applicable to the existing conditions.

## **NOISE POLLUTION AND VIBRATION**

Noise pollution and vibration from repair works impacts from the following:

- Regulated devices – power tools, air compressors, pneumatic tools, etc.
- Vibrations – Impact wrenches, pneumatic tools, jack hammers, etc.

Noise within audible level must not affect the environment unless permitted by statutory regulations within time limits.

Vibrations may damage property beyond the job site and must be prevent with alternative measures to minimise risk.

See:

- ✓ [033 Hand Arm Vibration Syndrome HAVS Factsheet.pdf](#)
- ✓ 2016 WHS&E SOP Power Tools - Vibration Control (see Safety Compendium file)

## **COMPRESSED GAS CYLINDERS & PETROL CONTAINERS**

Gas cylinders and petrol containers must be stored in an upright position while being used and transported and restrained from falling down.

All gas and oxygen cylinders must be stowed away from fire, heat and electrical lines during storage.

## **PEDESTRIAN AND VEHICLE INTERACTION**

Vehicles being driven in/within any of our job sites can present risk to pedestrians, workers and/or staff. Drivers operating plant or vehicles in and out of our existing work site and public area within the vicinity must comply with all rules relating to speed, safe loads and passenger limits.

Vehicular and plant access and egress points surrounding our job site must be kept clear at all times to allow safe ingress and egress of vehicles, personnel, employees and emergency services. Our service gardeners shall be alert at all times to vehicular traffic as well as pedestrian access restrictions and allocated passageway while doing the job on site.

## **SMOKING**

Our businesses premises and vehicles are smoke free workplaces. The general public, customer's employees, staff as well as our gardeners must adhere to our smoke free policy.

## **WORK PERMITS AND AUTHORITIES**

Our gardeners before commencing any jobs are required to submit relevant work permit and authority. The worker shall ensure that all necessary precautions are taken for the health and safety of all persons engaged carrying out the task to be done relating to the following

- Hot work (i.e. welding, brazing, thermal/oxy cutting)
- Working at heights (i.e. anything over 2 metres in height)
- Confined spaces (i.e. working inside barges, tanks, compactors, enclosed areas such as under the floors of buildings)
- Moving equipment (i.e. testing/driving ride on lawn mowers, diggers etc)

## **EMERGENCY MANAGEMENT**

In the event of emergency incident, all personnel and visitors must follow the directions of Paradise Commercial Garden Maintenance staff. Failure to cooperate in any emergency may lead to injury.

Emergency assembly points are usually located on the footpath in front of the neighbouring business.

## **FIRST AID**

The business operator including gardeners shall provide and maintain first aid equipment while doing work for the customer. The first aid kit must comply with the First Aid Regulations relevant to the statutory authority where the job is being done and to the [Code of Practice First Aid In The Workplace July 2012](#).

The business operator is responsible for providing first aid as well as the management of more serious injuries than first aid treatment. Should a worker or visitor require first aid treatment they should seek assistance and follow any lawful direction from Paradise Commercial Garden Maintenance personnel.

All first aid treatment must be reported to Paradise Commercial Garden Maintenance representative and an accident/incident or first aid form must be completed before leaving work for the day.

The first aid kit must be located near the main door of the vehicle which is visible and easily accessed.



## **ACCIDENT/INCIDENT REPORTING**

Failure to report and record a workplace injury, illness, or dangerous event/occurrence or an environment incident is an offence against the law.

All officers, employees, staff, visitors, contractors must report all incidents immediately to Paradise Commercial Garden Maintenance personnel and complete the necessary form and assist with the investigation.

Management may issue corrective action for any non-compliance incurred by the employee, visitor, contractor or operator.

Should the customer, employee, visitors or operator damage any plant and equipment or any plant and equipment is deemed to be damaged or in unsafe condition must be reported to Paradise Commercial Garden Maintenance personnel immediately in order that necessary action can be made to rectify the situation.

Any tools, plant and equipment owned by Paradise Commercial Garden Maintenance and damaged by the contractor or customer shall be repaired or replaced at their own expense.

## **HOUSEKEEPING**

Our gardeners are required at all times to maintain their workplace in a clean and tidy manner. The van and the working areas must be kept clear of obstructions particularly passages, emergency exits, stairways and the fire fighting and safety equipment.

Working areas must be barricaded and appropriate warning signs must be erected. Materials, wastes and debris must be carefully lowered and not thrown or dropped from elevated locations or platforms.

At the end of each working day, work areas must be cleared and cleaned of tools and equipment as well as materials and wastes.

In cases where standard housekeeping is inadequate thereby compromising safety and cleanliness impacting on the environment, the gardeners will have to stop work until the work areas are rectified, cleaned and made safe.

## **WASTE MANAGEMENT**

Waste could be in the form of solid, liquid, gas, energy or a combination of any of these substances that is left over or unwanted by-product or surplus in the job. Disposal method of these wastes must be referred to management.

Our gardeners shall ensure that all waste materials are not left at the work site or improperly or illegally disposed of.

## **GENERAL WASTE HANDLING**

The gardener has the responsibility and obligation for all types of waste generated at the workplace which are as follows:

- Arrangements must be made in removing waste generated at the work area by themselves
- Wastes must be sorted out by types for disposal
- Company waste bins can only be used upon express approval from management
- Wastes must be removed and disposed regularly
- Stockpiling of waste materials is not allowed on site
- Contaminated materials or soil must be properly managed to prevent being washed away to the drains or blown away from the site.

## **LIQUID WASTE**

Liquid waste must not be disposed in skip or rubbish bins. The nature and type of liquid waste must be determined before any disposal method can be made. Disposal of these wastes into stormwater or sewer can only be made upon obtaining approval from the regulating governmental bodies.

All oil and grease waste must be returned to the drums and to be taken by the worker to the depot and sent to recycling by management.

Storage for oils, lubricants and fuels must be properly constructed and safe to prevent accidental spillage. Any spillage must be immediately cleaned to avoid contaminating the soil/ground.

## **HAZARDOUS WASTE**

Hazardous wastes are regulated substances under environmental regulations. If Paradise Commercial Garden Maintenance is handling any of these materials, the following are the requirements:

- Appropriate licences to produce these wastes
- Contract a licensed transporter of these wastes
- Have an approved facility for disposal
- Gather all required documentation for generation, transport and disposal of these wastes.

## **FIRE PREVENTION**

Explosives are not allowed to be transported, stored and used in any of Paradise Commercial Garden Maintenance vehicle and work sites without specific approval in writing from management.

Our gardeners are responsible for the fire protection within the van and job site, ensuring that flammable liquids are stored in plastic or metal portable fuel containers of an approved type to AS/NZS 2906, which must seal effectively and be labelled identifying the contents as per regulatory requirements.

Fire extinguishers, alarms, fixed installations and ancillary equipment such as pumps and water supplies must not be altered, shutdown and obstructed without approval and/or authorization from management.

## VI INSURANCES AND REGISTRATIONS

Our business requires all our gardeners to ensure certain requirements are met to minimum risks before commencing work in any of our controlled or operated job site as well as our customer sites.

Relevant insurances, licenses and registrations are mandatory requirements. Copies of these must be supplied to management annually upon renewal which are as follows:

- Comprehensive and third party motor vehicle insurances
- Workers' compensation insurance
- Personal accident insurance
- Public liability insurance
- Plant registration if applicable
- Company Business Number (ABN)

Public liability insurance stipulation should provide the necessary statements that the vehicle operator must agree to indemnify, hold harmless and liable to Paradise Commercial Garden Maintenance for all claims, losses (including consequential losses) liabilities, damages, costs and expenses (losses) suffered or incurred by Paradise Commercial Garden Maintenance, its officers, employees, agents and related bodies (as defined in the Corporations Act) arising directly or indirectly out of the following:

- Any act or omission, or
- Any breach of Paradise Commercial Garden Maintenance safety, health and environmental policies, procedures and standards in relation to any customer, visitor, contractor or sales agents, by a contractor its employees, agents and their sub-contractors, their employees and agents, except to the extent that the losses are caused by negligent act or omission by Paradise Commercial Garden Maintenance's officers, employees, agents and related bodies corporate.

Check the small print of your Public Liability Insurance policy to ensure that breaches of the WHS Act & Regulation do not negate or limit your cover, and are specifically stated as being covered. If not change Insurance Company or get a new policy which will cover you ASAP.

**Talk to Dean at the ILMCA about this very important issue!**

This section has been extracted from this [Workplace Information webpage](#):

The legislative basis for the Queensland Government's workers compensation scheme is provided by:

[Workers Compensation and Rehabilitation Act 2003](#)

[Workers Compensation and Rehabilitation Regulation 2003](#)

WorkCover Queensland exclusively manages the workers compensation fund, except for self-insurers. Self-insurers are generally large corporations with the means and the organisational structure to manage their own risk and claims.

Q-COMP (the Workers Compensation Regulatory Authority of Queensland) is the regulator of the Queensland workers compensation scheme, and is a separate and autonomous statutory authority. Monitoring and assessment of Q-COMP and WorkCover Queensland is performed by the Qld Department of Industrial Relations, Workplace Health and Safety Division.

## **VII SITE INDUCTION & REQUIREMENTS**

It is our company policy for all visitors, contractors, sub-contractors and sales people to undergo induction prior to commencing work for Paradise Commercial Garden Maintenance.

This induction covers the following matters:

- Emergency procedures
- Location of first aid facilities
- Site health, safety and environmental rules
- Smoking rules
- Accident & incident reporting
- Hazardous areas
- Access restrictions
- Parking & vehicle movement requirements
- Personal protective equipment requirements
- Work permit system and relevant authorities

When assigned in our customer's job site our gardeners are required to follow our rules and procedures. Accident/incident that happen onsite must immediately be reported to Paradise Commercial Garden Maintenance manager or representative.

### **CONTRACTOR IDENTIFICATION& SIGN IN / SIGN OUT**

Before commencing work or visit on site all personnel must sign in on the Attendance Registry at the gate or desk and be issued an identity tag which must be worn outside of clothing and visible at all times.

When leaving the premises or site the personnel must sign out and return the identity tag to the gate or desk.

### **SITE SECURITY**

All visitors, contractors, sub-contractors, sales personnel must take direct route to and from the job. Children and unauthorised personnel must be at your control at all times. Our company will not be responsible for the security of the tools, plant and equipment of the visitor, contractor, sub-contractor and sales people. Paradise Commercial Garden Maintenance will not accept responsibility for the safekeeping of any tools, plant or equipment.

All visitors, contractors, sub-contractors, sales people are required to follow our security requirements pertaining to certain designated areas.

### 1.1.1 Legislative framework

The Qld WHS Act 2011 (WHS Act) provides the legal framework for regulating the health and safety of workers and workplaces. The WHS Act is administered by Workplace Health and Safety Queensland, Department of Justice and Attorney-General through the role of the Workplace Health and Safety Inspector.

The definition of ‘worker’ has been broadened by the WHS Act to include persons that carry out work in any capacity for a Person Conducting a Business or Undertaking (PCBU). This means that the WHS Act coverage extends beyond the traditional employer/employee relationship to include new and evolving work arrangements and risks. Refer to Section 7 of the Qld WHS Act 2011 for the definition of “worker”.

The WHS legislation has introduced some changes to the duties previously held by employers and businesses. Duties are no longer defined by the nature of the employment relationship. In regards to incident notifications, the focus of the WHS legislation has changed so that PCBUs are only required to notify WorkCover QLD of incidents that are serious and dangerous in nature rather than less serious incidents that result from minor incidents. Refer to sections 36 and 37 of the WHS Act for more information. The relevant legislation can be found via the [Queensland Government website](#) here.

Duties and obligations of Company Directors and Officers have been increased and these include the requirement for wider consultation. The WHS Act is less prescriptive than previously, it now, for example, no longer specifies how many bandages are needed for a given number of workers, but in stating that First aid must be adequate puts the onus on those responsible for safety to provide sufficient resources for any foreseeable circumstance. As extracted from the website of the Queensland Government [New Code of practice for First Aid 2014 in Queensland](#) On 30 May 2014, the new *First Aid in the Workplace Code of Practice 2014* was approved under the *Work Health and Safety Act 2011* (PDF, 1.42 MB). This replaces the *First Aid Code of Practice 2004* which was revoked on 29 May 2014. The [First Aid in the Workplace Code of Practice 2014](#) is based on the national model first aid code of practice with some minor variations to address issues raised by stakeholders during the review of the WHS laws in Queensland. A copy can be downloaded from here <http://www.deir.qld.gov.au/workplace/resources/pdfs/first-aid-in-the-workplace-cop-2014.pdf>

## FIRST AID IN THE WORKPLACE

### SCOPE AND APPLICATION

This Code of Practice provides practical guidance for persons conducting a business or undertaking on how to comply with duties under the WHS Act and Regulations to provide adequate first aid facilities in the workplace. It includes information on first aid kits, procedures, facilities and training for first aiders.

This Code applies to all types of work and all workplaces covered by the WHS Act, including workplaces that are outdoors, mobile or remote.

### HOW TO USE THIS CODE OF PRACTICE

In providing guidance, the word ‘should’ is used in this Code to indicate a recommended course of action, while ‘may’ is used to indicate an optional course of action. This Code also includes various references to provisions of the WHS Act and Regulations which set out the legal requirements. These references are not exhaustive. The words ‘must’, ‘requires’ or ‘mandatory’ indicate that a legal requirement exists and must be complied with. Providing immediate and effective first aid to workers or others who have been injured or become ill at the workplace may reduce the severity of the injury or illness and promote recovery. In some cases it could mean the difference between life and death.

Paradise Commercial Garden Maintenance will be guided by this & other Codes of Practice.

Definitions have been widened to include responsibilities for safety for more than workers in the workplace, penalties for breaches have been really significantly increased & can include lengthy jail terms which can be imposed by courts of criminal jurisdiction.

Just as management is obliged to exercise “duty of care” under WHS legislation, environmental law is based on the concept of "due diligence". Environmental legislation is administered by the Environment Protection Authority. Breaches of Environmental Statutes is considered a criminal offence.

In addition to legislation, and sometimes, but not always, adopted and integrated into it are two levels of “Standards” that can apply to the way we conduct our business, Australian Standards and National Standards.

There are also Codes of Practice (COP) that tell us how to do it. An Australian &/or National standard prescribes preventative action to eliminate or reduce specific workplace hazards. Australian Standards are initially created by Standards Australia which is not itself a law-making body. Some of these Australian Standards are adopted and declared as National Standards by Safe Work Australia. Codes of Practice (COP) to facilitate uniform Work Health & Safety (WHS) regulation and practice in Australia require adoption by Safe Work Australia and by the States and Territories. However, State legislation frequently calls up standards and codes of practice, thereby making them legally binding. A code of practice (COP) is to advise employers and workers of acceptable ways of achieving declared national standards.

More consultation and cooperation is now required on WHS than previously. The introduction of multiple duty holders within a single workplace will require those individuals to consult and cooperate on workplace health and safety matters. So we need to strengthen our internal consultation procedures, ensure better cooperation and adopt internal dispute resolution procedures. We will also need to comply carefully with due diligence requirements.

**Consultation:** We are committed to consultation and cooperation between management and workers. We will consult with workers on any workplace change which may affect the health and safety of workers, contractors, visitors and the general public.

We operate in QLD which is a “harmonised” jurisdiction. We have to look to our Safety Regulator WorkCover QLD for details of the transitional arrangements and changes. Transitional arrangements are developed and published by Safe Work Australia.

For “harmonised” jurisdictions like NSW, ACT, Queensland, NT & the Commonwealth, pre-harmonisation Acts and Regulations have been repealed and replaced by new WHS laws. Codes of Practice in each “harmonised” jurisdiction will be incrementally replaced with those published by Safe Work Australia. Meanwhile, pre-harmonisation Codes of Practice apply.

**Appointments and elected positions:** Comparable appointments and elected positions made under pre-harmonised legislation are still recognised. Including positions of HSR, deputy HSR, HSC member and WHS entry permit holders, and appointment/election processes commenced under previous legislation.

**Work groups:** Previously created work groups can continue but variations to these the work groups and setting up new ones will be by the WHS Act. Non compliant work groups may continue for up to one year after commencement of the current regime. After 1<sup>st</sup> January 2013 new groups complying with the new WHS laws must be set up when requested by a worker under Section 50.

### 1.1.2.1 Changes to Health & Safety Representatives and Committees:

Queensland (extracted from the Qld Govt website last updated 30<sup>th</sup> July 2014)

<http://www.deir.qld.gov.au/workplace/law/whslaws/whs-and-other-legislation-amendment-bill-2014/index.htm>

#### Work Health and Safety legislation amendments

Amendments to Work Health and Safety (WHS) laws came into effect on 16 May 2014. These amendments implement findings from the Queensland Government's review of national model WHS laws which commenced in Queensland on 1 January 2012.

On this (web) page:

- [Work Health and Safety and Other Legislation Amendment Act 2014](#)
- [Work Health and Safety and Another Regulation Amendment Regulation \(No. 1\) 2014](#)
- [Codes of practice](#)

#### Work Health and Safety and Other Legislation Amendment Act 2014

The [Work Health and Safety and Other Legislation Amendment Act 2014](#) (PDF, 347 kB) (amendment Act) was passed in the Queensland Parliament on 3 April 2014 and commenced by proclamation on 16 May 2014.

The amendment Act amends the *Work Health and Safety Act 2011* by:

- requiring WHS entry permit holders to give at least 24 hours, but not more than 14 days, prior notice before they can enter a workplace to inquire into a suspected contravention. This will align with other entry notification periods in the WHS Act and the *Fair Work Act 2009 (Cth)*. View further information on [right of entry](#).
- increasing the penalty for non-compliance with WHS entry permit conditions and introducing a new penalty provision for failure to comply with the WHS entry permit holder notification requirements
- requiring at least 24 hours, but not more than 14 days, prior notice before any person assisting a health and safety representative can have access to the workplace
- removing the power of health and safety representatives to direct workers to cease unsafe work. Workers will continue to have a right to cease unsafe work
- removing the requirement for a person conducting a business or undertaking to provide a list of health and safety representatives to the WHS regulator. An up-to-date list of health and safety representatives must still be displayed at the workplace
- allowing codes of practice adopted in Queensland to be approved, varied or revoked without requiring national consultation. Consultation about proposed codes of practice with local stakeholders will continue.

The amendment Act also amends the *Electrical Safety Act 2002* to increase the maximum penalty that can be prescribed for offences in the Electrical Safety Regulation 2013 (ES Regulation) to 300 penalty units. This is consistent with the maximum penalty for regulations made under the Work Health and Safety Regulation 2011 and ensures that nationally consistent penalties can apply to offences in the ES Regulation 2013.

View further information on the changes relating [to right of entry](#).

[Work Health and Safety and Other Legislation Amendment Act 2014](#) (PDF, 347 kB)

[Work Health and Safety and Other Legislation Amendment Bill 2014 - Explanatory Notes](#) (PDF, 77 kB)

### 1.1.2.2 Recent Amendments to the WHS legislation

Recently some additional changes to the Qld WHS legislation have come into force:

Extracted from the Queensland Government website.

<https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation>

#### Work Health and Safety and Other Legislation Amendment Act 2015

Information about the Work Health and Safety and Other Legislation Amendment Act 2015, which commenced on 22 July 2016.

<https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/work-health-and-safety-and-other-legislation-amendment-act-2015>

#### Work Health and Safety and Other Legislation Amendment Act 2015

Work Health and Safety laws in Queensland have changed as part of the election commitments made by the Queensland Government in its *Improving safety for Queenslanders at work* policy.

The Government committed to restoring elements of the *Work Health and Safety Act 2011* (WHS Act) that were changed following a review of the model work health and safety (WHS) laws in 2012. These amendments:

- allow WHS entry permit holders to enter a workplace immediately if they suspect a contravention has occurred and provide notice of entry as soon as is reasonably practicable afterwards, removing the requirement to provide at least 24 hours' notice of entry
- reinstate the power for a trained health and safety representative (HSR) to direct a worker in their work group to cease work if they have a reasonable concern that to carry out the work would expose the worker to a serious and immediate or imminent risk to their health and safety
- allow HSRs to request the immediate assistance of any person at the workplace, removing the requirement for at least 24 hours' notice before the assistant can access the workplace
- remove the penalty for failing to provide notice of entry to inquire into a suspected contravention of the WHS Act, consult and advise workers and make copies of documents relevant to a suspected contravention. This penalty does not exist in the model WHS laws
- reduce the maximum penalty for contravening WHS entry permit conditions from 200 penalty units to 100 penalty units, to restore consistency with the model WHS laws.

These amendments commenced on 22 July 2016.

Amendments have also been made to the *Electrical Safety Act 2002* to improve electrical safety by reinstating the Commissioner for Electrical Safety, Electrical Safety Education Committee and Electrical Equipment Committee, which were abolished in 2012. These amendments will commence by proclamation, once appointments have been considered by the Government.

More information on the provisions of the amendment Act can be found at the [Queensland Legislation](#) website.

Last updated 23 July 2016



To keep in touch with changes in WHS laws in Queensland regularly visit their website



[http://www.deir.qld.gov.au/workplace/law/whslaws/legislation/index.htm?utm\\_source=website&utm\\_medium=rhfad&utm\\_campaign=qld-reviews-whs-laws](http://www.deir.qld.gov.au/workplace/law/whslaws/legislation/index.htm?utm_source=website&utm_medium=rhfad&utm_campaign=qld-reviews-whs-laws)

### 1.1.3 Where to find key concepts in the 2011 QLD WHS legislation

KEY CONCEPTS	WHS ACT
Dangerous incident	Section 37
Due diligence	Section 27
Notifiable incident	Section 35
Officer	Section 4
Person conducting a business or undertaking (PCBU)	Section 5
Persons with management or control of a workplace	Section 20
Plant	Section 4
Reasonably practicable	Section 18
Serious injury or illness	Section 36
Worker	Section 7
Workplace	Section 8

## 1.2 ACTS AND REGULATIONS

Finding out about the law can be a very difficult and time consuming task. There are an ever increasing number of new laws and regulations dealing with the environment and work place health and safety. A large number of large well resourced government departments and authorities administer these laws. However, the legal obligations of directors and managers must be monitored continuously, quickly identified and must be complied with as the Statute specifies that ignorance is not considered an excuse by the authorities who will not reduce penalties because of it.

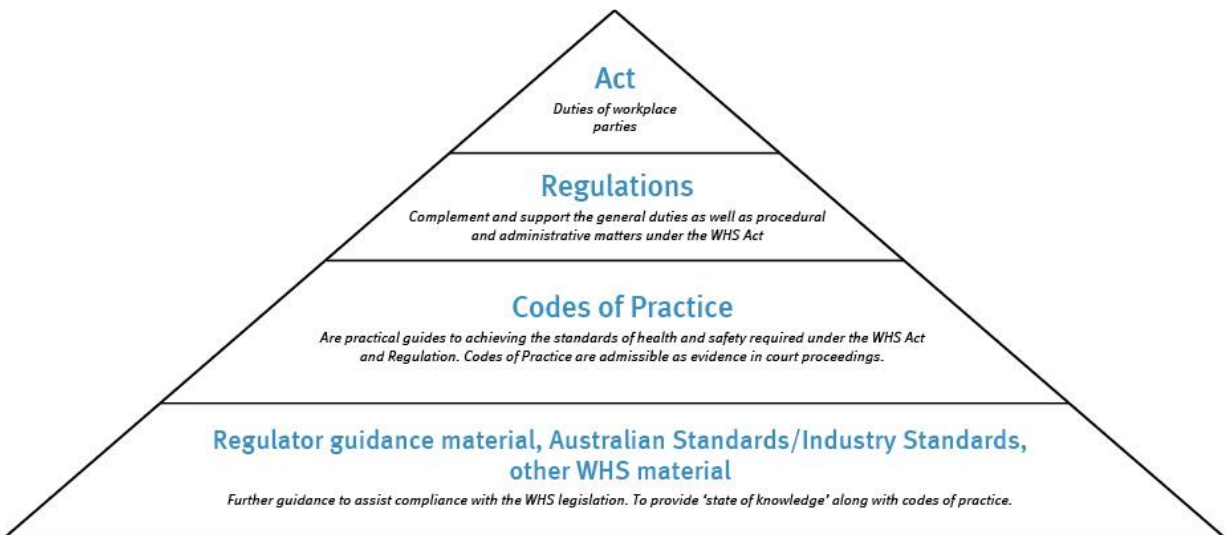
There are three levels of government in Australia, Federal (or Commonwealth), State and Local. These three levels all govern laws about the environment and work place safety, but most are made by each individual State government. The current Federal Government has tried hard over the past three years to coerce the State Governments to “harmonise” or standardise the legislation concerning work place safety. At the time of writing this effort seems to have failed with Victoria & possibly WA not accepting the proposed Model WHS Legislation.

