Workplace Health & Safety For Community Profit For Purpose
The benefits of assessing and managing risks

The effective systematic management of risks improves worker health and safety, as well as productivity.

Eliminating and controlling risks in the workplace helps to:

- prevent and reduce the number and severity of workplace injuries, illnesses and associated costs
- promote and improve worker health, wellbeing and capacity to work, and
- help to foster innovation and improve quality and productivity of work.

The model Code of Practice – How to manage work health and safety risks provides practical guidance for a PCBUs about how to manage WHS risks.

Duty to manage WHS risks

The model WHS laws require duty holders to manage WHS risks in the workplace.

Duty holders include:

- PCBUs
- designers, manufacturers, importers, suppliers and installers of plant, substances or structures, and
- officers.

Workers and other persons at the workplace also have duties under the model WHS laws, such as the duty to take reasonable care for their own health and safety and the health and safety of other persons at the workplace.
WATCH YOUR STEP
**Key Terms used In this Guide**

Some of the words used in this guide have specific meaning under WHS law. A list of these key terms and their meanings are provided below.

<table>
<thead>
<tr>
<th>Key Term</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>Person conducting a business or undertaking (PCBU)</td>
<td>A person conducting a business or undertaking (PCBU) is the main duty holder under the WHS Act. They are usually the employer and may be a partnership, company, unincorporated body or association, a sole trader, a government department or statutory authority. A volunteer organisation is a PCBU if it employs one or more paid workers. Throughout this guide a PCBU is referred to as an ‘organisation’.</td>
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</tbody>
</table>
WH&S Definitions

Volunteers: Under WHS law a volunteer is a person who works for an organisation without payment or financial reward (but they may receive out of pocket expenses). The law also recognises volunteers as workers. This means that their organisation must provide the same protections to its volunteers as it does to its paid workers.

Workers: As a worker, a volunteer has duties under the WHS Act (see Officer Duties). A volunteer may also be an officer of a business or undertaking with due diligence duties under the WHS Act (see Officer Duties).
Who has duties under the laws

**DOES YOUR ORGANISATION EMPLOY AND PAY ANYONE TO CARRY OUT WORK?**

- **Yes**
  - Both your organisation (as a PCBU) and the volunteers it engages are covered under the WHS Act and therefore have work health and safety duties.
  - Read this guide for further advice about how your organisation can comply with its duties as a PCBU which engages volunteers.

- **No**
  - The organisation is a volunteer association made up only of volunteers working together for a community purpose. The organisation and its volunteers are not covered under the WHS Act and therefore do not have work health and safety duties.
  - If your organisation is a volunteer association and does not fall under the WHS Act it is still a good idea to comply with general WHS duties.

**WHS DUTIES OF ORGANISATIONS AND LOCAL GROUPS OF CLUBS**

- National Organisation (employs workers)
- State or territory body (employs workers)
- WHS Act, PCBU duties
- State or territory body (employs workers)
- Local group or club (volunteers only)
- WHS Act: Volunteer Association - no duties as a PCBU
  - Individual volunteers have worker duties

| Volunteer Association | A group of people working together for one or more community purposes that do not employ any paid workers. Volunteer associations are not covered by the WHS Act. |
Example 1 – volunteering for a volunteer association:

Sally has been elected treasurer of the local historical society. The historical society was established in 1982 and is run by a group of volunteers. The society meets on a regular basis. Occasionally the society pays a handy man to maintain the building that was donated to them. The handy man isn’t employed by any of the members of the society.

As the group of volunteers do not employ any people and they all work together for a community purpose they are a volunteer association. This means that Sally and the historical society do not have any duties under WHS Act.

Example 2 – volunteering for a person conducting a business or undertaking:

Sally has been appointed treasurer of the local historical society. The historical society was established and incorporated in 1982 and is run by paid employees and volunteers. The society employs a person to handle the accounts and another person to run the office on a part-time basis. As the society employs people it owes duties as a PCBU under the WHS Act. It also means that Sally has duties as a worker under the WHS Act.
Volunteers

Under WHS law a volunteer is a person who works for an organisation without payment or financial reward (but they may receive out of pocket expenses). The law also recognises volunteers as workers. This means that your organisation must provide the same protections to its volunteers as it does to its paid workers.

As a worker, a volunteer has duties under the WHS Act (see Chapter 4). A volunteer may also be an officer of a business or undertaking with due diligence duties under the WHS Act (see Chapter 5).

Providing information, training and instruction to volunteers

Volunteer workers must be provided with information, training, instruction or supervision so they can carry out their work safely. Training and information should be tailored to the type of work your volunteers do and where they work.
Talking about health and safety

The WHS Act requires organisations to consult with workers, including volunteers, so far as reasonably practicable, about work health and safety matters that affect them.

Talking to your volunteers and other workers is a good way to ensure they contribute to the identification of hazards and the assessment and control of any risks they face when they carry out their work.