The Australian Constitution determines the powers of the Commonwealth and State Governments. The Commonwealth Government has produced some legislation on heritage and endangered species, but there are no Commonwealth laws dealing with pollution or planning other than that for the Carbon Price (Tax) law that came into force on the 1<sup>st</sup> January 2013. Otherwise these areas are regulated by the states. Local Government is responsible for implementing and enforcing some state laws, in the local area. Councils decide, for example, on development and some tree removal applications, and prosecute in the case of minor pollution offences.

Acts usually set out general principles. Regulation under them go into more detail and often set out specific requirements e.g. control methods for particular hazards such as noise or chemicals and specify penalties for breaches.

As extracted from <http://www.deir.qld.gov.au/workplace/law/whslaws/legislation/index.htm>

### 1.2.1 Overview of the Queensland legislation



Contacts for Queensland regulators are listed on this Safe Work Australia web page:

[Workplace Health and Safety Queensland, Department of Justice and Attorney-General \(WHSQ\)](#)  
[WorkCover Queensland](#)  
[Queensland Government - Department of Natural Resources and Mines](#)  
[Electrical Safety Office \(ESO\) - Department of Justice and Attorney General](#)

The key pieces of Queensland legislation include:

- [Work Health and Safety Act 2011 \(PDF, 1.42 MB\)](#)
- [Work Health and Safety Regulation 2011 \(PDF, 2.70 MB\)](#)
- [Safety in Recreational Water Activities Act 2011 \(PDF, 536 kB\)](#)
- [Safety in Recreational Water Activities Regulation 2011 \(PDF, 217 kB\)](#)
- [Codes of practice](#)

### 1.2.2 Harmonisation of the work health and safety laws

The Commonwealth and each state and territory government agreed to harmonise their work health and safety laws so that work health and safety laws are similar in each jurisdiction. This includes health and safety regulations, codes of practice and guidance material. Each jurisdiction will enact the model health and safety laws through its own legislation. Minor but necessary variations may be made to the model laws to ensure consistency with relevant drafting protocols and other laws and processes operating within a jurisdiction.

### 1.2.3 Work Health and Safety Act 2011

The [Work Health and Safety Act 2011](#) (PDF, 1.42 MB) (WHS Act) provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work. All workers are protected by the WHS Act. This includes employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, volunteers and employers who perform work. The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU), who must ensure, so far as is reasonably practicable, the health and safety of workers at the workplace. Duties are also placed on officers of a PCBU, workers and other persons at a workplace.

All duties under the WHS Act are qualified by the term '[reasonably practicable](#)'.

The WHS Act also sets out the requirements for the following:

- incident notification
- consultation with workers
- issue resolution
- inspector powers and functions
- offences and penalties.

More information about the WHS Act is provided in the [Guide to the Work Health and Safety Act 2011](#) (PDF, 399 kB).

### 1.2.4 Regulation

If the regulation describes how to prevent or minimise a risk at your workplace you must do what the regulation says.

If there is no regulation or code of practice about a risk at your workplace you must choose an appropriate way to manage exposure to the risk. A PCBU must, where there is no regulation or code of practice about a risk, eliminate or minimise risks so far as is reasonably practicable.

### 1.2.5 Codes of practice

A code of practice provides practical guidance for people who have work health and safety duties about how to achieve the standards required under the Act, and about effective ways to identify and manage risks.

A code of practice applies to anyone who has a duty of care in the circumstances described in the code. In most cases, following an approved code of practice would achieve compliance with the health and safety duties in the Act, in relation to the subject matter of the code. Like regulations, codes of practice deal with particular issues and do not cover all hazards or risks which may arise. The health and safety duties require duty holders to consider all risks associated with work, not only those for which regulations and codes of practice exist.

### 1.3.1 The Fair Work Act (Commonwealth)

The [Fair Work Act 2009 No 28](#) is also a key piece of Commonwealth legislation regulating employment and workplace relations. It provides for terms and conditions of employment and sets out the rights and responsibilities of workers, employers and worker organisations in relation to that employment. The Act also creates a compliance and enforcement regime and establishes several bodies to administer the Act, including Fair Work Australia (FWA) and the Office of the Fair Work Ombudsman.

The Fair Work Act regulates a 'national system' of employers and workers. From 1 January 2010, all states other than Western Australia refer their industrial relations powers to the Commonwealth, essentially creating a new national industrial relations system. As a result, the national industrial relations system includes all private sector employment in Queensland .

### 1.3.2 Road Use

We will observe the [Transport Operations \(Road Use Management\) Act 1995 \(QLD\)](#)

Purpose: An Act about road management and other purposes related to transport

Status: Consolidated as in force on 1st January 2013

### 1.3.3. Environmental Legislation in Queensland

We also have to be very mindful in our business of the considerable body of legislation imposed by Queensland [Department of Environment and Heritage Protection](#) (<http://www.ehp.qld.gov.au/>)

Extracted from the [EHP website](#) here <http://www.ehp.qld.gov.au/about/index.html>

The department is responsible for managing the health of the environment to protect Queensland's unique ecosystems, including its landscapes and waterways, as well as its native plants and animals and biodiversity.

The department's role is to act as a strong environmental regulator which supports sustainable long-term economic development of Queensland. It does this by administering a range of environmental regulations and laws, providing timely approval authorities and ensuring compliance with them.

In addition to Queensland's natural environment, the department is also responsible for identifying and conserving the state's built heritage places. These places contribute to our identity and help define who we are as Queenslanders. They include buildings, structures, cemeteries, archaeological sites, gardens, urban precincts and natural and landscape features.

The department's key activities include:

Conservation and Sustainability Services, including the implementation of programs to conserve and enhance the health of the state's natural environment, Environmental Services and Regulation, including the facilitation of project approvals and industry compliance, Environmental Policy and Planning, including developing and reforming legislation, plans and programs to support front-line environmental service delivery, manage our ecosystems, waste agenda and our ongoing role in climate change adaptation. Last updated 4 July 2012

You can see the many [Acts administered by EHP](#) <http://www.ehp.qld.gov.au/about/legislation/acts.html>

#### 1.4.1 Safe Work Australia (citing & quoting from the [Safe Work Australia website](#))

“The Federal Government established a new statutory agency in 2009 by passing the [Safe Work Australia Act 2008 No. 84, 2009](#). Safe Work Australia has the primary responsibility for improving work health and safety and workers’ compensation arrangements across Australia. The agency is jointly funded by the Commonwealth, state and territory governments facilitated through an intergovernmental agreement signed in November 2008. Safe Work Australia represents a genuine partnership between governments, unions and industry. Together they work towards the goal of reducing death, injury and disease in the workplace.

Safe Work Australia mainly consists of members who represent the Commonwealth, the States, the Territories, workers and employers and is overseen by the Federal Minister for Employment and Workplace Relations.

It has various functions relating to occupational health and safety and workers’ compensation. For example, one of its functions was to prepare model OHS legislation for adoption as a law of the Commonwealth, each of the States and each of the Territories. This intention seems to have failed with Victoria & possibly WA not accepting the proposed Model WHS Legislation.

Three of its primary functions include:

1. Create national policy about OHS and workers’ compensation - to develop national policy relating to OHS and workers’ compensation; and
2. Create model OHS (now called WHS) legislation - to prepare a model Act and model regulations relating to WHS and, if necessary, revise them, and
3. Create model WHS codes of practice (COP) - to prepare model codes of practice relating to WHS and, if necessary, revise them.

Safe Work Australia works in collaboration with state and territory governments, businesses, workers, employer and worker associations and industry groups with the aim to achieve the best possible approach to health and safety for all Australian workplaces.

Safe Work Australia is also initiates and is involved in managing the adoption and implementation of Codes of Practice. “

A code of practice provides details on how to achieve the standards required under the work health and safety (WHS) legislation, by identifying hazards and managing risks.

Under Division 2 Codes of practice, Section 274 Approved codes of practice page 180 and Section 275 Use of codes of practice in proceedings page 181 of the [Old Work Health and Safety Act 2011](#) (WHS Act), codes of practice are admissible in court proceedings. Courts may regard a code of practice as evidence of what is known about a hazard, risk or control, and rely on it to determine what is [reasonably practicable](#) in the circumstances. See the WHS Act Subdivision 2 What is reasonably practicable, Section 18 What is reasonably practicable in ensuring health and safety page 32. A person cannot be prosecuted for failing to comply with a code of practice. A person with duties under the WHS Act can comply with their duties by following another method, such as a technical or industry standard, if it provides a standard of work health and safety equivalent to, or higher than, the code of practice. An inspector can refer to an approved code of practice when issuing an improvement or prohibition notice and can offer the person to whom the notice is issued a choice of ways in which to remedy the contravention.

[All the retained codes of practice](#) are available on the QLD DEIR website.

The [new WHS codes of practice](#) available from 1 January 2012 from Safe Work Australia including:

- Confined spaces
- Hazardous manual tasks
- How to manage and control asbestos in the workplace
- How to manage work health and safety risks
- Managing the risk of falls at workplaces
- How to safely remove asbestos
- Labelling of workplace hazardous chemicals
- Managing noise and preventing hearing loss at work
- Managing the work environment and facilities
- Preparation of safety data sheets for hazardous chemicals
- Work health and safety consultation, coordination and cooperation.

And also of interest to those who mow lawns for a living is the [National Code of Practice for the Prevention of Musculoskeletal Disorders from Performing Manual Tasks at Work \(2007\)](#)

### 1.2.2 Model Codes of Practice:

The following [twelve model codes of practice](#) have been endorsed by Safe Work Australia Members and are provided as guidance material available for download from the Safe Work Australia website:

- First aid in the workplace )
- Managing risks in construction work
- Preventing falls in housing construction
- Managing electrical risks at the workplace
- Managing risks of hazardous chemicals
- Managing risks of plant in the workplace
- Safe design of structures
- Excavation work
- Demolition work
- Spray painting and powder coating
- Abrasive blasting
- Welding.

The above model codes of practice are available from [Safe Work Australia](#). Please note the documents are located at the bottom of the web page.

In harmonised jurisdictions the codes of practice are not legally binding. However, they can still be relied on by the safety regulator as evidence of what are reasonable and practical steps that could be taken by a business at a particular point in time.

**“If a business fails to follow a code and does not implement an equally effective process for managing risks, it can be charged with a failure to follow a reasonably practicable step set out in the code of practice”** (Health & Safety Handbook 29th July 2014)

A recently released Notice (25<sup>th</sup> January 2013) the second stage model Codes of Practice have now been approved.

On 13 January 2013 the Select Council Chair advised jurisdictions to adopt and implement twelve second stage model Codes of Practice. The first eight are now available from the model Codes of Practice page on the Safe Work Australia website.

[First aid in the workplace](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-z/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-z/>

[Construction work](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-v/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-v/>

[Preventing falls in housing construction](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-e/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-e/>

[Managing risks of plant in the workplace](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-s/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-s/>

[Safe Design of Structures](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-g/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-g/>

[Managing risks of hazardous chemicals in the workplace](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-w/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-w/>

[Demolition](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-yd/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-yd/>

[Managing electrical risks at the workplace](http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-yh/)

<http://safeworkaustralia.createsend1.com/t/j-l-slijjy-ckjsihl-yh/>

The remaining four model Codes of Practice are in the final stages of design and will be available shortly.

- Excavation work
- Spray painting and powder coating
- Abrasive blasting
- Welding processes

In accordance with the Intergovernmental Agreement for Regulatory and Operation Reform in Occupation Health and Safety, Safe Work Australia develops model Codes of Practice as part of the package of harmonised work health and safety laws. Model Codes of Practice are often based on jurisdictional codes in place at the time of development and are informed by public comment.

Codes of practice are practical guides to help achieve the standards of health, safety and welfare required under the Work Health and Safety Act and the Work Health and Safety Regulations.

To have legal effect in a jurisdiction a model Code of Practice must be approved as a code of practice in that jurisdiction. To determine if a model Code of Practice has been approved in a jurisdiction please contact your work health and safety regulator.

For more information on the model Codes of Practice visit the Safe Work Australia website

### 1.2.3 Draft codes of practice for public comment

The public comment period for five new work health and safety model codes of practice will be open from Monday 2 April 2012 to Friday 22 June 2012. The codes released for public comment include:

- Safe design, manufacture, import and supply of plant
- Working in the vicinity of overhead and underground electrical lines
- Traffic management in workplaces
- Scaffolding work
- Formwork and falsework.
- 

The codes are available from [Safe Work Australia](http://www.safeworkaustralia.gov.au) where feedback can be provided.

Future codes of practice or guidance material that will be released for public comment in mid 2012 include the following:

- safe access in tree trimming and arboriculture
- preventing and managing fatigue in the workplace
- preventing and responding to workplace bullying
- diving
- policing
- vibration
- biological hazards.

As extracted from the website of the Queensland Government

<http://www.deir.qld.gov.au/workplace/law/whslaws/whs-and-other-legislation-amendment-bill-2014/index.htm>

The following [codes of practice](#) have been varied under the *Work Health and Safety Act 2011* and take effect on 30 May 2014:

- *Managing Noise and Preventing Hearing Loss at Work Code of Practice 2011*
- *Foundry Code of Practice 2004*
- *How to Manage and Control Asbestos in the Workplace Code of Practice 2011*
- *How to Safely Remove Asbestos Code of Practice 2011.*

The four codes of practice have been amended so they are consistent with the amendments made to the WHS Regulation 2011 as detailed above.

### 1.2.4 New Combined Website for safety and workers' compensation

<https://www.worksafe.qld.gov.au/news/2014/queenslands-one-stop-shop-for-safety-and-workers-compensation>

From the beginning of November the Queensland Government commissioned a new one-stop shop for safety and workers' compensation. This new streamlined safety and workers' compensation website, is designed to provide Queensland employers and workers with direct access to safety and workers' compensation information and services.

The new website combines the websites of Workplace Health and Safety Queensland, WorkCover Queensland, the Electrical Safety Office and the Workers' Compensation Regulator (formerly Q-COMP). A dedicated phone number 1300 362 128 has also replaced the separate numbers for each of these organisations. <https://ols.workcoverqld.com.au/ols/public/incident/registration.wc>

Importantly, each organisation in the scheme retains its current role. If you have any questions about Queensland's safety and workers' compensation services, contact them via the feedback form on their website or call 1300 362 128.

Last updated 31 October 2014



### 1.3.1. CODES OF PRACTICE

Information - including technical specifications for equipment, products and materials; codes relating to procedures, practices, design and installation; methods of analysis and test; guides containing recommended procedures; glossaries of terms; and nomenclatures - is often available in the form of "Standards" and "Codes of Practice". A code of practice provides details on how to achieve the standards required under the work health and safety (WHS) legislation, by identifying hazards and managing risks.

### 1.3.2. OTHER RELEVANT CODES OF PRACTICE

Relevant Codes of Practice for our operations in Queensland can be downloaded from [here](#) and should be printed and attached to our WHS System : <http://www.deir.qld.gov.au/workplace/law/codes/index.html>

The draft code of practice Managing electrical risks at the workplace provides more information about electrical work and risk controls.

- <http://www.safeworkaustralia.gov.au/sites/swa/legislation/model-cop/pages/model-cop.aspx>  
&  
<http://www.safeworkaustralia.gov.au/sites/SWA/AboutSafeWorkAustralia/WhatWeDo/Publications/Pages/Managing-Electrical-Risks-in-the-Workplace.aspx>
- [National Code Of Practice Manual Handling](#);
- [National Code of Practice for Noise Management and Protection of Hearing at Work \[NOHSC:2009 \(2004\)\]](#)
- [National Code of Practice for the Control of Work-related Exposure to Hepatitis and HIV \(Blood-borne\) Viruses \[NOHSC:2010\(2003\)\] 2nd Edition December 2003](#)  
[National Code of Practice for the Control of Workplace Hazardous Substances \[NOHSC: 2007 \(1994\)\]](#).  
Originals & copies of other Model COPs can be downloaded from the [publications section](#) of the Safe Work Australia website.
- <http://www.deir.qld.gov.au/workplace/resources/scaffolding-cop-2009.pdf>  
NB: This site may have moved. All Department of Justice and Attorney-General web pages, including the Office of Fair and Safe Work Queensland, are now located at [www.justice.qld.gov.au](http://www.justice.qld.gov.au).  
If you cannot find it on this website do a Google search for “scaffolding-cop-2009.pdf”

Below is a list of potentially relevant Codes of Practice that are available as pdf files

confined-spaces-code-of-practice-3558.pdf  
 COP\_Labelling\_of\_Workplace\_Hazardous\_Chemicals.pdf  
 hazardous-manual-tasks-code-of-practice-3559.pdf  
 hazpak\_making\_your\_workplace\_safer\_guide\_0228.pdf  
 how-manage-work-health-safety-risks-code-of-practice-3565.pdf  
 labelling-workplace-hazardous-chemicals-code-of-practice-3562.pdf  
 managing-noise-preventing-hearing-loss-code-of-practice-3563.pdf  
 managing-risks-falls-workplaces-3566.pdf  
 managing-work-environment-facilities-code-of-practice-3567.pdf  
 preparation-safety-data-sheets-hazardous-chemicals-code-of-practice-3564.pdf  
 Table 1 Examples of common hazards.doc  
 technical\_guidance\_code\_practice\_0962.pdf  
 whs-consultation-cooperation-coordination-code-of-practice-3568.pdf  
 COP accommodation\_for\_rural\_agricultural\_work\_code\_of\_practice\_1367.pdf  
 COP design\_of\_safe\_bulk\_solid\_containers\_code\_of\_practice\_1328.pdf

COP Labelling of Workplace Hazardous Chemicals Code of Practice.doc  
COP work\_near\_overhead\_power\_lines\_code\_of\_practice\_1394.pdf

Model Codes of Practice as at 26 January 2013:

<http://www.safeworkaustralia.gov.au/sites/SWA/Legislation/model-COP/Pages/Model-COP.aspx>

December 2011

[How to Manage Work Health and Safety Risks](#)

[Hazardous Manual Tasks](#)

[Managing the Risk of Falls at Workplaces](#)

[Labelling of Workplace Hazardous Chemicals](#)

[Preparation of Safety Data Sheets for Hazardous Chemical](#)

[Confined Spaces](#)

[Managing Noise and Preventing Hearing Loss at Work](#)

[Managing the Work Environment and Facilities](#)

[Work Health and Safety Consultation Cooperation and Coordination](#)

[How to Safely Remove Asbestos](#)

[How to Manage and Control Asbestos in the Workplace](#)

July 2012

On 13 July 2012 the Select Council Chair advised jurisdictions to adopt and implement the following codes of practice:

[First Aid in the Workplace](#)

[Construction Work](#)

[Preventing Falls in Housing Construction](#)

[Managing Risks of Plant in the Workplace](#)

[Managing Risks of Hazardous Chemicals in the Workplace](#)

[Safe design of structures](#)

[Managing electrical risks at the workplace](#)

[Demolition work](#) [Excavation Work](#) [Welding Processes](#)

[Spray painting and powder coating](#)

[Abrasive blasting](#)

Other information that is of interest to Paradise Commercial Garden Maintenance includes:

Extracted from <http://www.deir.qld.gov.au/workplace/law/compliance/index.htm>

### **1.3.3 Compliance and enforcement**

The Department (DEIR) is empowered under the law to respond to health and safety incidents at workplaces. Workplace Health and Safety Queensland (WHSQ) also visit workplaces to conduct national and statewide [audit campaigns](#).

[Inspectors, entry powers and conduct](#) WHSQ inspectors have particular legal powers.

[Workplace inspections](#) WHSQ inspectors visit workplaces to monitor and enforce compliance with the Work Health and Safety Act 2011 and the Safety in Recreational Water Activities Act 2011.

[Enforcement options](#) Inspectors may use a range of compliance and enforcement measures.

[Requesting assistance from an inspector](#) Inspectors may assist to resolve issues or disputes.

[Review of decisions](#) Certain decisions made by WHSQ inspectors and the workplace health and safety regulator can be reviewed.

[Memoranda of understanding](#) A memorandum of understanding (MOU) is a document outlining the collaborative arrangements that exist between the Office of Fair and Safe Work Queensland and other government agencies and statutory authorities. The MOU describes each party's role and responsibilities for compliance and enforcement.

Last updated 15 March 2013

### 1.3.4 Important Environmental Legislation

- [Environmental Protection Act 1994](#) (effective 14-03-13)
- [Environmental Protection \(Air\) Policy 2008](#) (effective 09-11-12)
- [Environmental Protection \(Noise\) Policy 2008](#) (effective 01-01-12)
- [Environmental Protection Regulation 2008](#) (effective 21-12-12)
- [Environmental Protection \(Waste Management\) Regulation 2000](#) (effective 01-07-12)
- [Environmental Protection \(Water\) Policy 2009](#) (effective 29-06-12)

### 1.3.5 Getting into the garden maintenance industry in Qld

More legislation that may also apply to your lawn mowing & garden maintenance business in QLD:

- ✓ [Agricultural Chemicals Distribution Control Act 1966](#) (effective 30-01-12)
- ✓ [Agricultural Chemicals Distribution Control Regulation 1998](#) (effective 20-07-12)
- ✓ [Forestry Act 1959](#) (effective 01-02-13)
- ✓ [Forestry Regulation 1998](#) (effective 07-12-12)
- ✓ [Income Tax Assessment Act 1936](#)
- ✓ [Income Tax Regulations 1936](#)
- ✓ [Local Government Act 2009](#) (effective 01-02-13)
- ✓ [Nature Conservation \(Wildlife\) Regulation 2006](#) (effective 27-07-12)
- ✓ [Nature Conservation Act 1992](#) (effective 02-12-12)
- ✓ [Queensland Building Services Authority Act 1991](#) (effective 01-01-11)
- ✓ [Queensland Building Services Authority Regulation 2003](#) (effective 28-09-12)
- ✓ [Subcontractors' Charges Act 1974](#) (effective 01-01-11)
- ✓ [Work Health and Safety Act 2011](#) (the main subject of this Safety Management Plan)

To access full copies of this legislation visit [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au).

Also see and download your own copy of the [Garden-maintenance-business-start-up-guide\\_V2-25-Jan-2013.pdf](#)

## Workplace Health and Safety Queensland and the Regulator

This section has been extracted from this webpage <http://www.workcoverqld.com.au/about-us/workplace-health-and-safety-queensland-and-q-comp>

We work closely with Workplace Health and Safety Queensland (WHSQ) and the Office of Fair and Safe Work Queensland (The Workers' Compensation Regulator).