The aim of the consultation is to ensure that volunteer workers are given an opportunity to provide ideas about how to do their work safely. The organisation must take volunteer’s ideas into consideration when making decisions about safety in the workplace. Discussions about work health and safety can be carried out in various ways—there is no ‘one right way’ to talk about work health and safety. How your organisation does it will depend on factors like:

- the nature and size of the organisation
- the type of work that is carried out, and
- the current engagement arrangements of workers, including volunteers.
The Health and Safety Representative Training is required for an elected representative and the training contents is determined by Workplace Health and Safety. This training must be completed within 3 months of election and the PCBU needs to provide information to Workplace Health and Safety.

**Health and Safety Representatives (HSRs)**

A Health and Safety Representative (HSR) is one way for workers to be represented in relation to work health and safety matters.

The appointment of HSRs is not mandatory, and a HSR is not obliged to undertake training. An untrained HSR can exercise most powers except for directing that unsafe work cease or issuing provisional improvement notices (PIN).

Your organisation must facilitate the election of a HSR if one or more of your workers, whether paid or volunteer, ask for a HSR to be elected to represent their health and safety matters. To ensure the best representation of workers, HSRs are elected to represent specific work groups. Work groups must be determined before a HSR can be elected. There is also the option for the work health and safety regulator to become involved if an agreement can’t be reached. The regulator can determine if it is not appropriate for there to be a HSR.

**Health and Safety Committees (HSCs)**

Health and Safety Committees (HSCs) are another way for larger organisations to facilitate consultation. HSCs are not mandatory but must be established within two months of a request to do so from a HSR or five or more workers, who may be volunteers. An organisation can also establish a HSC without a request from workers.

HSCs can assist in developing health and safety policies and procedures for the organisation.
Notifying serious incidents

Your organisation is required to let your state or territory work health and safety regulator know if any notifiable incidents occur as a result of the work of the organisation as soon as it is reasonably able.

A notifiable incident is a serious incident that relates the work organisation carries out and involves:

- the death of a person
- the serious injury or illness of a person, or
- a dangerous incident.

To help determine what type of incident must be notified, ‘serious injury or illness’ and ‘dangerous incident’ are defined in the model WHS Act.

A **serious injury or illness** is one that requires a person to have:

- medical treatment within 48 hours of exposure to a substance
- immediate treatment as an in-patient in a hospital, or
- immediate treatment for a serious injury or illness such as a serious head injury, a serious burn or a spinal injury and a number of other injuries listed in the model WHS Act.

Importantly, it does not matter whether a person actually received the treatment referred to in this definition, just that the injury or illness could reasonably be considered to need the treatment.
Notifiable Incidents

Serious injury or illness
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
Notifiable Incidents

**Serious injury or illness**

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  Brucellosis  Hendra virus  Avian influenza  Psittacosis.
Dangerous Incident

**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
- 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.
4 What do your volunteers need to do?

Volunteer workers also have health and safety duties to:

- take reasonable care for their own health and safety
- take reasonable care to ensure they don't affect the health and safety of other people, for example, other volunteers, members of the public or clients they may be assisting
- comply, so far as they are reasonably able, with any reasonable instruction that is given to them by your organisation, and
- co-operate with any reasonable policy or procedure that your organisation has provided to them.

Essentially what is reasonable care and what is expected of workers is what a reasonable person would do in the circumstances having regard to things like:

- their knowledge
- their role
- their skills and the resources available to them
- their qualifications
- the information that they have, and
- the consequences to health and safety of a failure to act in the circumstances.
Workplace Health and Safety Queensland have changed their approach to Compliance Monitoring and enforcement policy. What this means is a change from the old approach of prevention. This is all outlined in their Compliance Monitoring and Enforcement Policy.

**Volunteers are unlikely to be prosecuted**

If your volunteers do the things listed in the previous section when carrying out work for your organisation they cannot be fined or prosecuted under the WHS Act.

In some jurisdictions work health and safety duties have been placed on volunteers for more than two decades but there have been no reported prosecutions of volunteers under those laws. Likewise, there have been no prosecutions of volunteers under the new WHS laws.

Prosecutions against paid workers in the past have been rare and only in relation to serious incidents where there was a high degree of recklessness or negligence.

It is expected that work health and safety Regulators will take the same approach under the new WHS laws in relation to paid workers and volunteers and that prosecutions will be as rare as they have been in the past.
5 Officer Duties

Under WHS law an officer of an organisation is not necessarily a volunteer or other worker who has ‘officer’ in their job title, for example, first aid officer, health and safety officer or administrative officer.

Volunteers may sit on the board of your organisation or be in another role where they make, or participate in making, decisions that affect the whole or a substantial part of your organisation. Their decisions may also have the capacity to significantly affect the organisation’s financial standing. Only if a person makes, or participates in making, these kinds of decisions are they are an ‘officer’ under the WHS Act.

The officer is also worded in the WHS act as defined in Corporations Act 2001 Section 9
Duties of officers

Any officer of an organisation, volunteer or paid, must exercise due diligence to ensure that the organisation complies with its health and safety duties. This means they must ensure that the organisation has appropriate systems of work in place and they must actively monitor and evaluate health and safety management within the organisation.