### Workplace Health and Safety Queensland

WorkCover in Queensland is slightly different to models in some other Australian states. Importantly in Queensland, WorkCover is responsible for workers' compensation insurance and is governed by the *Workers' Compensation and Rehabilitation Act 2003*. Workplace Health and Safety Queensland is a separate part of the Queensland Government, governed by the *Work Health and Safety Act 2011*. Both WorkCover and Workplace Health and Safety Queensland report to the same Minister and consult with one another, but their responsibilities and operations are different.

### Office of Fair and Safe Work Queensland (The Workers' Compensation Regulator)

Office of Fair and Safe Work Queensland (The Regulator) is the workers' compensation regulatory authority. Its primary function is to regulate the workers' compensation scheme under the *Workers' Compensation and Rehabilitation Act 2003*. Here you will find scheme-wide statistics and information about legislation and amendments.

Webpage last updated 24 March 2014

### 1.3.5 extract from a recent legal article

This is an extract from a recent legal article on the subject of Codes of Practice & dealing with a state regulator



#### Australia: Ramp up preparation on codes and WHS incidents

18 January 2013

Article by Nick Noonan, Lisa Berton and Ben Urry

As the process of harmonisation of work health and safety (WHS) laws in Australia continues, understanding codes of practice and how to deal with incidents will gain importance as regulators shift from education to enforcement.

#### What are codes of practice?

Codes of practice are practical guides which set out how standards of health, safety and welfare may be achieved as required by WHS legislation. The codes of practice provide guidance on some of the risks and hazards in the workplace and how to identify them. They represent a minimum benchmark which must be achieved by all persons conducting a business or undertaking (PCBUs), including employers.

Codes of practice are admissible in court proceedings, and courts may regard a code of practice as evidence of what is known about a hazard or risk and rely on it to determine what is "reasonably practicable". However, a person cannot be prosecuted for failing to comply with a code of practice.

Various codes of practice were released by Safe Work Australia on 1 January 2012 as part of the harmonisation of WHS laws, with new ones to be released progressively throughout the remainder of this year.

Codes dealing with the 'hot topics' of workplace bullying and fatigue are expected to be released later this year.

#### Dealing with the regulator

Whenever there is a WHS incident in the workplace, PCBUs need to be mindful of the extent of the investigative powers of the respective state and territory work health and safety regulators, eg WorkCover NSW.

Inspectors of the regulators have broad ranging entry powers depending on whether an incident has or is about to occur. Once on site (which may be without notice), inspectors have the power to:

- inspect, examine and make inquiries, including in relation to documents,
- take photos, conduct tests and remove substances for further testing, and
- require individuals at the workplace to answer any questions or provide documents.

However, care needs to be exercised by PCBUs and their workers when complying with requests by inspectors to avoid issues arising down the track. For example, before answering questions of an inspector individuals should ensure they are protected by requesting that a warning/caution be given. This warning/caution is set out in the relevant WHS legislation and provides protection for individuals where the information they provide may incriminate them.

Some of the tips to keep in mind when dealing with regulators and inspectors include:

- Where a WHS incident occurs, seek external legal advice as soon as possible. The broad powers of inspectors to request documents may mean you need advice over what documents you must provide, and what documents you should prepare as part of your investigation. The last thing you want is to hand over irrelevant documents which could then be used against you in separate proceedings.
- Never voluntarily provide information – always ensure you receive the warning/caution first.
- Remember that documents provided to the regulator may not stay there – state legislation allowing for information requests from government bodies may allow documents you provide to the regulator to be provided to interested third parties.

*The content of this article is intended to provide a general guide to the subject matter. Specialist advice should be sought about your specific circumstances.*

### 1.3.4 AUSTRALIAN AND NATIONAL STANDARDS

Australian Standards are created by [Standards Australia](#) which is an independent, not-for-profit organisation, recognised by the Australian Government as the peak non-government Standards body in Australia. Standards Australia develops internationally aligned Australian Standards® that deliver Net Benefit to Australia and is the Australian member of ISO and IEC.

#### [Australian Standards and the Law](#)

Standards Australia is not part of government and does not make laws or regulations.

Australian Standards are not legal documents but many, because of their rigour, are called up into legislation by government and become mandatory.

This is a decision made by elected governments, not Standards Australia.

Standards are also often incorporated into legal contracts.

#### Standards and Regulation

Standards are voluntary consensus documents that are developed by agreement and their application is by choice unless their use is mandated by government or called up in a contract.

Standards are one tool in a regulatory spectrum that may be applied by governments to provide a solution to a problem.

Depending on the issue, the optimal solution might be 'no action', or a non-regulatory solution like a publicity campaign, or self-regulation by means of a voluntary industry code or standard, or quasi-regulation such as a standard endorsed by government, or co-regulation such as a standard cross-referenced in a general or high-level regulation, or legislation.

The more risk attached to the behaviour or issue, the more government involvement is likely. In principle, progress to the right of the spectrum should be in response to increased risk to justify the increased cost and impact upon society. Standards are not always the most appropriate tool.

### 1.3.5 Examples of Standards & Codes of Practice relevant to Paradise Commercial Garden

Maintenance include: -

- AS/NZS 4801:2001 Occupational health and safety management systems - Specification with guidance for use
- AS/NZS ISO 3100:2009 Risk Management – Principles & Guidelines;
- AS/NZS 2210.1:1994 Occupational protective footwear - Guide to selection, care and use
- AS/NZS 1337.1:2010 Personal eye protection - Eye and face protectors for occupational applications
- AS/NZS 1067:2003 Sunglasses and fashion spectacles
- AS/NZS 1337.0(Int):2010 Personal eye protection - Eye and face protectors - Vocabulary
- AS/NZS 1337.6:2012 Personal eye protection - Prescription eye protectors against low & medium impact
- AS/NZS 1801:1997 Occupational protective helmets
- AS/NZS 1338.1:2012 Filters for eye protectors - Filters for protection against radiation generated in welding and allied operations
- AS/NZS 2161.1:2000 – Occupational protective gloves
- AS/NZS 1336:1997 Recommended practices for occupational eye protection

- AS/NZS 1800:1998 Occupational protective helmets - Selection, care and use
- AS/NZS 1269.3:2005 Occupational noise management - Hearing protector program
- AS 1885.1:1990 & 1991 Workplace Injury and Disease Recording Standard
- AS 4801:2001 OH&S Management Systems, specifications & guidance
- AS 1269:2005 Occupational Noise Management;
- AS/NZS 1841.1:2007 Portable fire extinguishers - General requirements;
- AS 1318:1985 Industrial Safety Colour Code;
- AS 1319:1994 Safety Signs for the Occupational Environment;
- AS 1674 set -2007 Safety in Welding and Allied Processes;
- AS/NZS 1680 - 2009 et al - Interior Lighting;
- AS1940:2004 The Storage and Handling of Flammable and Combustible Liquids;
- AS 1885.1 – 1990 & 1991 Workplace Injury and Disease Recording Standard;
- AS 1470 - 1986 Health and Safety at Work - Principles and Practice;
- AS 4332:2004 The Storage and Handling of Gases in Cylinders;
- AS 1657 - 1992 Fixed Platforms, Walkways, Stairways and Ladders;
- AS 4024.1:2006 Safeguarding of Machinery;
- AS 1755:200 Conveyers;
- AS 2865:2009 Safe Working in Confined Space.
- AS 3745-2010 Planning for Emergencies in Facilities.
- AS 1319-1994 Safety signs for the occupational environment
- AS 2865-2009 Confined spaces
- AS/NZS 1891.4:2009 Industrial fall-arrest systems and devices - Selection, use and maintenance

Australian Standards are sold and distributed worldwide by SAI Global Limited. They are only available by purchase from here [SAI Global InfoStore](#)

Model Codes of Practice of relevance to Paradise Commercial Garden Maintenance:

<http://www.safeworkaustralia.gov.au/sites/SWA/Legislation/model-COP/Pages/Model-COP.aspx>

[COP How to Manage Work Health and Safety Risks](#)

[COP Hazardous Manual Tasks](#)

[COP Managing the Risk of Falls at Workplaces](#)

[COP Confined Spaces](#)

[COP Managing Noise and Preventing Hearing Loss at Work](#)

[COP Managing the Work Environment and Facilities](#)

[COP Work Health and Safety Consultation Cooperation and Coordination](#) July 2012

On 13 July 2012 the Select Council Chair advised jurisdictions to adopt and implement the following codes of practice including:

[Code of Practice First Aid in the Workplace](#)

## 1.4.1 NATIONAL STANDARDS

A national standard prescribes preventative action to eliminate or reduce specific workplace hazards. A code of practice is to advise employers and workers of acceptable ways of achieving declared national standards. Standards Australia is not itself a law-making body and the declaration of national standards and codes of practice to facilitate uniform Work Health & Safety regulation and practice in Australia requires adoption by Safe Work Australia and by the States and Territories. However, State legislation frequently calls up standards and codes of practice, thereby making them legally binding

- [National Standard for Occupational Noise \[NOHSC:1007\(2000\)\];](#)
- [Adopted National Exposure Standards For Atmospheric Contaminants In The Occupational Environment \[NOHSC: 1003 \(1995\);](#)
- [Approved Criteria for Classifying Hazardous Substances \[NOHSC: 1008 \(2004\)\];](#)

## 1.4.2 REFERENCES

[Work Health and Safety Act 2011](#)

[AS/NZS ISO 9001:2000](#) –  
Quality management systems - Requirements

[AS/NZS ISO 14001:2004](#) –  
Environmental management systems – Requirements with guidance for use

Various other Acts and Codes of Practice as mentioned throughout the Section.

## 1.4.3 Publications:

National Standard for Manual Tasks, Published Date: November 2007

National Standard for Licensing Persons Performing High Risk Work

Published Date: January 2006

Approved Criteria for Classifying Hazardous Substances [NOHSC: 1008 (2004)]

Published Date: January 2004

National Standard for the Control of Major Hazard Facilities [NOHSC: 1014 (2002)]

Published Date: January 2002

National Standard for the Storage and Handling of Workplace Dangerous Goods [NOHSC: 1015 (2001)]

Published Date: March 2001

National Occupational Health and Safety Certification Standard for Users and Operators of Industrial Equipment - 3rd Edition [NOHSC: 1006 (2001)] (Archived)

Published Date: January 2001

National Standard for Occupational Noise, Published Date: January 2000

Approved Criteria for classifying Hazardous Substances [NOHSC:1008(1999)] 2nd Edition, Published Date: April 1999

Amendment to Adopted National Exposure Standards for Atmospheric Contaminants in the Occupational Environment (April 1998), Published Date: April 1998

Amendments to Adopted National Exposure Standards for Atmospheric Contaminants in the Occupational Environment (April 1997), Published Date: April 1997  
National Model Regulation for the Control of Scheduled Carcinogenic Substances [NOHSC:1011 (1995)], Published Date: January 1995  
Safe Working in a Confined Space - Australian Standard 2865:2009 Confined Spaces (AS 2865:2009)  
Adopted National Exposure Standards For Atmospheric Contaminants In The Occupational Environment [NOHSC: 1003 (1995)], Published Date: January 1995  
National Standard for Plant [NOHSC: 1010 (1994)], Published Date: January 1994  
Workplace Injury and Disease Recording Standard in the Workplace, Published Date: January 1990

#### **1.4.4 Policies, procedures and programs**

To meet your PCBU & Officers Duty of Care we will need to urgently review & update your existing safety documentation, identify omissions & create new

- ✓ A Safety Management Plan & Policies,
- ✓ An Emergency Evacuation Plan,
- ✓ Create comprehensive Training Programs
- ✓ Create & implement Induction procedures
- ✓ Create your new personalised Safety Compendium including digital photos of all your Plant & Equipment,
  - Safe Work Method Statements (SWMS) / Safe Operating Procedures (SOP),
  - Job Risk Assessments/Job Hazards Assessments,
  - Equipment Machinery Checklists (EMR),
  - Fixed Plant / Equipment Risk Assessment (ERA).

#### **1.4.5 Additional Resources**

We also need to institute a regime of regular and frequent checklist based walk through safety assessments. For a fresh pair of eyes we could contract an independent safety advisor or consultant to do this for us.

We should consider purchasing a computer based Safety Management System which would provide the templates for the safety documentation we need to customise. Also this SMS system would make management of the extensive documentation and recording much easier and more efficient for us to manage.



## **SECTION 2 ACCIDENTS AND INJURIES**

### **2.1 Introduction:**

PREVENTING FATALITIES, INJURIES AND ACCIDENTS in our industry is an ongoing struggle.

Despite challenging conditions, our industry places a high emphasis on employee and community safety. Our Company recognizes the relationship between safe operations and maintaining a productive and healthy workforce; providing a responsible presence to customers and community.

Accidents and lost workdays have become metrics by which managers are evaluated and compensated. When managers have a personal financial stake in reducing accidents and claims, human nature suggests that they will be more attentive.

Paradise Commercial Garden Maintenance will monitor its workers operation of our vehicles and take appropriate action to ensure proper operation of vehicles or equipment which includes safe backing practices develop an effective safety system of safe work practices, properly train our drivers on our safety procedures contained in this Safety Manual.

### **2.2 WORKERS RESPONSIBILITY CONCERNING ACCIDENTS, INJURIES, AND OTHER NEAR MISSES.**

Regardless of severity, every Company worker must report immediately to their supervisor all injuries, accidents and near misses incurred in the performance of duties. Prompt reporting of injuries is a requirement of state and federal law. Failure to report an injury promptly could make the injured person ineligible for workers compensation.

Report all equipment damage to your supervisor/foreman immediately.

Use safety equipment as directed- **DON'T TAKE ANY CHANCES.**

When in doubt ask questions about any phase of your job, and follow instructions.

Report all unsafe situations or conditions that are potentially hazardous.

Operate only equipment that you are qualified to operate.

Talk to management at any time about problems that affect your safety.

The most important part of this program is the individual worker-YOU! Without your cooperation, the most stringent program can be ineffective. Protect yourself and your fellow workers by following the rules. **REMEMBER:** Work safely so you can go home to your family and friends- they need you.

All injuries, serious or minor, shall be reported on Paradise Commercial Garden Maintenance Accident Form.

## SECTION 3 DISASTER EMERGENCY: Fire, Earthquake, Etc.

No building, equipment, or material of any kind is worth a human life.

When onsite always follow the client's Evacuation Management Plan which should normally be provided during the site induction process and ask to see it if not offered by the trainer.

**Site specific plans will conform to the Qld [Work Health and Safety Act 2011](#):**

- ✓ The location of evacuation exits.
- ✓ Fire extinguishers, emergency lighting, first aid and personal protection kits, medical water bottles, emergency eye wash stations and showers shall be clearly marked.
- ✓ Steps for a general disaster:
  - ✓ Remove injured people, if any, from danger area.
  - ✓ Warn people in area of danger, control crowds.
  - ✓ Assist any physically or visually impaired from area.
  - ✓ Assign a person to call the Fire department – 000.
  - ✓ Report exact Locations of disaster (fire etc.) and answer all questions calmly.
  - ✓ Confine the dangers, if possible.
  - ✓ Designate a person to go to the street entrance and direct emergency Personnel.
  - ✓ In the case of fire, be sure to use extinguishers suitable for the specific type of fire.

### 3.1 FIRST AID

All Paradise Commercial Garden Maintenance work places shall have suitable first aid kits & personal protection kits – Emergency Evacuation Plan, and WHS Safety plan.

All Company vehicles or motorized riding equipment shall be required to carry not less than one first aid kit. Our First Aid kits shall be kept in such a manner as to make them readily available in case of an emergency.

### 3.2 FIRE DANGER PERIODS

Bushfire season in Australia is between July and November. Check to confirm which administrative [QRFS region](#) you live & work in. In Queensland, the use of fire can be restricted by imposing either a Local Fire Ban or a State of Fire Emergency. When it is considered that predicted conditions and weather forecasts indicate that fires would be difficult to control and pose a danger to communities, the Commissioner Queensland Fire and Rescue Service, or his delegate, has the authority under the provisions of the [Fire and Rescue Act 1990](#) to impose a local fire ban. [The Department of Community Safety](#) was created in March 2009 and includes the Queensland Ambulance Service, [the Queensland Fire and Rescue Service](#), Queensland Corrective Services and Emergency Management Queensland.

When fire weather conditions become extremely dangerous, The Commissioner, QFRS, with the approval of the Minister, can declare a State of Fire Emergency. Local Fire Bans are normally imposed over an entire local government area and prohibit the lighting of all or only certain types of fires, depending on the severity of the emergency. (Gas and electric barbecues may be used).

Controlling legislation is the [Fire and Rescue Service Act 1990](#) (previously Fire and Rescue Authority Act 1990; Fire Service Act 1990), [Fire and Rescue Service Regulation 2011](#) and/or the [Building Fire Safety Regulation 2008](#). (CTRL key + click on mouse to download your own copies)

When fire bans are in place either as a local Fire Ban or during a State of Fire Emergency:

- ✗ The lighting of fires in the declared fire ban areas are prohibited subject to any special conditions or exemptions
- ✗ All open fires are prohibited;
- ✗ All Permits to Light Fire issued in the designated area are cancelled.
- ✗ Other special conditions (or exemptions) may be imposed.

Fire bans are advertised widely and remain in force until cancelled. Information can also be obtained at any time by phoning free call 1800 020 440.

See the '[Fire Safety Management Tool for Owner/ Occupiers](#)' and the '[Advisory Notes](#)' and download your own copies of these guides. Note: neither document indicates compliance with all requirements of the Fire and Rescue Service Act 1990 and/or the Building Fire Safety Regulation 2008.

Extracted from the QLD [Rural Fire Service Website](#) -

The Fire and Rescue Service Act 1990 is the principle legislation that deals with lighting fires in the open in Queensland. The Act provides a systematic approach to the authorised use and control of fire in the open and for fire prevention.

The [Fire and Rescue Service Act 1990](#) makes it illegal to light a fire without a 'Permit to Light Fire' issued by a fire warden. Under nuisance provisions of the [Local Government Act 2009](#) (and [Local Government Regulation 2012](#)) a local government may also have in place a local law restricting or prohibiting the light of a fire in part or all of the local government area.

Please click this link to view the updated '[Lighting Fires in Queensland](#)' brochure.

“Anyone found responsible for lighting fires without a permit where one was required, can be prosecuted. Prosecution can also occur if a person is found responsible for lighting a fire that breaches local law or the [Environmental Protection Act 1994](#).”

However, be aware that civil law suits can also be brought against the person responsible for a fire by those seeking compensation for losses sustained and the financial penalties can be huge.

During hot weather periods regularly check with their website as conditions & the rules change rapidly and often.

Near the bottom of this website page in the '[Further Information](#)' section there are a couple of useful information sheets to download '[Before You Light That Fire](#)' which provides advice on permits and restrictions and '[Lighting a fire - Quick Facts](#)'. (Click the CTRL key plus mouse button)

There doesn't seem to be any reference on the Internet about restrictions or prohibitions concerning the use of lawnmowers & other garden maintenance machines during fire danger periods in Queensland. Such an issue would be regulated by the Queensland Fire and Rescue Service who is the primary provider of fire and rescue services in Queensland.

In comparison to some other States in Australia such as Victoria and Western Australia it is surprisingly difficult to find a simple, clear and authoritative statement on the law in Queensland about the use of mowers and slashers in hot weather or about restrictions of use specifically on Total Fire Days.

In the publication ['Lighting a fire - Quick Facts'](#) it says as follows:

“Can I carry out hot works such as welding, grinding, soldering or gas cutting in the open? **(or any other work that is likely to generate sparks)**” (Ed. Assume this would include motor mowers of all types, slashers & other powered or motorised equipment generating heat or sparks when in use)

General Requirements - Yes, as long as you have adequate fire fighting equipment in working order available on site. As a minimum you must have:

- 16L knapsack spray pump filled with water; or
- 9L liquid fire extinguisher; or
- 0.9kg dry powder fire extinguisher.

Total Fire Ban Days – No - General purpose welding, grinding, soldering or gas cutting works cannot be carried out in the open on Total Fire Ban days. (Ed. But mowing equipment can get hot & sometimes can cause sparks in some circumstances! It definitely uses easily inflammable fuel, so even though the authorities in NSW or QLD don't seem to talk specifically (or widely) about not using gardening equipment on Total Fire Ban Days, use your own commonsense! If you think it might be dangerous and might possibly cause a fire don't work that day. Makes more sense to stay at home and look after your own property.

As it says in the article ['Dos and Don'ts during a South East Queensland Heatwave'](#) -

“Do keep it light. Aim to complete only chores that must be done. The heatwave won't last forever and major jobs should be left until the dangers of heat stress have passed.

Don't mow. It's better for your health and that of your lawn if you avoid mowing during a heatwave. Mowing during extreme heat will cause stress to the lawn plants particularly where the leaves are cut. Keeping the lawn longer will also create more shade for the soil and reduce moisture loss.

Don't fertilise. This tip is especially important for cool season grasses such as Rye and Fescue. You'll just do more harm than good.”

Additional References:

Similar requirements and logic would apply in Queensland as in NSW.

For official NSW Rural Fire Service Law and Policy publications, please click on the links below:

- ✓ [Acts and Regulations](#)
- ✓ [Codes](#)
- ✓ [BFCC Policy Documents](#)
- ✓ [FSJSC Policy Documents](#)

In a Kosciuszko National Park Fire Facts Summary Posted: 29/01/2003 it says as follows:

“Care with machinery Jindabyne Fire Control is urging residents to be extremely careful when using plant such as slashers, mowers and whipper snippers that have the potential to ignite fires. Use them in the morning when there is dew on the ground and temperatures are lower. *All slashers must carry fire-fighting equipment.*”

It doesn't state which law or regulation requires this nor if it is a request or mandated so be cautious.

Download the useful brochure [Before You Light That Fire](#) mentioned above especially if you are involved in land clearing or hazard reduction activities for your clients. On Total Fire Ban Days and other really hot windy days - if at all possible, postpone this work as the risk of starting fires is extremely high and the potential financial penalties and human cost can be huge

## GENERAL SAFETY

### 3.2 PERSONAL CONDUCT

More details are included in our Company Code of Conduct attached to this WHS Safety Manual.

In summary:

- ✓ All workers shall conduct themselves in a manner that assures maximum safety to all person affected by their actions
- ✓ At no time shall workers engage in practical jokes, scuffling, horseplay, or misuse of Paradise Commercial Garden Maintenance equipment.
- ✓ The use of alcohol or drugs (except as prescribed by a qualified physician) during working hours is prohibited. Violation of this policy may be sufficient cause for termination of employment.
- ✓ Any source of ignition, including smoking, is prohibited in any area where a match, flame spark or careless disposal of lighted material constitutes of fire hazard.
- ✓ Personal work clothing shall be suitable for the individual job and be of the type offering maximum protection from accidental injury. Use good judgment about loose clothing, jewellery, or hanging objects worn while working around moving equipment.
- ✓ Hard hats will be worn in construction sites, in electrical substations, or Council Depot that requires it, and in any work area where there is a potential hazard from falling objects, and by all certified traffic controllers.
- ✓ Proper eye protection will be worn when you are exposed to flying objects, dust, harmful rays, chemicals, flying particles, etc. (AS/NZS 1337.1:2010)
- ✓ Proper footwear will be worn as necessary for the particular job, in accordance with the QLD WHS Act 2011, Regulation & Codes of Practice. (AS/NZS 1801:1997)
- ✓ Gloves, aprons and/or other protective clothing will be used when handling chemicals, hot or cold materials or rough materials. (AS/NZS 2161.1:2000)

### 3.3 JOB HAZARDS

Every worker shall be alert for possible hazards that could result in an accident, and act promptly to eliminate the hazard. If the hazard cannot be corrected immediately, report the problem to the immediate supervisor.

Report all accidents, injury or non-injury, to your immediate supervisor. When you have been involved in an accident, a lesson has been learned. This lesson is of valuable use to others to prevent their suffering a similar accident. The investigation shall focus on finding the cause, so that future preventative measures can be explored.

Supervisors/foreman shall promptly investigate all reported hazards and accidents. Hazards that could cause or contribute to accidents shall be immediately corrected. After correction, a follow-up inspection and report shall be scheduled to assure that corrections remain effective.

A copy of each reported hazard or accident shall be sent to the Proprietor for coordination with other departments and review.

All workers shall be trained in their individual work area hazards and be aware of Paradise Commercial Garden Maintenance plans and policies.

### 3.4 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Prescribed protective equipment shall be used at all times in work areas as designated by safety procedures.

Paradise Commercial Garden Maintenance policy requires workers to wear steel-toe safety shoes where there may be a risk of foot injury and/or in any area that requires hardhats.

Shin Guards & Knee Protectors safety helmet, hard hat, ear muffs, face shield, safety goggles or glasses and other suitable protection devices shall be worn when workers are exposed to possible flying particles or possible splashing from chemicals.

Good quality, reasonably priced safety accessories can be purchased on line from the Independent Lawn Mowing Contractors of Australia's website at:

<http://www.indmowing.com.au/catalog/index.php>

Approved respiratory masks shall be used when workers are exposed to concentrations of dust, fumes, vapours, gases or airborne pathogens.

Approved hearing protectors must be worn when working in areas having high noise levels.

Safety devices and guarding provided to protect the worker from injury shall be used at all times and shall not be removed or blocked by operating personnel.

Protective equipment shall be kept clean and free from damage. Frequent inspections shall be performed to assure protective equipment offers maximum protection. Damaged or defective protective equipment or clothing shall not be used and shall be replaced or repaired prior to use.

### **3.5 HANDLING OF MATERIALS**

Workers are limited to continuous lifting of weights of 25 kilos or less. Heavier weights are permitted only on an intermittent basis.

Where possible, mechanical equipment should be used to lift heavier materials. If mechanical assistance is not available, adequate manpower to maintain the 25 kilos limit per worker will be required.

All workers are responsible to know and practice proper lifting techniques and correct manual handling.

Safety is the first priority in determining the methods and procedures used to handle and/or transport materials.

## WORK AREA SAFETY

### 3.6 WORK AREA

Workers shall not be required to work in areas or situations where they may be adversely affected by working under those conditions, (i.e. extreme heights, underground, closed areas, etc.) without proper protective devices.

- ✓ Always store materials in a safe manner.
- ✓ Tie down or support piles if necessary to prevent shifting, falling or rolling.
- ✓ Shavings, dust, scraps, oil or grease should not be allowed to accumulate.
- ✓ Any refuse must be removed as soon as possible. It is a safety and fire hazard.
- ✓ Remove any loose materials from stairs, ramps, walkways, platforms, etc.
- ✓ Do not block traffic lanes, aisles, fire exits, stairs, etc.
- ✓ Avoid shortcuts – use stairs, walkways, ramps ladders, etc.
- ✓ Erect proper barriers around floor openings and excavations. See codes for proper use.

### 3.7 WORKING AT HEIGHTS

This section outlines how to reduce the risks involved with employees and contractors working at heights in your workplace for example when using a ladder or working from an unprotected roof edge when clearing gutters.

Working at heights refers to any circumstance in which a person could fall 2 metres or more, including places at, above or below ground level (this definition varies slightly between States).

Workplace safety legislation in each Australian jurisdiction imposes a duty on employers to ensure that no person is exposed to a fall risk of 2 metres or more.

**Caution:** If an employee works above ground level, employers must always ensure that risk assessments are undertaken to identify the potential hazards (usually fall or trip hazards) and assess the risk, and then introduce the appropriate controls to reduce that risk.

#### **Example of an accident waiting to happen:**

George is a very experienced gardener in his 70's working by arrangement for cash in a large privately owned garden with several hedges more than 3 meters tall and 1 meter deep. George takes no extra precautions when climbing his customer's domestically rated, aluminium, step ladder unsecured on a sloping lawn to trim these hedges, often while wearing Wellington boots rather than safety boots, sturdy shoes or even runners. He uses both his hands to hold a long petrol driven hedge trimmer which is running as he climbs or descends. He has been doing this for years without incident and doesn't see the need to change – so far! But who will be responsible and legally liable under the WHS Act & Workers Compensation Act should George be seriously injured or dies in a fall?



**Important:** The other major hazard associated with working at heights is the risk that a person or object will fall and hit a person below.

**Caution:** If you or your workers do not regularly perform work at heights, you may think that you are not at risk of falling. But there are many situations when a worker or contractor could be exposed to a risk of falling with heavy enough or awkward impact to cause an injury, e.g. changing light globes, accessing the top of a vehicle, accessing elevated storage areas and changing outdoor display signs.



What WHS responsibilities do you have towards your workers and contractors who work at heights?

Your general duty to provide a safe workplace means that you must take all reasonably practicable steps to reduce workplace hazards, including those associated with working at heights.

**Caution:** You may be liable for prosecution even if there is not an incident involving a fall from a height. This is because if a workplace inspection finds that you have failed to eliminate or minimise the risk of falling, you will be in breach of WHS legislation.

All Australian States and Territories have specific legal duties which apply to fall prevention. Some of these (such as Victoria's) are quite prescriptive and impose a specific hierarchy of controls that direct you to apply the controls in the listed order.

**Important:** The legal requirements normally apply when there is a risk of falling irrespective of whether the person is working at a height. They may apply if a person is working at ground level, but is at risk of falling into a hole or excavation.

**Caution:** One of the greatest risks in a workplace where workers or contractors work at heights is contractors undertaking unsupervised work.

Ladders are a major cause of injuries in the workplace. People frequently do not see the risk of using a ladder as they are so commonly used, both at work and at home.

Many States and Territories have codes of practice, guidelines and information sheets about the risks of falling.

Working at heights under the WHS Act: The WHS Act provides a number of duties, including the primary duty which includes the obligation to ensure, so far as “reasonably practicable”, that people do not suffer workplace harm as a result of working at heights.

WHS Act obligations for working at heights: An entire section of part 4.4 of the WHS Regulations deals with the risk of falls. For the purpose of part 4.4, a fall hazard means:

***A circumstance that exposes a worker while at work, or other person while at or in the vicinity of a workplace, to a risk of a fall that is reasonably likely to cause injury to the worker or other person***

Changes to working at heights obligations: Critically, the definition of fall hazard in the WHS Act does not have a height limitation. Therefore, working at heights involves any height at which a person or worker is exposed to a risk of a fall. This is a significant change from State and Territory regulations, which commonly identify specific height limits at which WHS responsibilities take effect.

The WHS Regulations are prescriptive in identifying:

- the nature of fall hazards;
- the responsibility of hazard identification;
- the control of risks; and
- a specific responsibility to record all administrative controls for hazards over 2 metres in height.

You can find relevant codes of practice including preventions of falls in the workplace by going to [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au) and typing the title of the code of practice into the search field.

## ELEVATED POSITIONS

Workers shall use approved safety belts, lifelines or other devices that are adequate for maximum protection while working at heights. For example, cleaning leaves from the gutter of the roof of a house (see example on left). No person, material or equipment shall be lifted from the ground by supports inadequate for the job. The supports or lines shall be approved supports, sufficiently strong and properly secured in place.



All ladders used shall be of good quality, industrial rated, securely placed, held or tied to prevent slipping or falling, as per codes of practice. Ladders shall not be placed in front of doorways unless the door is open, locked or guarded. Workers shall face the ladder when ascending or descending. Materials that interfere with the free use of both hands shall not be carried up or down the ladder. Paradise Commercial Garden Maintenance will adopt the

Code of Practice < [managing-risks-falls-workplaces-3566.pdf](#) >

Wooden or non-conducting ladders shall be used by electrical workers and others working near electrical equipment. Straight and/or extension ladders shall have safety feet.

Workers will learn from & always observe the advice given in the several Safe Operating Procedure documents attached to this WHS Safety Manual.

### Working at heights – **3 Point Contact**

A ladder should have four points of contact with a solid and stable working surface and the person on the ladder must always maintain three points of contact (for example, two feet and one hand). **People using ladders should always have two hands free to climb up and down.**

For heavier or more cumbersome objects, consider using a scissor lift, cherry picker, a fixed or mobile work platform or scaffolding if reasonably practicable.

Ladders are an “accident” waiting to happen!

Refer to < Code of Practice [managing-risks-falls-workplaces-3566.pdf](#) >

### 3.9 ELECTRICAL SAFETY



Electrical hazards exist in almost all workplaces, from offices to hospitals and construction sites. When, as a gardener, you work in other peoples' homes & gardens these too become your workplace while you are there. Each year throughout Australia there are numerous electrical accidents at work involving electric shock, many of which are fatal.

There are many causes of electric shock and electrocution within the workplace the most common is contact with overhead wires. This occurs when people misjudge the height or distance between the ground and overhead wires when carrying equipment such as metal poles and ladders.

Electrical hazards

Paradise Commercial Garden Maintenance will adopt the Code of Practice 'Managing Electrical Risks At The Workplace' July 2012.

Preventing injuries from electrical sources is widely documented and yet injuries continue to occur due to exposure to electricity. There have been many deaths due to electricity in workplaces and many burns, electric shocks and other injuries. Electricity has the potential to kill and must be taken seriously and responsibly in the workplace.

The Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011 which all jurisdictions have agreed to implement although some have delayed this to a date yet to be determined, includes Electrical Safety.

**Remember, it is an offence to undertake electrical wiring work without a licence or certificate. You can be fined \$22,000 as an individual or \$110,000 as a company for doing unlicensed electrical work.**

Each State and Territory has separate laws that deal specifically with electricity regulation, including:

- a system for licensing electrical workers and contractors; and
- a platform to provide consumer protection against electrical work that has not been adequately conducted or completed.

You can find the name of specific electrical safety legislation relevant to your State or Territory in the table below:

ACT	Electrical Safety Act 1971
NSW	The <a href="#">Electricity (Consumer Safety) Act 2004</a> , <a href="#">Home Building Act 1989</a> and the <a href="#">Electricity Supply (Safety and Network Management) Regulation 2008</a>
NT	Electricity Reform Act
QLD	<a href="#">Electrical Safety Act 2002</a>
SA	Electricity Act 1996
TAS	Electricity Industry Safety and Administration Act 1997
VIC	Electrical Safety Act 1998
WA	Electricity (Licensing) Regulations 1991

Working safely when digging near electricity cables: **Important:** Accidental contact with underground electricity cables during excavation work can result in major expense, injuries and even death. If you are planning excavation works, you must take appropriate steps to ensure that the work will not damage nearby electrical infrastructure.



### **3.10 TRAFFIC CONTROL**

The intent of this section is to create a safe work area for those workers with their work locations being in/on any street, road, alley or highway.

Barricading procedures and traffic control shall comply with state laws and any existing council policies.

When it is necessary for a worker or vehicle to work in/on any street, road or highway, proper traffic control will be in place. This control shall consist of coning, coning and flagman, emergency lighting signs, or if needed, all of these methods.

At locations where flagging or coning is established, there will be a worker with QLD State Traffic Flagman certification i.e.. Blue Card (Work Activity Training using a Stop Slow Bat in the construction or non construction industry) eg road works, building sites or Grey Card (Work Activity Training using a Stop Slow Bat only in the non-construction industry) e.g. event management, car parks, security, clubs, logistics and warehousing.

All flaggers shall wear a reflective orange safety vest and hard hat.

All work areas in/on any street, alley, road or highway shall show proper advance warning to the motoring public that they are approaching a work area. All available safety lighting on city vehicles will be displayed.

All workers shall wear a reflective orange safety vest and hardhat while working in/on any street, road or highway.

### **3.11 TRANSPORTING OF EQUIPMENT**

Transporting of equipment to the job site shall be accomplished in accordance with all state and local laws governing traffic control.

Mobile equipment operated on streets and highways shall conform to all state and local laws governing motor vehicles. All regulations concerning speeds and load limits shall be strictly observed by personnel operating mobile equipment.

When mobile equipment is hazardous to other vehicles on the road, flag persons, sign or temporary barriers, shall control the traffic.

When equipment is to be towed to the job site, use suitable standard safety chains in addition to towing hooks or tow bars.

Personnel shall never stand or ride on the tow bar while equipment is being towed.

Towing should not be scheduled after dark. When emergency needs required night time towing, fully operating lights shall be placed at the rear of the tow.

When equipment is to be transported by trailer, extreme care shall be taken to prevent equipment from tipping while loading or travelling.

Clearance heights along the proposed route shall be reviewed for low-hanging objects and operators shall keep a close watch to avoid striking low-hanging objects with the equipment.

Equipment shall be secured and lashed to the trailer with the wheels blocked to prevent movement.

All trailers shall be equipped with fully operating stop and directional lights and they shall be checked for operation prior to transporting equipment.

### **3.12 TRENCHING AND EXCAVATING**

Paradise Commercial Garden Maintenance will adopt the Code of Practice for Excavation Work approved in July 2012.

Determination of the angle of repose and design of the supporting system shall be based on careful evaluation of pertinent factors such as:

1. Depth and/or cut/soils classification
2. Possible variation in water content of the soil
3. Anticipated changes in materials from exposure to sun, air, water or freezing.
4. Loading imposed by structures, equipment, overlaying material or stored material.
5. Vibration from equipment, blasting, traffic or other sources.

Bridges/walkways with standard railings will be provided when workers or equipment are required to cross over excavations.

Walls or faces of ALL excavations in which workers are exposed to danger from moving ground shall be guarded by a shoring system, sloping of the ground or some other equivalent means in compliance with WHS regulations & Codes of Practice.

No person shall be permitted under loads handled by power shovels, derricks or hoists.

All workers shall be protected with appropriate PPE for the protection of head, hands, feet and other body parts.

### **3.13 MECHANIZED EQUIPMENT**

Mechanized equipment that might be used from time to time by Paradise Commercial Garden Maintenance workers possibly ranges from grass cutting to heavy construction equipment. The following general rules apply to all types of mechanized equipment.

Only fully trained, properly authorized personnel shall be permitted to operate mechanized equipment. (Trained as per Paradise Commercial Garden Maintenance policy)

Operators shall never leave their equipment with the engine running. When leaving the equipment, the engine shall be completely shut down and all blades and lifts lowered to the full “down” position.

No person shall ever attempt to get on or off moving equipment. Unauthorized persons shall not be permitted to ride on equipment at any time.

Each individual job condition shall determine the safe operating speed. The speed shall be the minimum required for safe operation and to minimize dust. When excessive dust or glare is present, operators shall wear protective goggles.

Particular care shall be exercised in starting, turning and stopping of equipment. Operators shall exercise maximum caution to avoid contacting electrical lines with equipment.

Servicing of equipment shall not be performed while the equipment is running or in operation.

Fuel for equipment shall be kept in safety cans plainly marked “Inflammable” “gasoline” or “petrol” and the fuel shall be kept isolated from all possible sources of ignition. Servicing shall not be attempted until the engine has cooled.

Maintenance personnel shall only perform maintenance or adjustments of equipment. When performing maintenance, the equipment shall be completely shut down with all lifts or blades lowered to the full “down” position.

### **3.14 MECHANICAL HANDLING EQUIPMENT**

Mechanical materials-handling equipment such as hand trucks and forklifts (see our SWMS / SOPs) shall be used when loads are too heavy or bulky to be carried efficiently or safely by hand.

Hand trucks shall be pushed rather than pulled. Truck handles that expose hands to possible injury shall be equipped with knuckle guards.

On handling equipment, the load centre of gravity shall be kept low by placing the heavier objects on the bottom and lighter objects at the top.

Side stakes, straps or lashing materials shall be used on high loads where there is a possibility of injury.

Servicing of equipment shall never be performed while the equipment is in operation. Maintenance shall be performed by only qualified maintenance personnel and checked for performance after repair.

Vehicles with aerial equipment shall not be moved from one working location to another with the equipment in the raised position.

Drivers of aerial equipment trucks shall be constantly alert to the fact that the vehicle has exposed equipment above the truck and allow for necessary clearance.

The specified safe loading capacity shall not be exceeded. The manufacturers' suggest safe load requirements shall be observed for all loads to be lifted.

All controls shall be checked daily before operation to assure that they operate freely and properly.

Upper and lower controls are required for extensible and articulating boom platforms that are primarily designed as personnel carriers. Both controls must be operable and the lower control must be able to override the upper control.

No part of lifting device shall be operated within ten feet of electrical lines except when the lines have been de-energized and visibly grounded at the point of work, or where insulating barriers have been erected to prevent contact with the lines.

The only exemption from this rule will be when the work is performed from a device insulated for the work and is performed by either telecommunications workers, line-clearance tree trimming workers or electric utility workers who have been trained in working around exposed electrical lines.

Belting off to an adjacent pole, structure or equipment while working from an aerial lift shall not be permitted.

Personnel shall never be lifted off the ground without being secured to the equipment by an approved body belt and lanyards.

An aerial lift truck may not be moved when the boom is elevated in a working position with men in the basket, except where the equipment is specifically designed for such an operation.

### **3.15 COMPRESSED AIR & GAS SAFETY**

For general shop and field use, compressed air shall be adjusted for not more than 30 PSI of pressure. For equipment operation requiring higher pressures, only the minimum pressure required to operate the equipment shall be used.

Do not use compressed air to clean dirt or debris from equipment. Do not direct compressed air from hoses/nozzles towards persons. Compressed air shall never be used to clean workbenches or other surfaces.

Compressed gas cylinders shall only be stored in designated areas away from external heat. The storage area should be away from traffic to minimize possible danger from damage.

All cylinders should be stored upright in racks and securely lashed to prevent falling. Adapter covers shall remain in place until removed for use.

Oxygen cylinders in storage shall be separated from fuel/gas cylinders and combustible materials by a minimum distance of 5 meters or by a non-combustible barrier at least 1.5 metres high.

Cylinders shall never be dropped or treated roughly. Any damaged cylinders, suspected or obvious, shall be reported immediately.



When moving cylinders, adapter covers shall be in place to protect valves. In moving cylinders, valves or caps shall not be used as hand holds.

For raising or lowering, use a suitable sling, boat, cradle or platform. Electric magnets shall not raise cylinders.

When transporting cylinders by hand truck, or truck, the cylinders shall be securely lashed to prevent falling.

### **3.16 COMPRESSED AIR TOOLS**

In compressed air tools, air is supplied under high pressure. Only the best quality air hoses, equipped with secure couplings, shall be used.

Air supply hoses shall be protected from damage from vehicles or materials at all times. When used across walks or roadways, hoses shall be enclosed in channel ways.

Operators shall turn the air pressure off at the inlet control valve before changing or connecting compressed air tools.

Safety chains to prevent hose whipping in the event couplings become disconnected or break shall connect pressure hoses.

Compressed air tools shall never be pointed at other personnel.

Always wear personal protective equipment when using.

### **3.17 POWER SAWS/CHAIN SAWS**

Blade guards shall be kept in good condition and not removed or blocked by operating personnel.

Blades shall be frequently inspected to detect cracks or other defects. Defective blades shall not be used. If they cannot be restored by repair or sharpening, they must be discarded.

When selecting blades, use the correct blade for the job. Substitution of blades that are not right for the job is strictly prohibited.

Saws shall not be jammed or crowded into the work surface. Green or wet material shall be cut slowly and with extra caution.

When a portable saw is adaptable to bench top use, it shall be securely clamped down before using.

When using table type or bench saws for ripping short stock, the hands shall not be used for pushing the stock. A pusher stick must be used.

When changing blades, disconnect the saw from the power source to prevent accidental restarting.

Approved personal protective equipment shall be used at all times when operating saws. Ballistic nylon chaps and other appropriate personal protection equipment shall be used when operating chain saws.

### 3.18 CHEMICAL SPRAYING

Paradise Commercial Garden Maintenance guidelines will formulate chemical spraying programs, where applicable, individually and these will follow all official Government & Regulator guidelines.

The information below has been extracted from part of the Queensland Government website, if you are involved in the spraying of chemicals please go to their website & download or printout the full guide. Also regularly go to this link for up dates on matters of chemical spraying in Queensland:



**Queensland Government** For General enquiries call **13 25 23**

<http://www.business.qld.gov.au/industry/agriculture/land-management/chemical-controls/ground-distribution-of-herbicides>

## Ground distribution of herbicides

Fees for licences as at 1 July 2013:

- \$27.90 for 1 year
- \$65.55 for 3 years.

Ground distribution of herbicides is the spraying, spreading or dispersing of herbicides, or any preparation containing herbicides, with ground equipment (i.e. a machine or apparatus other than an aircraft).

There are potential risks if herbicides are misused, particularly if you do not follow product labels, so laws govern the ground distribution of herbicides in Queensland. These laws are reinforced by licensing both the businesses and operators that conduct ground distribution.

Ground distribution is carried out by licensed commercial operators who operate the ground equipment involved.

Licensed commercial operators carry out ground distribution in the course of the business of, under the authority of, or under the direction of licensed ground distribution contractors or [licensed aerial distribution contractors](#).

This guide will help you to understand the laws and licensing arrangements that govern the ground distribution of herbicides in Queensland.

Print this page Last reviewed November 7, 2013

## Laws for ground distribution of herbicides

A herbicide, a category of agricultural chemical, is defined as any material used or intended to be used for destroying, or preventing the spread of plants.

Herbicides are registered by the Australian Pesticides and Veterinary Medicines Authority (APVMA).

The misuse of herbicides has the potential to harm agriculture or livestock, the environment, trade, or human health.

Legislation is in place to ensure that commercial operators and their businesses distribute herbicides from ground equipment responsibly.

The following legislation regulates the ground distribution of herbicides:

- *Agricultural Chemicals Distribution Control Act 1966* ([PDF, 453KB](#))
- *Agricultural Chemicals Distribution Control Regulation 1998* ([PDF, 453KB](#))
- *Chemical Usage (Agricultural and Veterinary) Control Act 1988* ([PDF, 513KB](#))
- *Chemical Usage (Agricultural and Veterinary) Control Regulation 1989* ([PDF, 461KB](#)).

Related links

- Learn more about [agricultural chemicals and their use](#).

## Licensing arrangements for ground distribution of herbicides

To control the ground distribution of herbicides, both the operator of the equipment and the company or business employing or directing the operators need to be licensed:

- Individuals who operate ground equipment for herbicide distribution are called commercial operators and operate under a [commercial operator's licence](#).
- Organisations and individual contractors in the business of ground distribution who direct or authorise licensed commercial operators to use ground equipment are called ground distribution contractors. They must hold a [ground distribution contractor's licence](#). A [licensed aerial distribution contractor](#) may also undertake this function.

### When do I need a licence for ground distribution?

There are factors that can determine whether you require a commercial operator's licence:

1. The location in Queensland where the ground distribution is carried out. A licence is not required if you carry out ground distribution in those areas of Queensland where the legislation does not apply (mainly western and far northern regions). Read more about [regulated areas for ground distribution of herbicides](#).
2. The type of ground equipment being used and whether it is being used in a hazardous area. Ground equipment, as defined in the *Agricultural Chemicals Distribution Control Act 1966*, is any machine or apparatus other than an aircraft in flight used or intended for the distribution of a herbicide. However, some equipment is exempted from this definition in locations outside [hazardous areas](#). These exemptions are:
  - equipment that is hand-powered
  - equipment powered by compressed air or gas applied directly to the spray liquid for distribution without the use of air blast techniques
  - hose proportioning devices.

If the equipment you are using falls within these exemptions you do not require a licence when carrying out ground distribution outside hazardous areas. However, you do require a licence if you are distributing with this equipment in areas within hazardous areas.