Exercising due diligence as an officer means that officers must take reasonable steps to:

- continuously learn about and keep up to date with work health and safety matters
- have an understanding of the nature of the work the organisation does and stay aware of the risks workers and volunteers may face when working for the organisation
- ensure and verify that the organisation has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety
- ensure and verify the organisation has processes in place for communicating and considering information regarding work health and safety and responding to that information, and
- ensure and verify the organisation has, and implements, processes for complying with any duties and requirements under WHS law.

More information on a volunteer officer’s duties are explained in the Essential Guide to Work Health and Safety for Volunteers.
Example:

Bill volunteers as a member of the board of a charity. He attends board meetings on a monthly basis. At these meetings, board members often make decisions that affect the whole or a substantial part of the charity. They can include decisions about:

- how funding will be allocated and spent
- how many volunteers will be working at any one time at the charity’s store, and
- policies and procedures used by workers, including volunteers, of the charity.

Because the decisions that Bill helps to make affect all of or a substantial part of the charity he is considered an officer of the organisation and so is required under the WHS Act to exercise due diligence.

Bill attends a board meeting in May. At this meeting board members discuss and agree on a training module which all volunteers will be put through before they begin volunteering.

As part of exercising due diligence Bill:

- understands that the charity has work health and safety duties under the WHS Act
- ensures that the training module covers topics relevant to the work the charity’s volunteers and workers do
- agrees with other board members that the training module must be evaluated and reviewed, if required, once every three years, and
- checks that the charity has other policies and procedures which work well in covering other aspects of work that volunteers and workers do.

Because Bill is a volunteer officer, he cannot be prosecuted for failing to exercise due diligence. However, it is in the best interest of the charity for Bill to do so. Because of his position within the organisation, Bill is also considered to be a worker and needs to comply with his worker duties under the WHS Act.
Volunteer officers cannot be prosecuted

A volunteer officer cannot be prosecuted for failing to comply with their officer duties under the WHS Act. This immunity for volunteer officers is designed to ensure that voluntary participation at the officer level is not discouraged. A volunteer officer can however be prosecuted in their capacity as a worker if they do not take reasonable care as a worker (see Chapter 4).

Officers who are not volunteers can be prosecuted for failing to comply with due diligence duties under the WHS Act.
Example:

John volunteers for a health organisation. He drives clients to and from medical appointments in his own car. There is a risk that John could be involved in a car accident while he is volunteering. The organisation he volunteers for cannot completely eliminate that risk but they do a range of things to help minimise it. The organisation:

- checks that John has a current drivers licence
- confirms that John’s car is properly maintained and currently insured and registered
- provides John with its ‘Transporting Clients Policy’ and safe procedure training before he begins volunteering, and
- checks that John understands that the ‘Transporting Clients Policy’ requires that John and any client passengers comply with the road rules of the state they operate in, including wearing a seat belt.

By doing these things the organisation has done what is reasonably practicable to ensure John and the client are safe.

For more information on driving as a volunteer for a community organisation please see the NSW Council of Social Services Insurance and Driving as part of Volunteering fact sheet.
8 Bullying, harassment and discrimination

Workplace bullying

Your organisation has a work health and safety responsibility to ensure not only the physical health of your volunteer workers but also their mental health. This includes doing what you can to ensure they are not exposed to workplace bullying, harassment and discrimination.

The responsibility to prevent workplace bullying, harassment and discrimination is covered in the WHS Act by the duty to provide a healthy and safe working environment and safe systems of work.

Volunteer workers also have a duty to ensure that their actions do not constitute a risk to their own health and safety or that of other people in the workplace.

Your organisation needs to send a clear message that bullying will not be tolerated and provide information to volunteer workers about who they can contact if they are bullied in the workplace.

WHS and discrimination

The WHS Act also expressly prohibits the discrimination or unfair treatment of workers, including volunteers, because they have raised a work health and safety concern. A person found to be engaging in this type of discrimination may be liable to criminal penalties.
Protection from personal civil liability but not criminal liability

Across Australia there are laws that protect volunteers from incurring personal civil liability if anything they do, or fail to do, when volunteering results in loss or damage to another person. As noted above your organisation should ensure it has the appropriate insurance to cover its volunteers for these purposes.

These laws will not protect a volunteer from personal liability for any damage or loss that results from anything they do, or fail to do, while under the influence of drugs or alcohol or while acting outside the scope of activities authorised by the organisation or contrary to the organisation’s activities. These laws will also not protect a volunteer from criminal liability, other than in limited situations where a volunteer has acted in good faith. For example, damaging property that they believed was necessary to aid in responding to an emergency.

For instance, if a volunteer is involved in a car accident when driving as part of their volunteer work these laws will generally place any civil liability resulting from damage on the organisation that the person volunteers for. But, if the volunteer was engaging in criminal conduct, such as speeding, drink driving or dangerous driving they would be personally liable for the damage.