### Can I distribute herbicides without a licence?

There are some circumstances where you have a defence under section 39(3) of the Agricultural Chemicals Distribution Control Act to a charge of an offence against distributing herbicides without a licence. These include when you are operating ground equipment on:

- land owned or occupied by you
- land owned or occupied by your relative – a relative as defined in the Act can be a spouse, son or daughter, father, mother, brother or sister, grandparent or grandchild
- land owned or occupied by your employer who is primarily engaged in pastoral or agricultural pursuits (genuine livestock or crop production, including amenity horticulture) and you are bound by a contract of service that is

primarily for work other than the ground distribution in question. (Note: a licence would be required if the primary purpose for engaging your services was to undertake the particular ground distribution in question)

- unallocated state land, a reserve or a road under the *Land Act 1994* that adjoins the land mentioned in the first 3 dot points above, provided you also have the permission of the entity that holds or controls the unallocated state land, reserve or road.

If you carry out ground distribution of herbicides in any of the above situations you do not need a commercial operator's licence.

Note: you will need a licence in the above situations if you wish to apply certain [restricted herbicides in a hazardous area](#).

## Supervising unlicensed operators

A licensed commercial operator is permitted to supervise an unlicensed operator or a group of unlicensed operators to use ground equipment to carry out ground distribution. The licensed commercial operator:

- must be present while ground distribution is being carried out (i.e. the licensed operator must never leave their post)
- must maintain close supervision at all times (i.e. they should not issue instructions to the unlicensed operators before the ground distribution and then leave them to carry out the work on their own).

When supervising unlicensed operators, a licensed commercial operator is responsible for:

- checking the calibration of the spray equipment being used
- confirming the correct spray nozzle has been selected
- supervising the mixing and safe handling of the herbicide concentrate.

The information above has been extracted from part of the Queensland Government website, if you are involved in the spraying of chemicals please go to their website & download or print the entire guide. Also regularly go to this link for up dates on matters of chemical spraying in Queensland:



**Queensland Government** For General enquiries call **13 25 23**

<http://www.business.qld.gov.au/industry/agriculture/land-management/chemical-controls/ground-distribution-of-herbicides>

The full guide includes information as follows:

- ✓ Ground distribution of herbicides
- ✓ Laws for ground distribution of herbicides
- ✓ Licensing arrangements for ground distribution of herbicides
- ✓ Commercial operator's licence
- ✓ Ground distribution contractor's licence
- ✓ Regulated areas for ground distribution of herbicides
- ✓ Keeping records of herbicide distribution
- ✓ Responsible ground distribution of herbicides

### 3.19 HAZARDOUS COMMUNICATION

#### Purpose

The purpose of the Hazardous Communication Program is to ensure that the hazards of all chemicals imported or produced by chemical manufacturers or importers are evaluated and that information concerning their hazards is transmitted to affected employers and workers before they use the products.

#### Procedure

Inventory lists – Know hazardous chemicals in your workplace that are a potential health or physical hazard. Make an inventory list of these chemicals. This list must be a part of your written program.

MSDS – Make sure there is a Material Safety Data Sheet (MSDS) for each chemical and that the inventory list and labelling system reference the corresponding MSDS for each chemical.

Labelling system – Each container entering the workplace must be properly labelled with the identity of the product, the hazardous warning and the name and address of the manufacturer.

Information and Training – Determine appropriate ways in which to train and inform workers on the specific chemicals in your workplace and their hazards.

Written Program – Develop, implement and maintain a comprehensive written hazard communication program at the workplace that includes provisions for container labelling, material safety data sheets and worker training.

Workers must be made aware of where hazardous chemicals are used in their work areas. They must be informed of the legal requirements, availability and location of the written program, the list of hazardous chemicals and material safety data sheets.

PCBUs should train their workers in the protective practices implemented in their work areas, the labelling system used, how to obtain and use MSDSs, physical and health hazards of the chemicals and recognition, avoidance and prevention of accidental entrance of hazardous chemicals into the work environment.

### 3.2 DOG SHIT IS HAZARDOUS!

Mowing other people's lawns and maintaining their gardens, mowing public parks and sports fields, inevitably puts you at risk of possible contact with animal faeces, particularly dog faeces (dog excrement, poo, poop, shit - whatever you want to call it, is very common with our large pet population).

Very few studies have actually looked at the risk of zoonoses (diseases that spread between animals and humans) in Australian homes. While little research and authoritative publications are available about our Australian situation it is clear that dog excrement is a common and widespread problem for human health and is a major source of unwanted pollution of our environment.

Extensive Internet research finds very few authoritative references to the actual risk in Australia and none seems to mention the rather obvious and likely increased risk to workers who do lots of mowing, every working day for years and in many different locations.

One locally sourced authoritative reference about this subject includes [Risks of Zoonoses from Dogs on Sporting fields](#), September 2004, Anderson Hayward BVSc, Chair, Animal Welfare Advisory Committee ACT. Convenor Elect, Urban Animal Management Advisory Group Australian Veterinary Association. < <http://www.gungahlinvet.com.au/petcare-info/publications/dog-faeces-on-sporting-fields-a-review-for-the-act-government.pdf> >

*“Executive summary*

*This paper examines the various helminth, protozoan, bacterial and viral organisms which may occur in dog faeces and which may constitute a risk to human health. It also considers the relative risk posed by dogs which are deliberately exercised by their owners on sporting fields as opposed to the risks from stray dogs and foxes defaecating in these areas.*

*Worms such as the Dog Roundworm Toxocara canis and Hydatid Tapeworm Echinococcus granulosus, and bacteria such as Salmonella, Campylobacter and Escherichia coli are potential pathogens for humans, with potentially serious consequences. However, in almost all cases the risk to humans of these organisms is positively associated with proximity to dogs (i.e. owning a dog), poor dog health (especially diarrhoea), and poor human hygiene such as playing in contaminated soil, eating soil, failure to wash hands after dog or soil contact, kissing dogs or allowing licking on the face, and eating during the above activities. Sporting activities on fields co-occupied by dogs is not mentioned in the veterinary or medical literature as a risk factor.*

*The incidence of zoonotic organisms in faeces from Canberra dogs is not known, but may be inferred to be low for various reasons including climate and the socio-economic and educational status of dog owners. The risk to those whose immune systems are impaired is significantly higher than to healthy people, who are more likely to be using the sporting fields for activities where they will be in contact with faeces or contaminated soil. Children are probably most at risk at ages where they “play in the dirt” in sand pits and the like, rather than once they start to play sport, but clearly some children of susceptible age will use sporting fields and other public parks*

*In the author’s opinion, risks to human health can be more effectively and more practically reduced by educating the public about the need to maintain good dog health, including the need for regular effective worming of pets, and by encouraging compliance with existing laws requiring the removal of faeces from public places. This should include provision of bins for the disposal of dog faeces and design of public open space to encourage dog owners to exercise and toilet their pets away from sporting fields and other areas of high human use.”*

And in the Australian Veterinarian < <http://theveterinarian.com.au/?p=1392> >

**Worms remain a public health risk as only half of Australians pick up dog poo in public, posted on august 6th, 2013.**

*“A survey which found that more than 1000 Australian dog owners found that only 56 per cent clean up after their dog in public is an important reminder to worm dogs regularly, according to a leading parasitologist.*

*The study, conducted by Milbemax, found that men were worse than women, with 11 per cent admitting they never pick up their dog’s poo in public compared to 7 per cent of women. The situation improves with age, with 70 per cent of persons aged 65 picking up poo in public, as opposed to 39 per cent of those aged 18-34.*

*Other key findings were that 41 per cent of owners waited one week or more to clean up dog faeces in their backyard. Around 72 per cent of dog owners admitted to allowing their dog to lick their face while 40 per cent admitted letting their dog sleep in the bed.*

*Charles Sturt University parasitologist David Jenkins said that failure to clean up after dogs was a public health issue. According to published figures, around 500,000 Australian dogs (roughly 15 per cent) have worms, although prevalence may be much higher in some areas.*

*“The most recent study of parasite infections in urban dogs [Palmer et al (2008) Veterinary Parasitology 151:181-190] showed the prevalence of infection with intestinal worms in urban dog pound dogs was 15.9 per cent and in dogs presented at vet clinics was 4.9 per cent,” Jenkins said.*

*“Some of my unpublished results of intestinal worm infections in urban dogs had a prevalence of between 15-20 per cent and prevalence studies in rural dogs, also unpublished, show a prevalence of intestinal worm infection in farm dogs up to 60 per cent.*

*In some pounds with a large rural catchment the prevalence is up to 40 per cent.”*

So it seems that dog excrement is a serious and common problem in both urban and rural dog populations.

Problematic bacteria are those that live naturally on pet dogs & cats without causing them harm (called commensal bacteria), but which may cause infection or disease in humans. **The main risk for humans occurs whenever we come into contact with animal faeces.** Nasty bugs such as *Salmonella* and *Campylobacter*, which do not usually cause illness in pets (although they may), will be shed in their faeces and can cause quite severe gastro-type illness

in humans. The most infamous and troublesome example of these pet borne bugs is probably *Staphylococcus*. It can cause a range of illnesses in humans from skin and wound infections to pneumonia and even meningitis.

Lawn mowing workers, professional gardeners and, of course, pet owners should be aware of the potential for infection from parasite eggs including: roundworm, hookworm and tapeworm, as well as ringworm, a fungal skin infection.

All of these may be easily controlled by regularly worming or bathing of pet animals, and even if contracted, the infections are usually easily eradicated in most people. However, not without inconvenience and possible some pain, discomfort and suffering.

It's also worth remembering that pet bites and scratches are probably the largest public health risk from dogs and cats. If unsure of your safety with an animal in a yard ask the owner to remove or secure it to protect both you and it from harm.

However, for the average person with a healthy immune system, the risk of getting sick from a pet is apparently generally regarded as low, even if you are directly exposed to a bacteria or parasite. But the risk is thought to increase considerably for people with compromised or reduced immune systems. These include the very young, the very old, those with diseases such as HIV, those who are pregnant and those undergoing chemotherapy.

In such cases, both the chance of catching the infection or disease is increased and the consequences of becoming sick could be much worse than for a healthy person.

However, according to the U.S. Center for Disease Control and Prevention (CDC), pet droppings can contribute to diseases animals pass to humans, called zoonoses. When infected dog faeces are deposited on lawns, the eggs of certain **roundworms** and other parasites can linger in the soil for years. Anyone who comes into contact with that soil, or grass clippings — be it through gardening, playing sports, walking barefoot or any other means—runs the risk of coming into contact with those eggs; especially in dog excrement. Some of the hard-to-pronounce parasites your lawn could harbor include *Cryptosporidium*, *Giardia* *Salmonella*, as well as hookworms, ringworms and tapeworms. Infections from these bugs often cause fever, muscle aches, headache, vomiting, and diarrhoea in humans. Children are most susceptible, since they often play in the dirt and put things in their mouths or eyes.

### The risk of Toxocariasis:

This is an infection caused by a parasitic roundworm - a worm which looks like a strand of spaghetti. Dogs are more susceptible to roundworm than cats, although cats can also be infected. And as vets know dogs are commonly infected by roundworm. In humans, fortunately, roundworm eggs never actually develop into worms. Instead, they hatch as larvae which can enter the body tissue and manifest as cysts or in some cases stomach ache. In the worse instances, larvae can possibly migrate through our body and end up affecting the optic nerve behind the eye. In rare cases, this can lead to blindness in one eye.

Toxocariasis can be caught by humans touching dog faeces. This is because the parasite releases eggs into the gut of the dog which appear in the faeces. Even after decomposition of the dog's faeces, these eggs can still 'linger' in the soil and potentially contaminate humans. According to a spokesperson for Novartis, a drug company for animals, the eggs belonging to roundworms can 'hang around' in the earth for up to two years. This means that if your hands come into contact with dog faeces (or an area where a dog has defecated) and the infection is passed from your fingers to your mouth and, in turn, your saliva - you can become infected.

Given that a single gram of dog waste can apparently contain 23 million faecal coliform bacteria (Van Der Wel, B. 1995. Dog pollution. The Magazine of the Hydrological Society of South Australia 2(1).) And that dogs are potentially a significant host of giardia and salmonella. (Lim and Olivieri, 1982).

**It would be wise to minimise the risk to your health by being careful not to touch animal faeces, and if skin contact was unavoidable make sure you wash the area thoroughly with soap, or use the antimicrobial hand gel you always carry in your vehicle, as soon as possible, and before any transfer of animal excrement to your face, mouth, eyes or food & drink occurs.**

## Reduce Your Risk:

It is up to you - if the relationship and circumstance permits, politely ask clients with pets and unacceptably fouled gardens to clean up the mess before you visit to mow their lawns. If they don't or won't, charge them extra for this unpleasant service.



Bag It and Bin It - carry a poop-scoop and a packet of bags in your truck and clean up the droppings without skin contact before you mow the area. A 'poop scoop' is a very simple plastic claw device that is used in conjunction with 'poop bags'. A poop bag is very similar to a [nappy](#) sack. It is a small [plastic bag](#) with two handles at the top. A [knot](#) can be tied in the handles to seal them closed. The bottom of the bag is placed so it is sitting in the 'claw' and the top of the bag is folded over the outside of it, covering the hand. It is used to grab the faeces, and is then closed. The bag is then turned inside-out over the claw and the faeces are sealed in the bag. Neither the hand nor the poop scoop comes into contact with the faeces, providing a more hygienic way to lift dog excrement.

Any small plastic bag can be used (providing it has no air-holes in it!) but most people don't even want to handle the faeces through a bag. Commercial poop bags are sold at supermarkets, veterinary clinics, pet stores and even large garden centres. Many local authorities now provide free poop bags, reflecting the importance of cleaning up after dogs.

The filled bags are preferably put in the pet owner's garbage bin or if necessary carried home for safe disposal into your own garbage bin or a [dog loo](#), or placed in one of the dedicated 'poop bins', provided by the local authorities which are sometimes provided in dog walking areas. Or if it is not possible or undesirable to dispose of the bag at home, then it should be double-wrapped before being placed in a public litter bin.

Pregnant women and individuals with impaired immunity should take extra precautions when cleaning up animal faeces by wearing disposable gloves available from chemists.

Finally, a local authority view, for example [City of Playford, South Australia](#) < <http://www.playford.sa.gov.au/page.aspx?u=1852> >

“Animal Keeping on Private Property:

Environmental Health Officers are often called to investigate offensive odours on domestic premises when dog faeces are not being properly disposed of. In addition to the smell causing offence to neighbours, animal faeces left in gardens may provide a food source for pests and is considered insanitary if not properly managed. Any person allowing such an offensive condition may be issued with a \$300 expiation notice (fine) under the (SA) Public and Environmental Health Act 1987.

Dog faeces should be picked up and properly disposed of in a sanitary manner at a minimum of once a week. If you have a large dog or numerous dog son the property, you will need to do this more frequently. It is recommended that the faeces is disposed of in a garbage bag, tied up, and disposed of in you weekly rubbish bin.”

Similar powers, policies, obligations on citizens and penalties exist in all States in Australia.

In the ACT see <http://www.health.act.gov.au/health-services/population-health/health-protection-service/environmental-health/>



In Victoria see [The Public Health and Wellbeing Act 2008 and Public Health and Wellbeing Regulations 2009](#) which came into effect on 1 January 2010. < <http://health.vic.gov.au/phwa/> >

In NSW see The [Public Health Act 2010](#) <http://www.health.nsw.gov.au/phact/pages/default.aspx> & The [Public Health Regulation 2012](#)

In Queensland see [The Public Health Act 2005](#) < <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PubHealA05.pdf> >

In SA see [The Public and Environmental Health Act 2011](#) <

<http://www.legislation.sa.gov.au/LZ/C/A/SOUTH%20AUSTRALIAN%20PUBLIC%20HEALTH%20ACT%202011/CURRENT/2011.21.UN.PDF> >

Or < <http://www.legislation.sa.gov.au/LZ/C/A/SOUTH%20AUSTRALIAN%20PUBLIC%20HEALTH%20ACT%202011.aspx> >

In the Northern Territory see [NT Public and Environmental Health Act 2011](#) < [https://www.google.com.au/?gws\\_rd=ssl#](https://www.google.com.au/?gws_rd=ssl#) >

In WA see < [http://www.public.health.wa.gov.au/2/1056/2/legislation\\_.pm](http://www.public.health.wa.gov.au/2/1056/2/legislation_.pm) >

### **3.3 ASBSTOS SHEDS AND FENCES ARE HAZARDOUS!**

Asbestos is a very dangerous substance but difficult to identify with certainty. If you suspect that a shed, fence, tank, plaster-board or rain downpipe etc., particularly if it is old or in a damaged condition, could possibly contain asbestos – Do not touch or use mechanical equipment such as whipper-snipers or mowers anywhere near it or in a manner likely to disturb the asbestos it might contain.

Strickly follow the guidelines set out in the Code of Practice [Managing asbestos in workplaces](#) or better still carefully avoid any contact with substances that could be asbestos.

< <http://www.deir.qld.gov.au/workplace/resources/pdfs/manage-control-asbestos-workplace-cop-2011.pdf> >

If you suspect that asbestos may be present on a site where you work make sure you include written details of its location and the precautions you intend to take to mitigate any considered risk in your Job Risk Assessments, Job Hazard Analysis and Safe Work Method Statements.

### **3.4 VEHICLE PRE-TRIP INSPECTION**

#### **TYPES OF INSPECTION**

##### **Pre-trip inspection**

A pre -trip inspection is necessary before each trip to find problems that could cause a crash or breakdown. The pre-trip check is intended to give the driver an indication that problems may exist, or may be developing. These problems may not reflect the “out of service” standard for each item. Any item not meeting the listed specifications should be thoroughly checked for safe operation.

#### **ENGINE COMPARTMENT**

Check engine oil level and condition. Check transmission oil level and condition (automatics).

Check coolant level and condition in radiator and overflow tank (when cold). Check power steering fluid.

Check battery cable connections for corrosion, and hold down. Check washer fluid level.

Inspect all belts and hoses, including power steering hoses for wear or damage. Before closing engine compartment give one last overall visual inspection for any leaks, or irregularities.

#### **EXTERIOR OF VEHICLE:**

Check operation of all lights.

Check for any body damage.  
On dump trucks make sure tailgate is securely latched.  
On air brake equipped vehicles listen for any air leaks.  
Inspect condition of hydraulic hoses where applicable.  
Check wiper blades and condition of all glass.  
Check tires for wear and proper inflation.  
Check wheels for cracks.  
Look underneath vehicle for any fluid leaks

**INSIDE CAB:**

Check operation of all controls.  
Check operation of all gauges and warning devices.  
Check horn.  
Make sure all safety equipment is on board.  
Check operation of seat belts.  
Make sure all loose equipment is properly stowed.  
Check adjustment and condition of all mirrors.

**During a trip:**

Watch gauges for signs of trouble.  
Use your senses to check for problems (look, listen, smell, feel)  
Check critical times when you stop:

- Tires, wheels, and rims
- Brakes.
- Lights.
- Brake and electrical connections to trailer.
- Trailer coupling devices.
- Cargo securement devices.

**Post-trip inspection and report**

An after-trip inspection is necessary at the end of the trip, day, or tour of duty on each vehicle you operated. It may include filling out a **vehicle condition report** listing any problems you find. The inspection report helps the vehicle owner know when to fix something.

For further in depth detail of the vehicle pre-trip inspection refer to Paradise Commercial Garden Maintenance guides.

## **SECTION 4 SELECTION, INDUCTION & TRAINING OF WORKERS**

### **4.1 INTRODUCTION**

This Section of the manual focuses on a very important component of our program, namely how workers are to be selected, inducted and initially trained. Failure to maintain an acceptable standard in the foregoing will have a marked effect not only on the success of our program, but also the efficiency of our operations. The following procedures are mainly related to Work Health & Safety and operational safety on site. Additional procedures may be necessary in respect of new workers or workers and additional instructions for customers delivering waste to the site.

### **4.2 SELECTION OF WORKERS/EMPLOYEES**

All applicants for employment are required to complete a written application (see WHS 2012 APPLICATION FOR EMPLOYMENT.doc). This Employment Application Form is to be personally completed by the applicant in the presence of a manager or supervisor. Under no circumstances are these forms to be mailed to persons making telephone or written enquiries regarding employment.

It is Company policy that applicants (short-listed) undergo pre-employment medical screening to determine any pre-existing medical conditions which are likely to be aggravated in the proposed job situation.

Paradise Commercial Garden Maintenance will meet the costs of the medical examination but not the travel costs or other out of pocket expenses incurred by an applicant. This is to be made clear to applicants before any arrangements are made for the medical examination.

### **4.3 TESTING/ASSESSING APPLICANTS**

In addition to it being a condition of employment that applicants (short-listed) for driving or vehicle maintenance positions be in possession of a current Queensland driving licence, they are also to undergo testing as part of the selection process.

#### DRIVING POSITION APPLICANTS

Applicants for driving positions should undergo a written examination on traffic safety legislation as part of the selection process.

Applicants are to be given a driving assessment by a driving trainer or a suitable qualified supervisor as nominated by the Site Manager. The results of the assessment are to be recorded on the appropriate Driver Assessment form.

#### MAINTENANCE POSITION APPLICANTS

All such applicants, where their normal work duties will include the testing of Company vehicles, are also to undergo a driving test and driving assessment as outlined above.

#### APPLICANTS FOR PLANT OPERATORS POSITIONS

The Site Manager is to ensure that applicants for plant operator positions at landfill sites, materials recycling facilities and transfer stations are given a practical test on the plant equipment currently being used.

#### 4.4 WORKER INDUCTION

All successful applicants for employment, persons transferring from another depot or business unit, other workers, sub-contractors & visitors are to be properly inducted. The duration of the new worker's induction will depend to a large degree on his/her previous employment and learning ability. However, during the induction process, he/she is to be briefed on the following in addition to general site specific information:

- Action to be taken on discovering a fire or smoke in the depot or on hearing a fire alarm, and basic techniques for fire fighting at a depot or during an outbreak of fire on a company vehicle or in waste;
- The meaning of the various notices and signs at a depot which relate to health, safety, fire or traffic safety;
- The most serious types of health and safety risks existing at a depot, also the general inherent hazards of the new worker's particular job, including those known to exist due to any customer behaviour on site during the course of the worker undertaking his/her job;
- The requirements of using personal protective clothing and safety equipment (PPE) and the legal obligations in this regard;
- Details of the Depot WHS Committee and the names of its members (where established);
- On the job training as applicable to their particular occupation;
- The legal obligations of workers under the [Work Health and Safety Act 2011](#), (WHS Act), [Regulations](#) and [Codes of Practice](#). There is a helpful 52 page [Guide to the WHS Act in Queensland](#) which can be downloaded.;
- The system of identifying and reporting unsafe work practices, procedures or conditions;
- Occupational health and personal hygiene.

#### 4.5 REFERENCES

Paradise Commercial Garden Maintenance WHS & E MANUAL Section 4 "Legislative Compliance"

##### FORMS

Employment Application Form

(see WHS 2012 APPLICATION FOR EMPLOYMENT.doc)

##### OTHER REFERENCES

- [Work Health and Safety Act 2011](#), (WHS Act),
- [Regulations](#)
- [Codes of Practice](#).
- [Guide to the WHS Act in Queensland](#)



## SECTION 5 TRAINING AND EDUCATION

### 5.1 INTRODUCTION

Paradise Commercial Garden Maintenance recognises the importance of education and training in Workplace Safety and Environmental matters as well as other business functions. Also, training is a legal requirement under Division 1 Section 39 of the [Work Health and Safety Act 2011](#), (WHS Act), [Regulations](#) and [Codes of Practice](#). should be planned, organised and conducted in accordance with good management practice. Also See the helpful 52 page [Guide to the WHS Act in Queensland](#)

To quote from this part of the WHS Regulations

The purpose of this procedure is to establish and maintain a system for ensuring that: -

- training needs are identified;
- personnel performing specific assigned tasks are qualified on the basis of appropriate education, training and/or experience; and
- appropriate records of training and qualifications are maintained.