There are some differences between the volunteer protection laws in each jurisdiction. For instance, in some states and territories a volunteer is not protected by these laws if insurance laws apply to any liability that the volunteer may face, such as compulsory third-party motor vehicle insurance.
Example:

Sophie starts volunteering at a local health organisation. On her first day the person who manages the volunteer program in the organisation talks to Sophie about a number of things including:

- the work she will be doing
- how to do her work safely
- the policies, practices and procedures the organisation has that workers, including volunteers, use
- the organisation's work health and safety suggestion email box and webpage for workers, including volunteers, and
- who to contact if something that affects health and safety happens at work.

Sophie's manager gives her copies of the work policies, practices and procedures. Sophie also attends a half day training course on how to use the machinery she will need to operate when she volunteers.

One month after Sophie starts at the organisation her manager holds a meeting of volunteers. The manager announces that one of the safe work policies is being revised and asks volunteers to suggest improvements to the policy. Sophie looks over the policy and talks to other volunteers about the changes. Sophie doesn't have any suggestions for inclusion in the policy but other volunteers submit ideas to the email box for consideration by their manager. When the policy is finalised a notice is published on the staff and volunteer section of the organisation website.

The organisation Sophie volunteers for talks to its workers and volunteers on a regular basis about work health and safety. The way that the organisation consults with workers works well so they keep going that way.
What if something happens?

If, when you are volunteering, you or someone else is:

- seriously injured,
- becomes seriously ill, or
- is exposed to a serious risk to their health and safety because a dangerous incident occurs

You need to let the organisation you volunteer for know as soon as possible. This may be as easy as telling your supervisor or manager. Under the WHS Act these types of incidents, as well as workplace fatalities, are known as ‘notifiable incidents’.
What is Risk Management?

• Risk management simply means being aware of the potential for something to go wrong and taking steps to remove or minimise the risk.

• This environment protects children and young people as well as adults who behave appropriately and ethically.
5 STEP RISK MANAGEMENT

• **Step 1 - Look for the hazards**
  How to look for hazards and what to look for

• **Step 2 - Decide who might be harmed and how**
  Assessing the risk - how might someone be harmed? What is the harm? How likely is this harm?

• **Step 3 - Decide on control measures**
  Is there a regulation or code of practice about any hazards you have identified? What are the existing controls? Are controls as high as possible in list of control priorities? Do controls protect everyone exposed to harm? What additional controls are required?

• **Step 4 - Put controls in place**
  Developing a plan for improving controls, improving controls

• **Step 5 - Review the controls**
  Are the controls working? Are there any new problems?
Risk Management

Risk Management is a process to systematically reduce the level of risk through hazard identification and control.

The SAFER approach to risk management ....

**SEE IT**  Identify the hazard

**ASSESS IT**  Risk Assessment

**FIX IT**  Risk Control

**EVALUATE IT**  Evaluation

**REVIEW IT**  Review
Sport is not immune from the very serious nature of discrimination, harassment and child abuse.

**Tennis** — international tennis coach, was found guilty on 3 counts of indecent assault and six counts of gross indecency. The victim was a 14 year old school girl.

**Lifesaving** — disgraced magistrate jailed for 25 years for sexual abuse of children.

**Cricket** - former Australian cricketer is banned for five matches by the ICC for calling another player a black c---.

**Triathlon** – coach pleaded guilty to molesting a 13-year old female swimmer he was coaching 11 years previously.

**Junior Australian Football** – club coach banned for life for racial harassment of young boys playing in an opposition team.

**Canoeing** – coach commits suicide after allegations of sexual relations with one of his female athletes.
Deaths & Law Suits

On May 7, 2007, Hayden Ellias attended soccer practice for the Winchester United Under 10 boys soccer team at Millbrook High School in Frederick County, Virginia. The field where the practice took place had two moveable soccer goals at opposite ends of the field. During a scrimmage with the Winchester United Under 11 girls team, Hayden, who was the goalie, was struck on the head and neck when the portable soccer goal tipped over, killing him. He is survived by his parents, Gregory and Mary Ellias, his 12 year-old brother, Colin Ellias, and his 9 year-old sister, Alanna Ellias.

The lawsuit was filed against Porter Athletic Equipment Company, manufacturers of the goal; Howard Shockey & Sons, installers of the goal; Phil Pappas, architect; OWPR, Inc., an architectural firm; and five soccer associations, the Blue Ridge Youth Soccer Association, Inc., Virginia Youth Soccer Association, Inc., Old Dominion Soccer League, Inc., United States Youth Soccer Association, Inc., and United States Soccer Federation, Inc.

The complaint alleges that each defendant knew or should have known of the dangers and hazards of moveable soccer goals and failed to protect Hayden from those dangers. Prior to Hayden's death, there were 84 other similar incidents where moveable soccer goals injured or killed a soccer player. The complaint seeks Ten Million Dollars ($10,000,000.00) in compensatory damages.

Risk & Lightening

MYTH: When Playing Sports And Thunderstorms Threaten, It’s Okay To Finish The Game Before Seeking Shelter

TRUTH: Sports is the activity with the fastest rising rate of lightning casualties. No game is worth death or life-long severe injury. All people associated with sports should have a lightning safety plan and stick to it strictly.