This procedure applies to all managers, workers, contractors and visitors of Paradise Commercial Garden Maintenance.

### 5.2 RESPONSIBILITY

Site Managers must ensure that: -

- the procedure is consistently applied throughout the Depot;
- appropriate human and financial resources are made available; and
- training plans are approved.

Managers, Supervisors and Leading Hands must ensure that: -

- implementation of the procedure such that all staff, contractors and visitors under their control understand their responsibilities and have knowledge and skills to safely perform the duties required; and
- records are appropriately maintained.

Workers must ensure that: -

- evidence of prior experience and/or qualifications is provided on request;
- certificates of competence are maintained as required by legislation to perform particular tasks; and
- they attend and actively participate in any training course required by Paradise Commercial Garden Maintenance for WHS & E purposes.

### 5.3 CERTIFICATION FOR HIGH RISK ACTIVITIES:

**Confined space certificates** should be renewed every year with an approved refresher course of competency-based training consistent with AS 2865-2009 Confined Spaces and the National Occupational Health and Safety Commission's Core Training Elements for Confined Spaces.

#### **Traffic Controller Blue Card (STOP/SLOW) &/or Yellow Card.**

Our workers who need to control traffic on a public road should hold a current Traffic Controller Card (STOP/SLOW) &/or a Card allowing them to set up or work with traffic control plans, licensed by the QLD Roads & Traffic Authority, and having successfully attended a certified course provided by registered training organisation.

### 5.4 TRAINING RECORDS

All Company staff are to have on their personnel file, a "Record of Training" form. This record is to include, as a minimum; worker name; date of training; subject trained in; duration of training; trainer name; and training venue.

Where it is deemed necessary by line management, workers are to sign the "Record of Training" to confirm their receipt of training. This may be particularly valuable for individual or small group training on site specific topics e.g. safe operating procedures.

See attached form < WorkCover whs-training-register-record-template-3595.doc >

### 5.5 ANALYSIS OF TRAINING NEEDS

Each Branch is to undertake an annual training needs analysis (TNA) i.e. determine the difference between what is (actual condition) and what should be (desired condition) the level of WHS & E training education in terms of human knowledge, skills, attitudes, jobs, duties and tasks.

A training matrix can be designed to assist in this process.

When determining actual training levels, consideration should be given to prior learning.

## SECTION 6 PROGRAM PROMOTION, PUBLICITY & WORKER AWARENESS

### 6.1 INTRODUCTION

Producing this manual will not reduce accidents, but following the procedures and guidelines in it will help. The optimum outcome of our Workplace Safety and Environment Program is to achieve a change of attitude at all levels in Paradise Commercial Garden Maintenance. Promoting and publicising our accomplishments and successes, and communicating effectively is vital if we are to gain the continued involvement and the necessary support.

The purpose of this Section therefore is to outline certain procedures to be introduced, also to offer some guidelines that will help to develop and maintain awareness.

Every year in New South Wales, approximately 17,000 people are seriously injured or suffer from illness or Musculoskeletal disorders (MSDs) related to manual handling.

This represents about 37 per cent of all injuries in NSW and costs NSW workplaces \$373 million with an average cost of \$22,000 per injury. When the hidden costs of injury are considered that figure is more than \$1,491 million.

Manual handling is any activity that involves lifting, lowering, carrying, pushing, pulling, holding or restraining. It may also include stretching and bending, sustained and awkward postures and repetitive movements.

We will use the official brochures, manuals & posters of the QLD Government when available.

### 6.2 METHODS OF PROMOTION AND PUBLICITY

The following are to be regarded as being the **minimum** means of promoting and publicising the Program:

- Safety performance record boards;
- Poster programs;
- Safety meetings/talks;
- Proper Job Instruction;
- Worker suggestion schemes;
- Safety targets; and
- Behaviour reinforcement.



### **6.3 PERFORMANCE RECORD BOARDS**

A performance record board may be arranged by each Branch/Depot and sited in a place where it will be seen by all workers every working day. It has to be kept as simple as possible and should easily convey the message.

Initially, the board should display the number of incident free days.

The Branch/Depot WHS & E Co-ordinator may be assigned responsibility for making sure that the information on the board is kept current - ideally, it should be updated weekly.

### **6.4 POSTER PROGRAM**

It should be the joint responsibility of the Branch/Depot WHS & E Co-ordinator and the Health and Safety Committee (if established) to organise and promote the Program by means of a poster program.

### **6.5 MEETINGS/TOOL BOX TALKS**

It is realised that our operations deny us the opportunity of having regular, planned monthly safety meetings with workers. Indeed some of us work alone in small businesses without employees or additional worker with whom to hold tool box talks, However, those of us with staff and other workers, where practicable, are to hold such meetings/tool box talks on topics of safety and environmental management as a means of maintaining the workers knowledge and awareness of changes in legislation, new innovations, revisions in safe operating procedures, identified increases in certain types of accident, and so forth.

Supervisors should try to arrange such meetings for small groups of their workers. Records (diary entries) should be kept of dates held, topics covered and persons attending.

### **6.6 PROPER JOB INSTRUCTIONS (PJI)**

PJI techniques are to be used in any skill training of Paradise Commercial Garden Maintenance workers. This is especially important where the training relates to safe working methods of our operations.

### **6.7 SUGGESTION SCHEMES**

Many of our workers have worked for other organisations and may have been exposed to other safety and environment management systems. Consequently, they may have come across some very good ideas in relation to prevention of incidents. We should therefore try to benefit from this valuable information reservoir by having some form of a suggestion scheme in each Branch/Depot where this is applicable and beneficial.

Ideally, suggestions can be sought during meetings/tool box talks. The best way of fostering and maintaining interest in them putting forward their ideas is IMMEDIATE RECOGNITION. Should a worker consider that the supervisor does not want to listen to them, then the "information well" will quickly dry up. It should also be remembered that encouragement to put forward ideas helps to reduce negative complaining - in short, "Don't just tell me the problem, tell me the solution".

It is not proposed that a suggestion scheme adopted by a Branch/Depot be formalised and involve workers having to fill in forms and put forward their ideas in writing.

## **6.8 SAFETY AND ENVIRONMENTAL TARGETS**

It should be Paradise Commercial Garden Maintenance aim, when practicable to develop safety and environmental targets re lost time injuries (LTI), vehicle accidents or environmental impacts. These targets should be explained to all workers. Progress toward the Target to be widely publicised, using performance record boards, memos on notice boards and advising workers during meetings.

A lost-time injury (LTI) is defined as an occurrence that resulted in a fatality, permanent disability or time lost from work of one day/shift or more. This is from the Australian standard: Workplace Injury and Disease Recording Standard (Australian Standard 1885.1– 1990 & 1991), published by Standards Australia.

Our definition of an LTI being "any accident resulting in the injured person being off work for one day or one shift or more at any time **following** the day of the accident".

## **6.9 BEHAVIOUR REINFORCEMENT**

Essentially, the subject concerns the reinforcement of safe behaviour to underpin the importance of Safety and Environmental management systems, the benefits of using safe working practices, and of course maintaining worker awareness and interest.

## **6.10 REFERENCES**

(Australian Standard 1885.1– 1990 & 1991) Workplace Injury and Disease Recording Standard published by Standards Australia

[The National Standard can be downloaded here](#) & is included as a file  
< WorkplaceInjury\_DiseaseRecordingStandard\_Workplace\_1990\_PDF.pdf >

## SECTION 7 FIRST AID & MEDICAL MANAGEMENT

### 7.1 INTRODUCTION

As first-aid is the first phase in the process of rehabilitation of an ill or injured worker, it is important to ensure that appropriate first-aid and medical management provisions are in place.

It is Paradise Commercial Garden Maintenance policy that adequate first aid and medical facilities are to be made available to all workers. Further, in compliance with the QLD WHS Act 2012 Regulations and First-Aid Code of Practice, the first-aid equipment and facilities which must be provided at our depots and other places of work under our control shall be maintained so that it is readily available for use.

Section 42 Duty to provide first aid

(1) A person conducting a business or undertaking at a workplace must ensure:

- (a) the provision of first aid equipment for the workplace, and
- (b) that each worker at the workplace has access to the equipment, and
- (c) access to facilities for the administration of first aid.

Maximum penalty:

- (a) in the case of an individual—\$6,000, or
- (b) in the case of a body corporate—\$30,000.

(2) A person conducting a business or undertaking at a workplace must ensure that:

- (a) an adequate number of workers are trained to administer first aid at the workplace, or
- (b) workers have access to an adequate number of other persons who have been trained to administer first aid.

Maximum penalty:

- (a) in the case of an individual—\$6,000, or
- (b) in the case of a body corporate—\$30,000.

(3) For the purposes of this clause, the person conducting the business or undertaking must have regard to all relevant matters, including the following:

- (a) the nature of the work being carried out at the workplace,
- (b) the nature of the hazards at the workplace,
- (c) the size and location of the workplace,
- (d) the number and composition of the workers and other persons at the workplace.

Workplace WHS requirements - First Aid

The 2012 WHS Regulations take a performance based approach rather than prescribing in detail. While there is no mandatory risk assessment process, the provision of First Aid requires an assessment that takes into account the issues prescribed in the WHS Regulations (e.g. nature of work etc). Organisations already complying with previous OHS/WHS Regulations on kits and numbers of trainers are likely to have met most of the assessment factors listed in the new WHS Act 2011 and Regulations.

Key changes under the new WHS Regulations include:

- lack of thresholds, such as number of workers, to determine the number of trained first aiders or the number of kits,
- no differentiation of construction and non construction workplaces,
- no prescription of the contents of kits.

Example

Determining the appropriate kit contents depends of the factors listed such as location of the work. A remote workplace such as our vehicles requires in addition to the standard kit contents (e.g. bandages, scissors etc)

- broad crepe bandages (for snake bites),
- cervical collar (for spinal/neck injuries),
- large clean sheeting (for covering burns),
- thermal blanket (for treating shock),
- torch/flashlight.

This sort of Emergency Procedures Pack which includes an Emergency Procedures Wall Chart, CPR Chart & a depot specific Fire Escape Plan should be prominently displayed in each of our depots.



In addition, each of our company vehicles should contain an adequately stocked portable first aid kit.

As extracted from the website of the Queensland Government

<http://www.deir.qld.gov.au/workplace/law/whslaws/whs-and-other-legislation-amendment-bill-2014/index.htm>

**New Code of practice for First Aid 2014**

On 30 May 2014, the new *First Aid in the Workplace Code of Practice 2014* was approved under the *Work Health and Safety Act 2011* (PDF, 1.42 MB). This replaces the *First Aid Code of Practice 2004* which was revoked on 29 May 2014. The [First Aid in the Workplace Code of Practice 2014](#) is based on the national model first aid code of practice with some minor variations to address issues raised by stakeholders during the review of the WHS laws in Queensland.

A copy can be downloaded from here

<http://www.deir.qld.gov.au/workplace/resources/pdfs/first-aid-in-the-workplace-cop-2014.pdf>

## **7.2 FIRST-AID FACILITIES AND MEDICAL SUPPLIES**

Paradise Commercial Garden Maintenance will adopt the Code of Practice for First Aid in the Workplace.

Each place of work such as depots is to have a first-aid kit close to a supply of clean running water.

No place of work is to be more than 100 metres from a first-aid kit. Vehicles are to carry one at all times.

Kits must be of an approved type, capable of being locked and containing nothing except appliances and requisites for first-aid. A survey of location and nature of specific hazards will alert staff to the need for particular facilities e.g. eyewash station, antidotes etc.

Kits must be kept clean and checked and restocked on a regular basis. A schedule should be developed and checks/restocking documented.

## **7.3 FIRST-AID PERSONNEL**

Each branch and depot are to have at least one currently certified first-aid attendant. Details of qualified first-aiders is to be maintained by the branch WHS & E Co-ordinator.

A qualified first-aid attendant must be available for each shift.

Kits provided at the branch/depot must have a person(s) appointed in charge of the kit. A notice must be displayed in a prominent position near the kit clearly showing the name, telephone number and location of all persons appointed to render first-aid.

In exceptional Circumstances, where there is no qualified first-aid attendant available first-aid may be administered by someone who is not currently certified.

The cost of training workers in first-aid will be met by Paradise Commercial Garden Maintenance.

First-aid attendants are to be responsible for the checking and restocking of facilities they have been appointed to.

## **7.4 OCCUPATIONAL MEDICAL ADVISER**

Every Branch/Depot must appoint a Medical Adviser (local doctor), albeit on a part time or as required basis. In selecting a suitable person to carry out this function, preference is to be given to a medical practitioner who not only is located in close proximity to Paradise Commercial Garden Maintenance premises, but also who has qualifications and experience in Occupational Medicine.

## **REGISTER OF INJURIES**

To comply with the legal requirement of Workers Compensation Regulation 2003, Clause 36, Form 2 A register must be kept at each place of work and be readily accessible to all staff e.g. next to the first-aid kit.

The Work Health & Safety committee, where established, should be involved in analysing the injuries and make recommendations for eliminating them.

A copy of WorkCover - Register\_of\_injuries\_2226\_new.doc is included in Appendix C

### **7.6 CRITICAL ILLNESS OR INJURY**

A local procedure should be developed in consultation with first-aid attendants, supervisors and the Work Health and Safety committee, where established, to deal with critical illness or injury.

Preference is always to be given to medical evacuation by an ambulance service vehicle. The use of private transport to convey a critically ill or injured person to a doctor or hospital should only take place when it appears there may be a serious delay in the response of the ambulance service and such delay could affect the state of the ill or injured person.

### **7.7 TREATMENT OF PERSONS OTHER THAN COMPANY WORKERS**

First-aid may be given to visitors or contractors working at Paradise Commercial Garden Maintenance depots or premises who sustain an injury or become ill. In such cases, these persons are to be advised to seek medical attention elsewhere as soon as possible. In the case of a worker of a contractor being injured, the employer is to be advised by telephone without delay. Details of the injury/illness and the first aid rendered are to be recorded in a register and this is to be retained on file at Paradise Commercial Garden Maintenance.

### **7.8 REFERENCES**

Queensland's [Code of Practice on First Aid in the Workplace](#) was approved in May 2014

#### FORMS

Register of Injuries form

## SECTION 8 INCIDENT REPORTING, RECORDING & INVESTIGATION

### 8.1 INTRODUCTION

If a death, injury, illness or dangerous incident occurs at our workplace we may be legally required to notify WorkCover QLD about what has happened.

Where to find key concepts in the legislation

KEY CONCEPTS	WHS ACT
Dangerous incident	Section 37
Due diligence	Section 27
Notifiable incident	Section 35
Officer	Section 4
Person conducting a business or undertaking (PCBU)	Section 5
Persons with management or control of a workplace	Section 20
Plant	Section 4
Reasonably practicable	Section 18
Serious injury or illness	Section 36
Worker	Section 7
Workplace	Section 8

Where to find explanations of concepts that are relevant to incidents

Relevant legislation	WHS Act
Notification of deaths, serious injuries or illnesses and dangerous incidents	Section 35, 36 ,37
Notification timeframes	Section 38 (1)
Preserving incident sites	Section 39
Records to be kept	Section 38 (7)

It is the policy of Paradise Commercial Garden Maintenance that all incidents involving our workers, vehicles, equipment, visitors, contractors and adverse environmental impact be properly reported, recorded and investigated.

The purpose of conducting an incident investigation is to establish causes. If attempts are made to apportion "blame", people who might otherwise provide useful information will simply become defensive. The investigation must remain impartial and objective if all the causes are to be established.

The following section has been extracted from [WorkCover Queensland website for details](#):

## 8.1 Guide to work health and safety incident notification

Has an injury, illness or dangerous incident occurred at your workplace? If so, you may be legally required to notify Workplace Health and Safety Queensland (WHSQ) about what happened.

The following aims to help you understand your notification obligations under the [Work Health and Safety Act 2011](#) (PDF, 1.42 MB) and the [Safety in Recreational Water Activities Act 2011](#) (PDF, 536 kB) and how you can comply with them.

Note: If you wish to notify of an incident that occurred under the Workplace Health and Safety Act 1995 (prior to 1 January 2012) contact WHSQ on 1300 369 915 to obtain the correct form.

[What sort of incident do I need to tell WHSQ about?](#)

[When is an injury or illness serious?](#)

[What is a dangerous incident?](#)

[Who is responsible for notifying?](#)

[How do I notify?](#)

[I've already notified WorkCover Queensland or my workers' compensation insurer, why do I need to notify WHSQ?](#)

[Can work continue where the incident occurred?](#)

[Do I need to keep a record of the incident?](#)

### 8.1.1 What sort of incident do I need to tell WHSQ about?

The *Work Health and Safety Act 2011* and the *Safety in Recreational Water Activities Act 2011* set out what sort of incidents are notifiable to WHSQ. An incident is notifiable *if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person or involves a dangerous incident.*

### 8.1.2 When is an injury or illness serious?

The *Work Health and Safety Act 2011* and the *Safety in Recreational Water Activities Act 2011* set out that a serious injury or illness of a person is:

- an injury or illness requiring the person to have:
  - [immediate treatment as an in-patient](#) in a hospital
  - immediate treatment for:
    - the [amputation](#) of any part of his or her body
    - [a serious head injury](#)
    - [a serious eye injury](#)
    - [a serious burn](#)
    - the separation of his or her skin from an underlying tissue (such as degloving or scalping)
    - [a spinal injury](#)
    - [the loss of a bodily function](#)
    - [serious lacerations](#) or
  - medical treatment (treatment by a doctor) within 48 hours of exposure to a substance
- any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work:
  - with micro-organisms; or
  - that involves providing treatment or care to a person; or
  - that involves contact with human blood or body substances; or
  - that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.
- the following occupational zoonoses contracted in the course of work involving the handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products:
  - Q fever



- Anthrax
- Leptospirosis
- Andersonllosis
- Hendra virus
- Avian influenza
- Psittacosis.

'Treatment' means the kind of treatment that would be required for a serious injury or illness and includes 'medical treatment' by a registered medical practitioner, treatment by a paramedic or treatment by a registered nurse practitioner.

### 8.1.3 What is a dangerous incident?

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock that is not a serious electrical incident or a dangerous electrical event
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel.

Note! A [serious electrical incident](#) or [dangerous electrical event](#) is notifiable under the [Electrical Safety Regulation 2002](#) (PDF, 1.05 MB). For more information refer to the [electrical safety incident notification webpage](#) or contact the Electrical Safety Office on 1300 650 662.

### 8.1.4 Who is responsible for notifying?

A person conducting a business or undertaking is required to make the notification immediately after becoming aware that a notifiable incident arising from the business or undertaking has occurred.

### 8.1.5 How do I notify?

Notification must be by the fastest possible means. The options for notifying are to:

**Business hours** - 8.30 am to 4.45 pm, Monday to Friday (excluding public holidays)

- phone on 1300 369 915
- complete and submit the [online incident notification form](#)
- fax the completed [Incident Notification form](#) (PDF, 189 kB) to facsimile number (07) 3247 0297
- email the completed [Incident Notification form](#) (PDF, 189 kB) to [whsq.aaa@justice.qld.gov.au](mailto:whsq.aaa@justice.qld.gov.au).

**Outside of business hours**

- phone on 1300 369 915 (press 1 at the prompt) to be connected to WHSQ's after-hours messaging service. Your notification details will be referred to a WHSQ on-call inspector who will contact you within a timeframe that has regard to the seriousness of the incident.

If you make the notification by telephone, written notification is not required, WHSQ will provide the person notifying for the business or undertaking with details of the information received.

### 8.1.6 I've already notified WorkCover Queensland or my workers' compensation insurer, why do I need to notify WHSQ?

An injuries claim to WorkCover Queensland or your workers' compensation insurer is not the same as notifying WHSQ of an incident. WorkCover Queensland and other workers' compensation insurers have a different role to play to WHSQ following a workplace incident. WHSQ investigates the cause of the incident and how similar incidents can be prevented in the future. WorkCover Queensland and other workers' compensation insurers provide financial compensation to people injured in the course of their employment. WHSQ is the workplace health and safety regulator in Queensland. It uses notified incident information to investigate workplace incidents and contraventions of the [Work Health and Safety Act 2011](#), (WHS Act) and [Regulations](#).

This information is also used to develop programs that identify solutions to workplace safety issues across all industries.

Notification to WHSQ is in addition to any workers' compensation claim made to WorkCover Queensland or self-insured businesses.

### 8.1.7 Can work continue where the incident occurred?

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, unless it is for a prescribed reason, until an inspector arrives at the site. The site includes any plant, substance, structure or thing associated with the notifiable incident.

A prescribed reason to disturb an incident site is action:

- to assist an injured person
- to remove a deceased person
- that is essential to make the site safe or to minimise the risk of a further notifiable incident
- that is associated with a police investigation
- for which an inspector or WHSQ has given permission - a direction that a scene may be disturbed may be given in person or by a telephone call.

Contact WHS Infoline on 1300 369 915 (press 1 at the prompt) if the incident occurs outside of business hours and you wish to disturb the incident site. A WHSQ on-call inspector will return your call.

### 8.1.8 Do I need to keep a record of the incident?

The person conducting a business of undertaking must keep a record of each notifiable incident for at least five (5) years from the date notified to WHSQ.

[Top](#)

This copy is from a webpage last updated 15 March 2013

Yes. Section 38 (7) of the WHS Act requires the PCBU to keep a record of each notifiable incident for **at least five years** from the date WorkCover was notified. There are penalties of up to \$25,000 for failing to do so. As a matter of prudence, these records should include any directions or authorisations given by WorkCover inspectors at the time of notification (including authorisations to disturb incident sites).

## 8.2 CONTACT WorkCover QLD:

Online services: Use our online services to make a claim, send or request information and more.

Register or update provider details

Media enquiries: Call 1300 362 128 and ask to speak with the Communications department.

General enquiries: Use the form below or email [info@workcoverqld.com.au](mailto:info@workcoverqld.com.au).

Note: only for general enquiries. Use our online services above to make a claim or send information. You are unable to send attachments to this email address.

Fax to 1300 651 387

Mail: WorkCover Queensland, GPO Box 2459, Brisbane Qld 4001

[online incident notification form](https://www.deir.qld.gov.au/pls/apex_ep/f?p=120:100): [https://www.deir.qld.gov.au/pls/apex\\_ep/f?p=120:100](https://www.deir.qld.gov.au/pls/apex_ep/f?p=120:100)

[Report fraud](http://www.workcoverqld.com.au/contact-us/report-fraud): <http://www.workcoverqld.com.au/contact-us/report-fraud>

[Back/pain program application](http://www.workcoverqld.com.au/contact-us/backpain-program-application):

<http://www.workcoverqld.com.au/contact-us/backpain-program-application>

### 8.3 INVESTIGATION

Hazards identified through the investigation should be eliminated. When considering preventative action, attention should be paid to the following hierarchy: -

- redesign or engineer out the problem;
- substitute the problem with something safer;
- change the process to avoid contact;
- enclose the hazardous process or isolate the worker;
- segregate or move the process away from direct involvement;
- personal protective equipment should be considered where the above is not possible; and
- good housekeeping.

When conducting investigations, the following basic equipment should be readily available:-

- Incident Report Form, spare paper, pen and clipboard;
- instant camera and film;
- sample containers for collection of substances; and
- protective clothing.

### 8.4 PROTECTION OF THE SCENE OF ACCIDENT

The most senior person present at the scene of an incident is to assume control and ensure the scene is properly protected until the arrival of a more senior Company worker or regulatory authority. This could involve redirecting traffic, isolating the machine, or ensuring nothing is moved or removed (unless in the course of rendering medical treatment) to at least 4 meters.

### 8.5 DISCLOSURE OF INFORMATION OF ACCIDENT

Company workers are to render all necessary assistance to Regulatory Authorities, however, details of incidents (no matter how minor) are not to be disclosed to the media without prior approval of the Site Manager.

### 8.6 ACTION IN THE EVENT OF FATALITY, SERIOUS INJURY OR DANGEROUS OCCURRENCE

1. Appropriate medical attention should be sought and administered if safe to do so, and ASAP;
2. Notify the Police, Site Manager and appropriate Regulatory Authority;
3. Senior Company representatives are to attend the incident scene immediately;
4. The scene is to be protected as discussed in 8.6;
5. The media are not to be briefed as discussed in 8.7;
6. Details are not to be discussed with anyone outside the investigation team, until the Site Manager advises otherwise;
7. Next-of-kin are to be notified by the Police only;
8. The Depot Manager is to arrange counselling for affected staff as appropriate.

In the event of a serious road incident:-

1. Identify any eye witnesses and obtain their names, addresses and telephone numbers;
2. Do not admit liability or fault to anyone at the scene;
3. Do not allow the vehicle to be removed from the scene unless instructed by the Police or senior Company representative.

## **8.7 RETENTION OF DOCUMENTS**

All documents are to be maintained in chronological order in a central file with the Site Manager.

The following documents are to be filed by accounting month for statistical purposes, with cross reference to a Worker's Compensation claim where one exists:

- Register of Injuries Form
- Incident Report Form;
- WorkCover QLD Accident Report Form; and
- Rehabilitation Return to Work Plans.

All other documents are to be filed under the name of the worker involved or by incident name:

- WorkCover QLD Prohibition and Improvement Notices;
- Police reports;
- Roads & Traffic reports;
- Medical Certificate and reports;
- Workers' Compensation Claim forms; and
- EPA reports and notices, etc.

The Site Manager is to ensure all documents are kept in a secure and confidential manner, with access restricted to themselves only. When archived, files are to be marked "never to be destroyed".

## **8.10 WHS Guidelines for Incident Investigation Procedures**

### **8.10.1 Purpose**

It is a legal requirement under the [Work Health and Safety Act 2011](#), (WHS Act), [Regulations](#) to identify hazards, assess the risk of those hazards, implement risk controls and report all incidents internally and when applicable, report them externally to WorkCover. Effective reporting and investigation of hazards and dangerous incidents should lead to prevention of injury or illness to our workers, contractors and visitors and prevent harm to the environment.

This set of guidelines is designed to identify potential hazards to health, safety at work and the environment and to encourage early reporting and corrective action. These guidelines are also designed to assist with analysing the causes of incidents and facilitating corrective action being taken to address the causes of the incidents.

### 8.10.2 Application

This document sets out the procedure for reporting all potential work health, safety and environment hazards observed and actual incidents occurring to our workers, contractors and other visitors involving our work-sites and fieldwork.

### 8.10.3 Legislation

Workers compensation scheme is provided by:

[Workers Compensation and Rehabilitation Act 2003](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompA03.pdf)

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompA03.pdf>

[Workers Compensation and Rehabilitation Regulation 2003](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompR03.pdf)

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompR03.pdf>

WorkCover Queensland exclusively manages the workers compensation fund, except for self-insurers. Self-insurers are generally large corporations with the means and the organisational structure to manage their own risk and claims.

[QLD Work Health and Safety Act 2011 \(QLD WHS Act\)](#)

[QLD Work Health and Safety Regulation 2011](#)

(see Part 3 Incident notification, S35 What is a “notifiable incident” 24, S36 What is a “serious injury or illness” 24, S37 What is a “dangerous incident” 24, S38 Duty to notify of notifiable incidents 25, S39 Duty to preserve incident sites 26),

### 8.10.4 Hazard Reporting

Hazard\_incident\_report\_form\_4921\_new.doc form is to be used for reporting both occupational health and safety hazards. AS/NZS4360 *Risk Management* defines a hazard as “a source of potential harm or a situation with a potential to cause loss”. Workers, contractors or visitors may also report hazards &/or dangerous incidents using on the < 2012 WHS Dangerous Incident (non- injury) Report Form.doc >

Our 2012 WHS Dangerous Incident (non-injury) Report Form.doc is divided into 4 sections to be completed by various persons as follows:

**Section A** is to be completed by the person who notices or observes the hazard.

The form should then be passed to the person’s supervisor as soon as possible after the dangerous incident or hazard has been identified.

**Section B** is to be completed by the immediate supervisor and corrective action taken if possible bearing in mind “reasonable practicability” to address the identified hazard and the action recorded. If a different person is responsible for the follow up action, then the supervisor should quickly pass the Hazard Report form onto the Manager of the area responsible for remedial action.

**Section C** is to be completed by the person responsible for corrective action and then this person will provide feedback to the person who initiated the hazard report form and record this communication on the hazard report form.

**Section D** is to be completed by the Manager and filed or sent to the WHS representative or Risk Co coordinator if a system wide response is required to the identified hazard or dangerous incident.

NB Alternatively hazards may be reported or emailed directly to a director

### 8.10.5 Work Related Incident, Accident or Illness Report

The form < 2012 WHS Dangerous Incident (non- injury) Report Form.doc > is to be used when there is a potentially dangerous incident but an injury did not result. An incident involving injury there was not <

2012 WHS incident-report-Worker.doc > is to be used for reporting ANY incident, injury or work-related illness to a staff member, worker, contractor or visitor resulting from a Company work-site. This form must be submitted within 12 hours of the incident.

*(Note: An incident can be an event, which did not result in the person being ill or injured).* The data on this form will be used to identify trends and monitor corrective action being taken on the causes of the incident. Submission of an incident report is required before a Workers Compensation claim can be processed.

Part A is to be completed by the person sustaining the incident.

Part B is to be completed by the person's immediate supervisor, who is responsible for identifying the contributing factors to the incident, assessing the level of risk and stating the corrective action taken in relation to the causes of the reported incident. The original of the completed report with the signature of both parties is to be forwarded to the head office administration. This form may also be submitted electronically by email or fax.

### **8.10.6. Internal Incident Investigation**

Supervisors and WHS Rep are responsible for reporting and the initial investigation of all work-related incidents that occur to staff, students or visitors in their area of responsibility. It is the responsibility of the supervisor to ensure that first aid is provided and that the staff member is offered counselling (if required). If machinery or other plant is involved the supervisor and/or WHS Rep must ensure that the incident site is preserved and that no evidence is removed before the investigation commences. Heavy penalties can be imposed for non compliance with these requirements.

If the incident results in the person having seven or more days lost time then an internal investigation should be undertaken by the supervisor, WHS Rep and a director.

The supervisor, WHS Rep and a director, in conjunction with any other relevant manager or staff, will become involved in the investigation of any notifiable incidents that are reportable to WorkSafe QLD.

Undertaking this investigation will assist supervisors with identifying all the necessary corrective action to be implemented and with completing the external report to WorkCover.

### **8.10.7. Investigation Process**

The process for incident investigation may vary depending on the location, activity and severity of injury. The prevention of similar incidents is the main purpose of any internal investigation.

It is important that only people with suitable skills and experience should carry out investigations. Supervisors, WHS Rep, Managers and a director because of their familiarity with the workplace and workplace activities usually have suitable skills to carry out initial investigations. An individual or group approach may be used. If there was serious harm or the potential for it and there is a likelihood of a recurrence then a group approach may be preferable. The following 5 step process may be useful

Step 1 Gather all the facts

- Interview the injured person.
- Ask the injured person to explain what happened?
- Ask how when where why and who questions?
- Take measurements, record details time, date, type and model of equipment, obtain MSDS and/or equipment manual, take photographs etc
- Establish the events which lead up to the damaging event.
- Interview witnesses.

Step 2 Identify any possible contributing factors.

Often there may be over twenty possible contributing factors. Consider:

- Work environment (physical and psychological)
- Work practices and procedures,
- Design of equipment and materials,
- Organisational and system factors
- Human factors and health issues .

Step 3 Operational issues

- Examine the work process,
- Check documentation,
- Safe work procedures,
- Training records,
- Registers and
- Instruction manuals.
- Assess the controls in place.
- Identify controls which did not work.
- If necessary contact the manufacturer or supplier to obtain information.
- Identify what is needed to prevent a recurrence.
- Identify if there is a need to train or inform staff.

Step 4 Recommendations

- Decide on a range of actions that could be undertaken to prevent a recurrence.
- Identify both short term and long term control options.
- Document information for future reference.

Step 5 Consultation

- Consult with both victim and management.
- Discuss who should do what and by when?
- Seek input from OHS representatives.

Step 6 Action Plan

Inform everyone who needs to know not only those directly involved. This may involve circulating your report or summary of findings. Ensure that all involved know they are accountable for their actions or lack of action. Seek input from the injured person

Step 7 Follow up .

Identify if recommended changes have been made and results achieved.

### **8.10.7 WorkCover Accident Reporting Requirements.**

All notifiable incidents (death, serious incident or illness, dangerous event defines at the place of work need to be notified to WorkCover Queensland

Notice must be given of all notifiable events to WorkCover immediately the occupier becomes aware of the occurrence and by the quickest means available e.g. phone or facsimile. Notification to WorkCover of any notifiable incident should be made by the supervisor, WHS Rep and/or a director, if the occurrence occurs during business hours, and by a director, if it occurs outside normal business hours.

WorkCover will advise when a work clearance can be given for use of a non-disturbance area, after they have inspected the incident scene and carried out their investigation.

There are severe penalties for individuals, Paradise Commercial Garden Maintenance, its officials, supervisors, managers and directors for non-compliance with this regulatory requirement and for late notification of reportable occurrences.

### **8.10.8 WorkCover Investigation of reported occurrences**

A WorkCover Inspector may choose to investigate a non- disturbance incident or other occurrence that has been reported either verbally or in writing to WorkCover.

The inspectors usually initially contact the immediate supervisor of the injured person first and then contact company management and advise that they will be coming on site to do an investigation.

If they receive a serious anonymous complaint from a worker, contractor or visitor, WorkCover has the right to come to the workplace without notice. As do Union representatives.

If there has been an accident resulting in serious bodily injury or a fatality, then the Regulation requires that the accident scene is cordoned off for four metres around the accident and is not disturbed until a WorkCover Inspector has completed their investigation. This may include interviewing the injured person, witnesses, taking photos etc. If such an accident occurs, the director should seek professional legal advice prior to being interviewed by a WorkCover Inspector.

### **8.10.9 Environment Protection Authority (EPA) Investigation of Reportable Incidents**

Paradise Commercial Garden Maintenance has to report any incident involving potential risk of or actual contamination of air, water or soil or noise levels to local community that are above regulatory standards resulting from any activity undertaken by Paradise Commercial Garden Maintenance. In addition, if there is a radiation incident as defined in the Radiation Control Regulation 1993, this also has to be reported to the EPA by Paradise Commercial Garden Maintenance.

### **8.10.10 Diagram regarding hazard and incident reporting and investigation procedures**

There is a separate flow chart < **2012 WHS flowchart-incident-reporting.doc** > for this procedure that summarises when you need to use each form that forms part of this procedure and is shown in Appendix F.

### **8.10.11 REFERENCES**

The legislative basis for the Queensland Government's workers compensation scheme is provided by:

[Workers Compensation and Rehabilitation Act 2003](#)

[Workers Compensation and Rehabilitation Regulation 2003](#)



## SECTION 9 EMERGENCY RESPONSE PROCEDURES

### 9.1 INTRODUCTION

We have a duty under Part 3.2 General Workplace Management, Division 4 Emergency plans, Section 43 of The WHS Act and Regulations to prepare, maintain and implement emergency plan. See our Emergency Management Plan reviewed January 2016.

Division 4 Emergency plans

Section 43 Duty to prepare, maintain and implement emergency plan

(1) A person conducting a business or undertaking at a workplace must ensure that an emergency plan is prepared for the workplace, that provides for the following:

- (a) emergency procedures, including:
  - (i) an effective response to an emergency, and
  - (ii) evacuation procedures, and
  - (iii) notifying emergency service organisations at the earliest opportunity, and
  - (iv) medical treatment and assistance, and
  - (v) effective communication between the person authorised by the person conducting the business or undertaking to coordinate the emergency response and all persons at the workplace,
- (b) testing of the emergency procedures, including the frequency of testing,
- (c) information, training and instruction to relevant workers in relation to implementing the emergency procedures.

Maximum penalty:

- (a) in the case of an individual—\$6,000, or
- (b) in the case of a body corporate—\$30,000.

(2) A person conducting a business or undertaking at a workplace must maintain the emergency plan for the workplace so that it remains effective.

Maximum penalty:

- (a) in the case of an individual—\$6,000, or
- (b) in the case of a body corporate—\$30,000.

(3) For the purposes of subclauses (1) and (2), the person conducting the business or undertaking must consider all relevant matters, including the following:

- (a) the nature of the work being carried out at the workplace,
- (b) the nature of the hazards at the workplace,
- (c) the size and location of the workplace,
- (d) the number and composition of the workers and other persons at the workplace.

(4) A person conducting a business or undertaking at a workplace must implement the emergency plan for the workplace in the event of an emergency.

Maximum penalty:

- (a) in the case of an individual—\$6,000, or
- (b) in the case of a body corporate—\$30,000.

Despite the application of modern loss control and risk management techniques, emergencies of one type or another will arise from time to time.

An emergency is an abnormal and dangerous situation needing prompt action to control, correct and return it to a safe condition.

It is Company policy that these actions are adequately planned, documented and rehearsed at each Site to cope with **all** potential emergency situations that could arise due to our activities. Such emergency situations include: -

- fire or explosion on company premises or neighbouring premises;
- fire or explosion in company vehicles;
- bomb threat;
- robbery (armed hold-up);
- severe weather conditions;
- environmental emergencies on and off site;
- medical emergencies; and
- major vehicle accidents.

## **9.2 RISK IDENTIFICATION**

Management, in consultation with workers and other relevant personnel are to :-

- identify potential hazards;
- identify possible "events"; and
- identify the effects of the events on Paradise Commercial Garden Maintenance and its personnel, neighbouring sites and local residents.

Consideration should be given at this time to controlling the hazard or event, thereby eliminating or mitigating the emergency situation.

## **9.3 RISK ASSESSMENT**

Risk assessment is the process of determining risk priorities by evaluating and comparing their level of risk against predetermined standards. The Risk Rating Table in the Annexure can be used to assist in this process. Ideally, the same persons used in the risk identification process (above) can also be used to assess and prioritise the risk.

Assessment of risk/hazards and the potential effects, includes: -

- the potential severity in terms of risk to people and spread of damage;
- the likelihood of the events occurrence;
- adequacy of existing resources and arrangements to handle the most serious foreseeable emergency; and
- further provision or action needed.

When assessing the potential for loss and damage, account needs to be taken of: -

- population density in areas likely to be affected;
- location of the incident in relation to built-up areas and other sources of hazard e.g. a truck fire within a petroleum refinery;
- prevailing winds; and
- possibility of contaminating drains and waterways.

Assessment is an ongoing process, and when changes to circumstances occur the potential likelihood and severity should be reassessed.

## 9.4 EMERGENCY PLANS

In any situation which poses a threat to people's lives or health or other company assets, contingency arrangements must be made for controlling and co-ordinating action.

Therefore, Emergency Plans must be flexible enough to cope with changing situations, and capable of expansion, either as a result of validation exercises or to meet changing circumstances.

Each type of emergency should have its own Emergency Plan. It may be possible in some circumstances to combine a few plans due to their similarities in emergency response. However, care should be taken not to omit vital information nor to make such a plan clumsy with unsequential information.

Following are general considerations:-

- identify the nature of the emergency;
- locate the source;
- raise the alarm, alert the emergency services;
- ascertain if there are casualties;
- isolate the hazard as far as possible and implement "first-aid" remedial action;
- initiate procedures for the protection of personnel, plant, property and the environment;
- consider the need to evacuate personnel;
- follow designated escape routes;
- implement procedures for the protection of vital resources and continuity of services;
- set up the assembly area and account for all persons on site at the time of the emergency;
- notify senior personnel, and neighbours where appropriate;
- liaise with emergency services;
- ensure communication with workers, emergency services, neighbours and the media are functioning effectively;
- ensure site security e.g. visitors book, prevention of unauthorised access to the site during or after the emergency liaison with authorities re access, site location and probable hazardous contents.

## 9.5 DELEGATION OF AUTHORITY

It is essential for all people to be aware of their responsibilities and authority in the event of an emergency. Key personnel are to be identified and their duties communicated and displayed (i.e. via the Emergency Plan). The number and amount of responsibility assigned to key personnel will vary depending on the size of the depot and nature of identified emergencies.

Key personnel include, but are not limited to:-

- Emergency Warden and Deputy;
- Receptionist; and
- First-Aid Attendant(s).

## 9.6 TRAINING AND REHEARSALS

It is necessary to provide opportunities for briefing and training of all workers in an Emergency Plan in order to achieve an understanding of: -

- the importance of emergency planning;
- the importance of staff involvement and co-ordinating;
- the nature and complexity of the problems likely to arise before and after the emergency;
- the resources necessary for a specific situation, where they are located and their availability;
- the role and duties of all concerned; and
- the importance of training and exercises.

Other factors to be included in emergency training sessions for all workers include:-

- who are the wardens;
- what does the alarm sound like;
- who can raise the alarm;
- where is the alarm located;
- what to do upon hearing the alarm;
- where are the evacuation routes;
- where are alternative assembly areas and in what circumstance will they be used;
- what do participants do once evacuation has been effected, and at the completion of the emergency situation;
- who is to contact the emergency services; and
- what remedial action can the worker take.

Training of key personnel contains the above plus the following:-

- area layout for which they are responsible;
- the number and whereabouts of mobility impaired persons;
- the operation process of any fire detection and suppression devices in their area;
- shut down procedures;
- where to obtain vital records which are to be protected;
- skills in performing emergency processes quickly and safely, identifying and correctly operating equipment, leadership, problem solving and decision making;

- competency in activation of warning systems and communications;
- detailed knowledge of evacuation procedures; and
- ending an emergency e.g. re-entry precautions, preservation of evidence, site safety, equipment inventory and restart of work.

Drivers are to receive specific training in relation to potential emergency situations when operating a vehicle i.e.:-

- road accidents;
- fire in the vehicle;
- waste spill in transit;
- dangerous goods transport; and
- medical emergency.

Rehearsals may be conducted in various forms and with varying degrees of involvement. At the conclusion of each rehearsal, a debriefing should be conducted to evaluate the effectiveness of the plan and the participants. Objectives of a rehearsal are to:-

- test the full range of emergency plans for effectiveness and compatibility;
- evaluate the quality of communication and interaction between the parties involved;
- gain knowledge and experience that will improve attitudes and efficiency;
- evoke the esprit-de-corps that develops when people fight adversity together;
- gain the expertise and confidence that comes with regular practice;
- identify and analyse possible weaknesses in existing systems; and
- demonstrate that if an emergency should occur, the capability exists to contain it and to minimise the consequences.

Whatever scale or type of exercise conducted, it is to be monitored by a suitable number of observers located at various strategic positions. Observers must remain objective, noting the actions and shortcomings of participants. Any deficiencies will indicate areas for re-planning and/or re-training.

## **9.7 POST EMERGENCY PROCEDURES**

Only the Emergency Warden (or nominated deputy) is authorised to terminate an emergency. After consultation with the emergency services, the Emergency Warden will issue a direct verbal order to each Section Warden.

This directive will indicate:-

1. If return to normal operation is possible;
2. If workers may be discharged home, and when they are to return to work;
3. Order clean up, safe storage, disposal of contaminated material (provided coronial enquiries and preservation of evidence is not required);
4. Arrange for critical incident stress debriefing; and
5. Safe storage of confidential documents if return to premises is not possible.

An Incident Report is to be completed.

Some emergency situations may constitute a "dangerous occurrence or incident". Refer to the WorkCover QLD Accident Report for a definition of a "dangerous occurrence", and complete same if required.

For major emergency situations, a more detailed report may be requested by senior management. This report is to include: -

- introduction;
- summary;
- findings;
- analysis and discussion of the findings;
- relevant history;
- conclusion; and
- recommendations.

#### MEDIA RELEASE STATEMENT

No person is permitted to make any contact with the media. The Executive Director or other senior Company representative will provide a statement as they see fit or authorise Site Managers to do so.

#### CRITICAL INCIDENT STRESS DEBRIEFING

All persons directly (and where necessary, indirectly) affected by the emergency situation will be provided with counselling within 24 hours of the incident. A registered psychologist with experience in Critical Incident Stress Debriefing is to be nominated by the branch and used for this purpose. The Site Manager shall retain details.

## SECTION 12 OCCUPATIONAL REHABILITATION

### 10.1 INTRODUCTION

The purpose of occupational rehabilitation is the restoration of the injured worker to the fullest physical, psychological, social, vocational and economic usefulness of which he/she is capable.

This program is mandatory to the fulfilment of the [Workers Compensation and Rehabilitation Act 2003](#) & [Workers Compensation and Rehabilitation Regulation 2003](#) and documents the commitments Paradise Commercial Garden Maintenance will follow when assisting the rehabilitation of an injured/ill worker.

### 10.2 REFERENCES

#### FORMS

QLD Incident Report Form 3

[Online incident notification form can be access here](#)

An [Incident Notification form \(PDF, 189 kB\)](#)

Paradise Commercial Garden Maintenance Return to Work Plan

## **SECTION 11 CONTRACTOR MANAGEMENT**

### **11.1 INTRODUCTION**

It can be common practice for some larger lawn mowing businesses to engage Contractors to perform some work for them. However, it is internationally recognised that the use of Contractors can create increased risk to the health and safety of both the Contractor and the principal's workers. A growing number of studies have linked contracting to unsafe work practices. The potential economic benefits from the outsourcing of labour needs to be carefully evaluated because evidence indicates that Contractors are far more likely to be injured or killed at work than the Principal's workers.

To achieve adequate and proper control of the environment and safety in contract work, certain conditions and requirements must be stipulated between Paradise Commercial Garden Maintenance and Contractors.

If you do regularly engage Contractors you can request an additional section detailing how you should manage this. There is an addition fee for this information.

## **SECTION 12 HAZARD/RISK ASSESSMENT**

### **12.1 INTRODUCTION**

This procedure provides the framework for:

- identifying workplace hazards that have the potential to cause loss or damage to people, property and/or the environment;
- assessing the associated risks;
- determining appropriate measures to control the risks; and
- monitoring of controls to ensure effectiveness.

This procedure applies to all Paradise Commercial Garden Maintenance owned and/or operated premises, plant, equipment and products and all activities undertaken by Paradise Commercial Garden Maintenance workers and Contractors.

In addition to existing operations, this procedure shall be applied to the introduction of any plant, substance, work practice or procedure, or any change to the work place, work practice, activity or process, where this may give rise to a risk to health and safety.