Seek proper shelter immediately when lightning threatens. Adults are responsible for the safety of children!

2. MYTH: If It’s Not Raining, Or If Clouds Aren’t Overhead, I’m Safe From Lightning

TRUTH: Lightning often strikes more than three miles from the thunderstorm, far outside the rain or even thunderstorm cloud. ‘Bolts From The Blue’, though infrequent, can strike 10-15 Miles from the thunderstorm.

Anvil lightning can strike the ground over 50 Miles from the thunderstorm, under extreme conditions.

Lightning in clouds has traveled over 100 miles from the thunderstorm.

http://www.liveleak.com/view?i=f12_1205494104
Blue Cards

• Every committee member must have one
  – Children & Young People & Child Guardian Act
    $109(2)$ If the person is a corporation, each executive officer of the corporation whose principal place of residence is in Australia must have a current positive notice.
    Maximum penalty—500 penalty units or 5 years imprisonment.

  – Executive Officer, of a corporation, means any person, by whatever name called and whether or not the person is:
    • A director of the corporation, who is concerned or takes part in
      – the management of the corporation.
Blue Card Exemptions

• **Other parents are exempt**
  – *(unless they are committee members)*
• Police & Teachers only exempt during employment
  – *(not while volunteering)*
• Volunteers must have the card before they start
• Club must have written policy for child protection
  – *(not just blue cards)*
• Penalties are up to $50,000
• Ensure a committee members is aware of your club’s responsibilities & makes sure you meet them
• Get more info on [www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)
Examples From Media

Amateur footballer granted ball on assault charges
By Stephanie Moylan
March 30, 2004

An amateur footballer charged with raping a 16-year-old girl and indecently assaulting two other teenage girls in Warrnambool was yesterday granted bail.

Peter Graeme Safi, 27, a member of the Peelham Football Club, faces Crown charges of raping and indecently assaulting a 16-year-old girl and another 18-year-old and a 19-year-old girl.

The offences are alleged to have taken place on March 14 in Warrnambool's practice match against the Alstadon Football Club in the Victorian A-Women's League.

Warrnambool detectives charged Safi, of Trial Road, South Yarra.

He was bailed from the Peelham police station but, because the court was remanded to face court yesterday, where Chief Magistrate Ian Gray heard the case.

Safi's bail was not required to be a plea.

His lawyer, Cameron Harnabag, said his client was 'barraged' by the investigation.

Mr Gray ordered Safi to appear in the Warrnambool Magistrates Court on April 10 for a mention.

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Priest charged with assault in poisonous church feud

The world of a woman who is alleging she was sexually assaulted by the deputy mayor of Bathurst has told Bathurst local court he felt no need to raise the matter with his superior.

Mark Andrew Norman was working at the local golf club but alongside the 34-year-old woman when the incident occurred in October last year.

Counselor Bradley Monasmith and Steven Geoffrey Wealthy, 55, have both been charged over the incident in which Mr Norman exposed his penis

...apparently to 'cheer' with other men and women.

When he saw Ms Monasmith and Wealthy on the course and attempted to assist her, he was offered her assistance, he replied: "They tried but they didn't get very far for a short time with both men in the courtroom but he heard loud noise.

...his local court he had consented to 50 hours while playing golf with..."
Other Legal Risks

• Legal action by member or participant
  – Failure to follow constitution (Toowoomba Hockey)
  – Failure to protect member (Carberry V Junior Rugby Union)
  – Failure to protect safety (Mt Isa Rugby Union)
Behavioural Risks

- Bullying on field
  - Athletes & Parents
  - Staff
- Bullying off field
  - Facebook & social media
  - Club activities but not competition
- Failure to abide by codes / rules
- Poor governance
- Discontented membership
- Damage to reputation of event or club
Play by the Rules is a partnership between the Australian Sports Commission and all State/Territory sport and recreation and anti-discrimination agencies.

Play by the Rules provides information and online learning on how to prevent and deal with discrimination, harassment and child abuse for the sport and recreation industry.

The information on Play By The Rules is not intended to be, nor should it be relied upon as, a substitute for legal or other professional advice.

Play by the Rules is supported by the Australian and State and Territory Governments.

**Play by the Rules Web Poll**

Is racial harassment an issue in Sport?
- [ ] Yes, a big problem
- [ ] To some extent
- [ ] No, it never has been
- [ ] Not anymore

[Cancel] [Reset] [Vote!]

[Free Online Training] [Click here for more info]

[Click here for the results of our online poll]
See It – Identifying Hazards ...

There are several ways to identify hazards;
- Inspections (check out field, toilets, car park etc)
- Hazard Reports (Review at meeting)
- Injury Reports & Injury Maps (Review at meeting)
- Ask the people doing the work (Volunteer Feedback)
- Audits (Plan regular checks)
- Near misses (Try and record things that could have gone bad, but didn’t)
## Normal Activity Days

<table>
<thead>
<tr>
<th>Ground (debris, sprinklers, holes)</th>
<th>Yes</th>
<th>No</th>
<th>Action</th>
</tr>
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<tbody>
<tr>
<td>Goals (padding, secure &amp; strong)</td>
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<td></td>
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<tr>
<td>Weather &amp; Sun (safe or forecasted)</td>
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<tr>
<td>Perimeter Fencing</td>
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<tr>
<td>Toilets (Clean &amp; Stocked) Injury</td>
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<tr>
<td>(First Aid Kit &amp; Officers) Canteen</td>
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<tr>
<td>(Clean &amp; Food Safe) Lighting</td>
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<tr>
<td>(Keys, Access) Security (Access &amp; No Work Alone)</td>
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<tr>
<td>Other Hazards</td>
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</table>
Assess It – Why Bother Assessing Risks ...

Once hazards are identified it is necessary to determine the level of impact they may pose to the health safety and welfare of people and to the business.

Risk assessment is the process of estimating the magnitude of risk and assists in deciding what controls will be implemented.

Risk can be measured in relation to 2 factors:

\[
\text{RISK} = \text{Consequence} \times \text{Likelihood}
\]

Use your resources and effort where it will make the biggest difference!
Assess It – What are the Steps …

There are 3 main steps in assessing risk using a matrix approach:

**STEP 1 - CONSEQUENCES:**

Identify the most likely outcome of a potential accident

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<tr>
<th>Insignificant</th>
<th>No injuries, low financial loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor</td>
<td>First aid treatment, non injury conflict contained, without internal assistance, medium financial loss</td>
</tr>
<tr>
<td>Moderate</td>
<td>Medical treatment required, non injury conflict contained without outside assistance, high financial loss</td>
</tr>
<tr>
<td>Major</td>
<td>Extensive injuries, loss of reputation, breach of laws, major financial loss</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>Death, legislative or legal action, huge financial loss</td>
</tr>
</tbody>
</table>
 Assess It – Definitions …

**STEP 2 - LIKELIHOOD:**
Estimate the likelihood that the accident will occur & result in these consequences

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost Certain</td>
<td>Is expected to occur in most circumstances</td>
</tr>
<tr>
<td>Likely</td>
<td>Will probably occur in most circumstances</td>
</tr>
<tr>
<td>Possible</td>
<td>Might occur at some time</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Could occur at some time</td>
</tr>
<tr>
<td>Rare</td>
<td>May occur only in exceptional circumstance</td>
</tr>
<tr>
<td></td>
<td>Insignificant</td>
</tr>
<tr>
<td>------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>Almost Certain</strong></td>
<td>High</td>
</tr>
<tr>
<td><strong>Likely</strong></td>
<td>Moderate</td>
</tr>
<tr>
<td><strong>Possible</strong></td>
<td>Low</td>
</tr>
<tr>
<td><strong>Unlikely</strong></td>
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<td>Low</td>
</tr>
</tbody>
</table>
Huge collection of free risk assessment forms, risk assessment templates, checklists, completed examples and guidelines

Download Our Free Risk Score Calculator: **Electronic Risk Score Calculator (134871)**
Control It – Reasonably Practicable …

Now that the risks associated with specific hazards have been identified…
Something needs to be done to control the risk...

Controls depend on PRACTICABILITY.

Practicability means; Implementing the best risk control possible given; the level of risk, the control options available and affordability.

in other words…..put in the best fix you can afford to or can get your hands on. The authorities understand you can’t fix everything, BUT they do expect you to do something about significant hazards. (for example, if guarding a dangerous area would send you broke, then find a way to keep people out of danger that you can afford – maybe its as basic as a Warning Sign until you can do something better)

In determining practicability consider what is REASONABLY PRACTICABLE

“A measure is not reasonably practicable if a reasonable duty holder, weighing the risk of an accident against the measures (including the technological feasibility and cost of those measures) necessary to eliminate the risk, considers that the risk of injury or disease is insignificant relevant to the burden of taking the requisite measures”. *National Occupational Health & Safety Commission*

---

**BUT...** if you decide a risk doesn’t warrant a fix, you need to be able to show that your assessment was logical and justified – this isn’t a let-off clause!
## Fix It – Example Risk Control Options …

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>CONTROL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death during thunderstorm due to lightening</td>
<td>Clear policy on when to retire from field</td>
</tr>
<tr>
<td>Injury to participating player</td>
<td>Ensure first aid training and equipment is available</td>
</tr>
<tr>
<td>Failure to lodge an annual return</td>
<td>Place compliance on agenda &amp; report</td>
</tr>
</tbody>
</table>

Remember: The choice of risk control depends on what is reasonably practicable.

The club can be prosecuted if there are no plans in place to manage the risk systematically.
Fix It - Action Planning ...  

In order to get things to happen - risk control activities need to be carefully planned.