## 12.2 HAZARD IDENTIFICATION

A number of mechanisms should be adopted to identify work place hazards. These include:-

- Direct Observation - workers and others who notice hazards while undertaking their normal duties must report these to their Supervisor.
- Direct Inquiry - staff meetings, tool box meetings and other forums for open discussion should provide a specific opportunity for staff to raise Work Health & Safety matters with management.
- Incident Data - all incidents (including near miss) must be reported and investigated using the system outline in Section 17 of this Manual and collated by the Work Health & Safety Co-ordinator to identify areas of concern/trends.
- Work-Site Audits/Inspections - regular formal audits/inspections of the work place and its operations must be undertaken in accordance with Section 9 of this Manual.
- Manufacturers or Suppliers Specifications - information supplied with plant, equipment, substances etc should be reviewed by purchasing officers, supervisors etc. Where this information is not provided automatically, it should be requested.
- Job Safety Analysis - should be done for all high risk operations. It involves breaking a task up into a series of steps and identifying the hazards associated with each step then proceeds to evaluate the risks and determine appropriate control measures, including the development of safe operating procedures). Work Health & Safety Co-ordinator, supervisor and worker representative must be involved.
- Hazard Analysis - of new or changed plant, equipment, products and processes.
- Special Testing - noise, dust etc. monitoring using equipment specifically designed to identify hazardous exposures, should be undertaken by trained personnel where appropriate.
- Maintenance - as part of regular maintenance procedures or defect notifications, hazards may be identified by mechanics, operators, supervisors, drivers etc. as part of their normal duties. These must be reported through the maintenance request system and cross-referenced to the Corrective Action System, where appropriate.
- All hazards identified by workers must be reported as soon as possible to the relevant Supervisor in control of the area concerned. An example of a Hazard Notice Form which can be used by workers for recording and tracking purposes is included in the files attached to this WHS Safety Manual. Also, driver run sheets can be modified to include service difficulties experienced (including Work Health & Safety Hazards).

## 12.3 RISK ASSESSMENT

Each identified hazard shall be assessed for its risk potential.

Using the Risk Assessment Worksheet, list all identified hazard and allocate a risk rating. Use the Risk Rating Table to assist in the evaluation process.

Consider the "maximum credible" risk that may result.

Assessment of risk entails a judgement to be made regarding the significance of each hazard identified, by estimating the likelihood that an incident will occur and the possible severity.

This involves consideration of:-

- the nature of the risk
- how the exposure occurred:

- the number of people exposed, the value of the property exposed and/or the nature of the environment exposed;
- how much, how often and for how long exposure occurs;
- the work activities and the workplace in which the hazard exists; and
- legislative requirements.

While all identified hazards must be assessed, they may not all require control measures to be implemented e.g. a relatively low risk (rating of 4-6) may be accepted with minimal further treatment. Low and acceptable risks must however be monitored and periodically reviewed to ensure they remain acceptable. High to medium risk (rating of 1-3) must have control measures introduced.

## 12.4 RISK CONTROL

Where an identified hazard is assessed as having a risk rating of 1 - 3, a risk control must be developed and implemented. Controls should also be implemented for risks assigned a rating greater than 3 where it is practicable to do so.

There are usually a range of options available to control each risk and the suitability of these options must be assessed in the following order (i.e. elimination first and protective equipment last). More than one control method may be needed to adequately manage some risks.

### ELIMINATION

The primary objective for controlling risks is to remove the cause of the risks at the source - Is the plant, equipment, work process necessary to produce the required outcome?

### SUBSTITUTION

Is there a less hazardous alternative to the process, substance etc that will eliminate or minimise the risk?

### ENGINEERING CONTROLS

Can the hazard be controlled through minimising the interaction with people, property and environment (isolation from exposure), keeping people away from the enclosure, modifications to design, machine guarding, ventilation etc?

### ADMINISTRATIVE CONTROLS

Can the work activities and/or the work place in which the hazard exists be modified to minimise the risk? Can the hazard be controlled by the adoption of safe work practices, training, supervision etc.?

Note: safe operating procedures shall be developed for all hazardous tasks.

### PERSONAL PROTECTIVE EQUIPMENT

PPE should be considered as a last resort where other methods of control may prove ineffective or not feasible. It may be necessary to use PPE in the short term, when other control methods are under consideration or awaiting resources or to supplement control methods that do not fully

eliminate risk. PPE may be the only practical means of control and therefore will be required on a long term basis. In all circumstances, the use, care and maintenance of PPE should be in accordance with Section I of this Manual or the relevant legislation and Australian Standards.

Definition of Personal Protective Equipment (PPE) is safety clothing and equipment for specified circumstances or areas, where the nature of the work involved or the conditions under which people are working, requires its wearing or use for their personal protection to minimise risk. AS/NZS 4602.1: 2011 High visibility safety garments.

High visibility garments are items of clothing manufactured to meet the recognised Australian/New Zealand Standard AS/NZS 4602.1:2011 High Visibility Safety Garments and AS/NZS 1906.4, Retro reflective materials and devices for road traffic control purposes - High visibility materials.

As detailed in AS/NZS 4602.1:2011 part C4 persons required to wear high visibility garments must wear them so that they are fastened in a way that the full surface of the garment is visible. Garments must also be maintained to limit fading and damage. Damaged garments and those that have had the reflectiveness compromised must be replaced. Where High Visibility clothing is supplemented with a warmer piece of clothing (e.g. non-High Visibility jumper or vest), High Visibility clothing must be layered over the top to ensure high visibility compliance.

## 12.5 IMPLEMENTATION AND EVALUATION OF CONTROLS

A formal implementation process shall be followed. An Action Plan must be developed by the Supervisor/Manager in consultation with other appropriate persons (e.g. Work Health & Safety Co-ordinator, worker, Work Health & Safety Committee).

Consideration must be given to the need for training or equipment to support the preferred control option and these should form part of the Action Plan (e.g. if equipment is to be purchased to control a manual handling problem, then the purchasing procedure is to be followed, a safe operating procedure developed, and training provided).

When formulating the control methods and Action Plan, mechanisms to evaluate their effectiveness must also be considered. Upon implementation of the controls, a formal review is to be undertaken approximately three months later and the Action Plan closed out accordingly.

Remember: 'Control Methods' are not limited to physical/structural items (e.g. guarding, redesign, ventilation etc). Other control methods include training and the implementation of safe operating procedures. Simple methods of evaluating the effectiveness of these include.--

- post training evaluation. A brief and simple test based on the general principles of the training course could be arranged say 1 -2 weeks after completion of the training. The results of the test can indicate whether the information conveyed during the course was retained. Poor test results could indicate the need for further training and/or another training methods;
- Behaviour observations. This involves a competent person (e.g. Work Health & Safety Co-ordinator, Supervisor, Leading Hand, Work Health & Safety Committee member etc.) visually assessing whether safe operating procedures are being followed. A written record noting any procedural deviations, date of observation and person conducting observation is mandatory. The results of behavioural observations can indicate whether procedural change is required or further worker training is needed in certain activities.

## **12.6 RECORD KEEPING AND FOLLOW UP**

Originals of Worksheets, Action Plans, post training evaluations, behaviour observation records etc. are to be forwarded to the Work Health & Safety Co-ordinator, who will monitor proposed completion dates and other outcomes, and advise accordingly.

Note.- it is the responsibility of the area Supervisor/Manager to pursue action plans to completion.

To avoid duplication of information, where an Incident Report is initiated, the Hazard Notice Form, Risk Assessment Worksheet, Risk Control Worksheet and Hazard Action Plan do not need to be completed. However, there may be situations where both sets of reports do not need to be completed, to ensure thorough resolution of the hazard.

## **12.7 TRAINING**

All staff are to be informed about the basic principles of hazard identification, assessment and control and the corresponding systems which are in place e.g. hazard reporting, incident reporting, auditing, inspections etc.

## **SECTION 13 NOTICES & SIGNS**

### **13.1 INTRODUCTION**

It is Management policy that notices and signs displayed at Paradise Commercial Garden Maintenance depots and other premises be kept to a level which is necessary for adequate communication and that the introduction of our Safety and Environment Program does not lead to a proliferation of them. It is also Company policy that all signs will conform to the recommendations and specifications of AS1319-1994 Safety signs for the occupational environment.

## **APPENDICIES**

Appendix A: Record of WHS Consultation

Appendix B: WORKPLACE INJURY & DISEASE RECORDING FORM

Appendix C: REGISTER of INJURIES

Appendix D: HAZARD/INCIDENT REPORT FORM

Appendix E: WHS 2016 first-aid-kit-checklist

Appendix F: Training Forms

Including:

Paradise Commercial Garden Maintenance Template Weekly Toolbox Meeting

Paradise Commercial Garden Maintenance Training Record

Paradise Commercial Garden Maintenance training-attendance-record

Appendix G:

2015 WHS Job Safety Analysis (JSA) Blank Worksheet

**Appendix A: Record of WHS Consultation**



# Record of WHS consultation

*(Work Health and Safety Act 2011)*

Consulting with your workers, Health & Safety Representative/s (HSR), Health & Safety Committee and other persons conducting a business or undertaking (PCBUs) is not only good management; it's also required under the legislation and is a great way to improve and maintain health and safety in your workplace. Print out, use & keep.

<b>Reason for consultation:</b>	
<b>Date:</b>	
<b>Specific issues:</b>	
Identify a hazard / assess risk/ <input type="checkbox"/>	Eliminate a hazard and associated risks <input type="checkbox"/>
Facilities for workers <input type="checkbox"/>	Workplace WHS changes <input type="checkbox"/>
WHS procedure/s <input type="checkbox"/>	Other <input type="checkbox"/>
<b>Who is consultation with?</b>	
Workers <input type="checkbox"/>	Other PCBUs <input type="checkbox"/>
HSRs <input type="checkbox"/>	Other (specify) <input type="checkbox"/> .....
HSRs representative <input type="checkbox"/>	WHS Committee <input type="checkbox"/>
<b>Names and positions of those present:</b>	
<b>Description of issue for consultation:</b>	
<b>List any concerns raised during discussion:</b>	<b>Page 2 of 2</b>

--

**List decisions made (including date for completion, further action/s required, person/s responsible):**

--

**Signature of attendees :** **Issue resolved/not resolved:**

--

**Appendix B: WORKPLACE INJURY & DISEASE RECORDING FORM**

# Workplace Injury and Disease Recording Form

This form is a copy of Appendix A to the *Workplace Injury and Disease Recording Standard* which was approved by the National Occupational Health and Safety Commission in 1989.

The form has been developed as an option for employers to use if desired. However, it is not necessary to use the form in order to implement the Standard in the workplace.

If employers choose to use the form, they should refer to the recommendations contained in the Standard and the supplementary documentation outlined in the resource kit which supports the Standard.



AS 1885.1-1990  
Form Page 1 of 2/

Reference number

## WORKPLACE INJURY AND DISEASE RECORDING FORM

### Personal details of the injured worker

1. Surname   
 Given names

2. Sex (M or F)

3. Date of birth Day Month Year  
 /  /

### Basis of employment

4. Starting time: 1  0600-1159 hours  
 2  1200-1559 hours  
 3  1600-0559 hours

5. Shift arrangement: 1  Fixed, standard or flexible hours  
 2  Rotating shift

6. Number of hours: 1  8 hours or less  
 2  more than 8 hours (excluding overtime)

### Job details

7. Description of occupation or job title

8. Main tasks performed

9. Training provided: 1  Induction training  
 2  Task specific training  
 3  Both of the above  
 4  Neither of the above

### Details of the injury or disease

10. Date injury occurred Day Month Year  
 or disease reported  /  /

11. Time injury occurred  ,  (24 hour clock format)

12. Nature of injury or disease  
  
  
 Code

13. Bodily location of injury or disease  
  
  
 Code

### 14. Description of occurrence of injury or disease:

- In which part of the workplace did the injury or disease exposure occur?  
*(e.g. machine shop, freezer room, No. 2 mine)*


- What was the worker doing at the time?  
*(e.g. driving a fork lift truck, lifting bags of cement, typing)*


- What happened unexpectedly?  
*Include the name of any particular chemical, product, process or equipment involved.  
 (e.g. brakes failed on fork lift truck, slipped on wet floor, scaffolding collapsed, arm started hurting while typing on a word processor)*


- How exactly was the injury or disease sustained?  
*Include the name of any chemical, product, process or equipment involved.  
 (e.g. hit head on cabin of fork lift truck, lacerated knee when landing on ground, arm hurt after long period of typing)*


(See pages 25-28 of the Standard)

}	Mechanism of injury	Code	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>
	Breakdown agency		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>
	Agency of injury		<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>

**Form continued on the back of this page**

**Lost-time injury/disease**

Additional questions to be answered for cases which result in a fatality or permanent disability, or where there was time lost from work of one or more days/shifts. These questions should be completed as soon as possible after the injury or disease is reported.

15. Worker's preferred language:

16. Type of employment:
- 1  Full-time permanent
  - 2  Full-time casual
  - 3  Part-time permanent
  - 4  Part-time casual

17. Type of worker:

- Wage/salary earner:
- 11  Trainee
  - 12  Outworker
  - 13  Apprentice
  - 14  Pieceworker (other than Outworkers)
  - 15  Other

(Note: most workers will fall into this category?)

Self-employed: 20  (including contractors and sub-contractors)

Unpaid worker: 31  Work experience  
32  Other

18. Worker's experience in task being carried out when injury or disease occurred

Years	<input type="text"/>	<input type="text"/>	Months	<input type="text"/>	<input type="text"/>
-------	----------------------	----------------------	--------	----------------------	----------------------

19. Proportion of shift worked:
- 1  25% or less
  - 2  26% - 50%
  - 3  51% - 75%
  - 4  76% - 100%
  - 5  Overtime

<i>Details of person completing this form</i>	
Name	<input type="text"/>
Position	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text"/> / <input type="text"/> / <input type="text"/>

**Outcome of injury/disease**

Questions 20 –24 are about information that is not available at the time of the report of injury or disease. These questions should be answered as soon as the information becomes available. For some occurrences, such as where there was no time lost, some of these questions will not be relevant.

20. Rehabilitation: 1  Required  
Date of commencement of rehabilitation program  
Day Month Year  /  /   
2  Not required

21. Was the injury or disease: 1  Fatal  
2  Non-fatal

22. Preventive action proposed or taken:


(Tick one or more boxes as appropriate)

	Proposed	Taken
Change to induction training	11 <input type="checkbox"/>	12 <input type="checkbox"/>
Change to ongoing training	21 <input type="checkbox"/>	22 <input type="checkbox"/>
Equipment/machinery modifications	31 <input type="checkbox"/>	32 <input type="checkbox"/>
Change to work procedures	41 <input type="checkbox"/>	42 <input type="checkbox"/>
Change to work environment	51 <input type="checkbox"/>	52 <input type="checkbox"/>
Equipment/machinery maintenance	61 <input type="checkbox"/>	62 <input type="checkbox"/>
Other job redesign	71 <input type="checkbox"/>	72 <input type="checkbox"/>
Other preventive action	81 <input type="checkbox"/>	82 <input type="checkbox"/>

23. Date of resumption of work on:

Short-term alternative duties	Day Month Year <input type="text"/> / <input type="text"/> / <input type="text"/>
Permanent alternative duties	<input type="text"/> / <input type="text"/> / <input type="text"/>
Normal duties	<input type="text"/> / <input type="text"/> / <input type="text"/>

(Enter each date when applicable)

24. Total number of working days lost       
(Should be completed only when the worker has resumed permanent duties)

## APPEDIX C: REGISTER OF INJURIES

Workplaces are required to keep a register of injuries in a readily accessible place. Failing to keep a register can result in a fine of up to \$5500.

Injured workers are entitled to enter the details of the incident in the register whether or not it results in a workers compensation claim. By doing so, the worker protects their right to make a claim at a future time.

Some insurers provide a register of injuries. They can also be purchased from stationery suppliers.

If employers want to make up their own register, it should be in a format outlined below.

### Register of Injuries

Particulars: \_\_\_\_\_

Name of injured worker: \_\_\_\_\_

Address: \_\_\_\_\_

Age: \_\_\_\_\_ Occupation: \_\_\_\_\_

Industry in which worker was engaged: \_\_\_\_\_

Operation in which worker was engaged at time of injury: \_\_\_\_\_

Date (or deemed date) of injury: \_\_\_ / \_\_\_ / \_\_\_\_\_ Hour: \_\_\_\_\_ am/pm

Nature of injury: \_\_\_\_\_

Cause of injury: \_\_\_\_\_

Remarks: \_\_\_\_\_

(Signed) \_\_\_\_\_

(Address) \_\_\_\_\_

(Date) \_\_\_\_\_

(Entries in this register should, if practicable, be made in ink.)

**Note** The employer's full name and address, together with the name of the employer's insurer and the insurer's address, should be written in ink on the inside cover of the register.

## TREATING DOCTOR

Employer's name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Dear Doctor \_\_\_\_\_  
*(Name of doctor)*

\_\_\_\_\_ is employed by  
*(Name of injured worker)*

\_\_\_\_\_  
*(Name of employer)*

Our policy is to encourage the early return to work of our workers, as soon as practicable following an injury or illness. Where possible, they are returned to their usual work, or some suitable work within their capacity.

We would appreciate your assistance in formulating a return to work plan to ensure the injured worker, who is employed as a

\_\_\_\_\_  
*(injured worker's occupation with brief description of their duties if needed)*  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ can return safely to their usual work, or to other suitable work.

Please provide information on the WorkCover QLD medical certificate that may assist in formulating a suitable return to work plan. Call me should you need details about suitable duties that we can make available to the worker.

We look forward to your contribution to our rehabilitation effort.

Yours sincerely,

\_\_\_\_\_  
\_\_\_\_\_

Return to work coordinator/nominated person

# INCIDENT INFORMATION FORM

Use this form to:

- keep as a record – your insurer may need this information to investigate a claim
- know the facts about the incident
- take necessary action to prevent further incidents
- notify WorkCover, if required.

Site details \_\_\_\_\_

## Injured worker details

Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Address: \_\_\_\_\_ Date of birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

## Injury details *(One of these boxes must be ticked)*

Did the injury occur:

- |                                      |                          |  |                          |
|--------------------------------------|--------------------------|--|--------------------------|
| At work – meal break?                | <input type="checkbox"/> | At work – road traffic accident                  | <input type="checkbox"/> |
| At work – working at usual workplace | <input type="checkbox"/> | Away from work during recess period              | <input type="checkbox"/> |
| Commuting/journey                    | <input type="checkbox"/> | At work – working away from normal place of work | <input type="checkbox"/> |

Time of injury \_\_\_\_\_ am/pm

Date of injury \_\_\_\_/\_\_\_\_/\_\_\_\_

Time notice received \_\_\_\_\_ am/pm

Date notice received from worker \_\_\_\_\_

To whom was the notice given?

\_\_\_\_\_

Full address and place where injury occurred *(accident location)*

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Names and addresses of witnesses *(if any)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How did the injury happen?

---

---

---

---

List the sequence of events that led to the accident

---

---

---

Treating doctor's name and phone number

Name: \_\_\_\_\_ Phone number:  
\_\_\_\_\_

**Time lost particulars**

Date and time worker first ceased work

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time: \_\_\_\_\_ am/pm

Has worker resumed:

a. Normal work duties?

No  Yes  Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time: \_\_\_\_\_ am/pm

b. Selected/suitable duties?

No  Yes  Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time: \_\_\_\_\_ am/pm

**Corrective action**

What corrective action has been taken to prevent incidents like this happening again?

---

---

---

---

Name (*printed*): \_\_\_\_\_

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

# Appendix D: HAZARD/INCIDENT REPORT FORM



To be completed by supervisor

1. Who reported the hazard/incident? \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

2. What is the hazard/incident?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What has been done to rectify the hazard/incident? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

4. What further action needs to be taken? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Referred to manager/owner for information or action (date) \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

To be completed by manager/owner

6. Action taken by manager/owner

Signed:

Date:

## Appendix E: First Aid Kit Checklist

Page 1 of 1/

To be completed by the First Aid Officer

(every 3 months and kept in First Aid Officer's file audit purposes)

Cost Centre: \_\_\_\_\_ Location: \_\_\_\_\_

Item	Yes	No	Date replacement ordered	Comment
Green First Aid poster displayed Information on green poster current				
Adhesive dressing strips Dressing tape				
Plastic bags (small medium, large) Sterile dressings				
Sterile eye pads Eyewash solution				
Gauze bandages 5cm Gauze bandages 10cm				
Gauze bandages 10cm Disposable sterile gloves				
Silver rescue blanket or similar Safety pins				
Scissors Swabs Triangular bandages Large wound dressing First aid pamphlet				
Other Pen and Paper /blank incident report				
Fieldwork items e.g. snake kit/ tourniquets/ jelly beans/ salty snacks /water				
N.B. See <a href="#">2012 July Safework Australia First aid in the workplace.pdf</a>				

Signed: \_\_\_\_\_  
*First Aid Officer*

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name of Signatory: \_\_\_\_\_  
*(block letters)*

Note: 1<sup>st</sup> Aid kit must be suitable for and adequate to meet the injuries likely to occur at this place of work given the type of work being undertaken and the number of people involved.



## Appendix F: Training Forms

# WHS training register/record

This training register template will help you record the training you provide to your workers (as required by the new work health and safety legislation WHS Act 2011).

Training can take place by a supervisor on the job, or by an instructor outside of your workplace.

Training will provide your workers with the information and skills they need to perform their duties without risk to their health and safety.

### When may training be required?

- When a new person starts work - induction, on the job training
- When new machinery/equipment or hazardous chemicals, products or other things are introduced to the workplace
- When worker's jobs change
- When there are new work health and safety regulations, codes of practice or laws that affect your industry or business
- If there has been an incident /near miss or injury at work.

### Example of completed training register

Who was trained:	<i>name</i>
Job title	
Reason for training	<i>Induction</i>
Duration of training:	<i>1 day</i>
Who provided training:	
Method of training:	<i>Day 1 = practical on the job demonstration</i>
Location of training:	<i>Day 1 = On-site (workplace)</i>
Scheduled date:	
Date completed:	

Who was trained:	
Job title	
Reason for training	
Duration of training:	
Who provided training:	
Method of training:	
Location of training:	
Scheduled date:	
Date completed:	

Who was trained:	
Job title	
Reason for training	
Duration of training:	
Who provided training:	
Method of training:	
Location of training:	
Scheduled date:	
Date completed:	

**NOTE:**

**To ensure the training was successful ask your workers and supervisors the following:**

- Do they understand what you require of them?
- Do they now have the knowledge and skills needed to work safely and without risk to their health?
- Are they actually working as they have been trained?
- Has there been any improvement in your business's health and safety performance?
- What feedback are you getting from supervisors and the people who have been trained?
- Is further information and/or training needed?
- Was the most suitable training method used?
- What improvements can be made?

It is important to keep records of training, even in-house training. You should monitor training records so that refresher training can be given when needed.



Appendix G: Training Forms

# WHS Weekly Safety Meeting

This Week	Next Week
Host:	Host:
Minutes:	Minutes:
Safety Topic by:	Safety Topic by:

Date	Start Time	End Time

ATTENDEES			
Name	Company	Name	Company

AGENDA
<ul style="list-style-type: none"> <li>- Read minutes from last week</li> <li>- Review action items from last week's meetings - close out or transfer to this week</li> <li>- Review hazards and incidents reported during the previous week</li> <li>- Raise new issues and <b>assign necessary actions</b></li> <li>- Weekly safety topic review/presentation</li> </ul>

HAZARD & INCIDENT REVIEW

•

<b>NEW ISSUES</b>
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•

ACTIONS		
ACTION REQUIRED	RESPONSIBILITY	DUE DATE

WEEKLY SAFETY TOPIC REVIEW/PRESENTATION	
<b>Topic:</b>	
<b>Comments:</b>	

## Appendix G: Job Safety Analysis (JSA) Work Sheet

<b>Date:</b>		<b>Division:</b>			<b>Reference No:</b>
<b>Location:</b>		<b>Procedure/Task/Plant/Event Assessed:</b>			
<b>Functional/Operational Unit:</b>		<b>JSA Team Members</b>			
<b>Task Step</b>	<b>Hazard</b>	<b>Current control</b>	<b>Current control effective? Y/N</b>	<b>Risk Level</b>	<b>Proposed control</b>
<b>JSA Reported to:</b>		<b>Date Reported:</b>			

**To be Completed by Manager/Supervisor**

<b>Control proposed by JSA Team approved for implementation</b>	<b>Signature</b>	<b>Date</b> /    /
<b>JSA registered for a formal risk assessment</b>	<b>Signature</b>	<b>Date</b> /    /