The plan should address;

• Action to be taken
• Who is responsible to ensure action is carried out
• Completion Date

(Who will do what by when)

The sample ‘Action Plan’ can be used to plan risk control activities
Insurance

• Ensure you are absolutely clear about what is covered under insurance and what is not.
• Don’t assume all risks can be treated through insurance, many legal risks cannot.
• Volunteers are NOT usually covered automatically and age rules may apply.
Participant Insurance

• Most policies only cover maximum payout of $200 per week for 10 weeks as income replacement.
• Most policies do NOT cover any medical expenses or private medical treatment.
• Only a small amount of physio or other is covered (up to $500)
• Consider advising all participants of what is covered and recommend further insurance.
Evaluate It – Check the effectiveness of risk controls...

It is important to go back and evaluate the risk controls that have been put in place – and to regularly review them in case something has changed.

Things to consider;
• Check that risk controls are effective (Re-assess the risk to determine what effect the risk control has had)
• Check that new hazards haven’t been introduced into the club
• Check that general changes in the club haven’t created more hazards
• Check that updates to the legislation are taken into consideration
Risk Registers

I would recommend discussion and maybe inclusion of Risk Registers for identified Risks with residual risk (i.e. where they cannot be eliminated but can be controlled by other control measures). This is critical for the management of risks within the workplace and for supporting the organisation to develop processes to review and part of continuous improvement.
Site Plan
## General Risk Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>The Hazard (ie: What could cause harm)</th>
<th>The Risk (ie: What could occur as a result)</th>
<th>Initial Risk Score</th>
<th>Control measures</th>
<th>Final Risk Score</th>
<th>Person responsible</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident notification</td>
<td>Event personnel unaware of hazard/incident notification procedures</td>
<td>Breach of legislative requirements, poor incident response time</td>
<td>Score</td>
<td>Ensure all event personnel aware of incident notification procedures</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
<tr>
<td>Lost or Missing Persons</td>
<td>Event personnel unaware of lost/missing person procedures</td>
<td>Breach of legislative requirements, poor incident response time</td>
<td>Score</td>
<td>Ensure all event personnel aware of lost/missing person procedures</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
<tr>
<td>Manual Handling</td>
<td>Poor handling techniques (lifting / carrying / pushing / pulling) applied when handling equipment and materials</td>
<td>Risk of manual handling injuries such as sprains, strains</td>
<td>Score</td>
<td>Ensure all personnel made aware of correct manual handling techniques prior to handling equipment and materials</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
<tr>
<td>Slips, Trips &amp; Falls</td>
<td>Poor housekeeping providing potential for slip, trip &amp; fall hazards (ie: liquids on floor, cords and equipment lying across pathways etc)</td>
<td>Risk of injury to patrons and event personnel</td>
<td>Score</td>
<td>Event personnel check area for slip, trip &amp; fall hazards prior to event, good housekeeping practiced during and after event</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
<tr>
<td>Sufficient Lighting</td>
<td>Insufficient internal or external lighting for activities being conducted</td>
<td>Reduced visibility, increased risk of injury</td>
<td>Score</td>
<td>Ensure adequate internal and external lighting available for all activities</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
<tr>
<td>Sun Safety</td>
<td>Choose an item. Persons over-exposure to the sun during the event</td>
<td>Risk of sun burn, dehydration, sun stroke</td>
<td>Score</td>
<td>Consider suitable sun protection methods (ie: provision of sun screen &amp; shaded areas at events, patrons given sun safety information before event)</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
<tr>
<td>Weather Factors</td>
<td>Poor planning for changing weather at events</td>
<td>Risk of injury to patrons and event personnel</td>
<td>Score</td>
<td>Consider alternative locations should weather conditions become adverse</td>
<td>Score</td>
<td>Click here to enter text.</td>
<td>Before event is held</td>
</tr>
</tbody>
</table>
# Risks In The Office

<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>Who might be harmed and how?</th>
<th>What are you already doing?</th>
<th>What further action is necessary?</th>
<th>Action by whom?</th>
<th>Action by when?</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working at height</td>
<td>Falls from any height, can cause bruising and fractures.</td>
<td>- Staff stand on chair to file on high shelves, put up decorations etc.</td>
<td>- Chairs are too unstable. An appropriate stepladder will be bought and staff shown how to use it safely.</td>
<td>Manager</td>
<td>4/10/07</td>
<td>3/10/07</td>
</tr>
<tr>
<td>Stress</td>
<td>All staff could be affected by factors such as lack of job control, bullying, not knowing their role etc.</td>
<td>- Staff understand what their duties and responsibilities are. Staff can talk to supervisors or manager if they are feeling unwell or at ease about things at work.</td>
<td>- Remind staff that they can speak confidentially to supervisor or manager (on a no-blame basis) if they are feeling unwell or at ease because of work.</td>
<td>Manager</td>
<td>4/10/07</td>
<td>3/10/07</td>
</tr>
<tr>
<td>Electrical</td>
<td>Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.</td>
<td>- Staff trained to spot and report (office administrator) any defective plugs, discoloured sockets or damaged cables/equipment. - Detective equipment taken out of use safely and promptly replaced. - Staff told not to bring in their own appliances, toasters, fans etc.</td>
<td>- Ask landlord when the next safety check of the electrical installation will be done.</td>
<td>Office administrator</td>
<td>4/10/07</td>
<td>4/10/07</td>
</tr>
<tr>
<td>Asbestos</td>
<td>Staff and others carrying out normal activities, at very low risk as asbestos only poses a risk if fibres are released into air and inhaled. Maintenance workers most at risk.</td>
<td>- Partition walls in good condition and asbestos unlikely to be disturbed during normal activities. - Systems in place to inform contractors and others who might disturb the asbestos, where it is and to ensure safe working. - 'Danger, asbestos, do not disturb' signs posted at partition walls. Staff told to report any accidental damage immediately. Condition of partition walls checked periodically.</td>
<td>- At next staff meeting, remind staff that the asbestos must not be disturbed and to report any accidental damage to the partition walls immediately.</td>
<td>Manager</td>
<td>4/10/07</td>
<td>4/10/07</td>
</tr>
<tr>
<td>Fire</td>
<td>If trapped, staff could suffer fatal injuries from smoke inhalation/burns.</td>
<td>- Working with landlord, fire risk assessment done, see <a href="http://www.firesafety.gov.uk/workplace-safety">www.firesafety.gov.uk/workplace-safety</a> and necessary action taken.</td>
<td>- Ensure the actions identified as necessary by the fire risk assessment are done.</td>
<td>Manager</td>
<td>From now on</td>
<td>4/10/07</td>
</tr>
</tbody>
</table>
Review It – How is the Risk Management Process Working ...

Review is an important step in the process to ensure continuous improvement. Conduct a review after the remedy (controls or process change) have been in operation and ask:

- Has the remedy been successful – fully or partially?
- Has the fix exposed risks we couldn’t see before?
- Should we or Can we improve the fix even further?

This involves reviewing all the steps in the SAFER process and making changes as necessary.

See it  Assess it  Fix it
Evaluate it  Review it
Table 41. The surface evenness dimension of the Good Practice Sports Ground Inspection process

<table>
<thead>
<tr>
<th>OBSERVATIONS</th>
<th>Yes / No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are bare areas at such different levels to the grass surrounds to cause stability or tripping hazards?</td>
<td></td>
</tr>
<tr>
<td>Are there holes, undulations, worn areas and sprinkler areas that might cause players to trip, or fall?</td>
<td></td>
</tr>
<tr>
<td>Are there variations between the cricket wicket area and the surrounds</td>
<td></td>
</tr>
<tr>
<td>ANALYSIS</td>
<td>Not significant</td>
</tr>
<tr>
<td>Any YES response to the above observations means problems exist. Review your responses and indicate how significant this aspect of the ground safety is. Remember that aspects of ground safety can be less than ideal, but still safe for play.</td>
<td>Very significant</td>
</tr>
<tr>
<td>DECISION</td>
<td>Safe</td>
</tr>
<tr>
<td>In terms of overall ground surface safety the evenness of the field is such that conditions for players and officials is</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unsafe</td>
</tr>
</tbody>
</table>
Assess
<table>
<thead>
<tr>
<th></th>
<th>Insignificant</th>
<th>Minor</th>
<th>Moderate</th>
<th>Major</th>
<th>Catastrophic</th>
</tr>
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<tbody>
<tr>
<td><strong>Likelihood</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Almost Certain</td>
<td>High</td>
<td>High</td>
<td>Very High</td>
<td>Very High</td>
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</tbody>
</table>
Treatment
<table>
<thead>
<tr>
<th>Likelihood</th>
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<tr>
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<td>Moderate</td>
<td>High</td>
<td>High</td>
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Treatment
Assess
<table>
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<td>Low</td>
<td>Low</td>
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</tr>
</tbody>
</table>
Treatment
Example:

Sam begins his first shift volunteering at a local adventure club. On his first shift, Sam is told by other volunteers that he must go through an initiation of being locked in an overheated steam room for as long as he can handle. Sam tells the other volunteers that he has a medical condition and that the initiation may seriously hurt him. The other volunteers tease Sam until he gives in. Sam goes into the steam room. The other volunteers lock the door and turn the heat up. Sam becomes very distressed and passes out in the steam room.

The team leader of the volunteers finds out what is happening and knows that the organisation has strict policies prohibiting this kind of behaviour. The team leader rushes to the steam room and lets Sam out of the room immediately. The team leader attends to Sam, providing him with the first aid that he needs. The team leader reports the incident to the organisation as soon as he is able.

In this case, it appears that:

- the organisation took all reasonable steps to try to prevent these types of initiations. So it is unlikely it will be prosecuted for not complying with its work health and safety duties.

- because the team leader took reasonable care and did not ignore what was happening but acted within his role as team leader he has complied with his duty as a worker. It is extremely unlikely then that the team leader will be prosecuted for not complying with their worker duties under the WHS Act.

- there is a chance that the volunteers who locked Sam in the steam room may be prosecuted for failing to meet their duty as workers under the WHS Act to take reasonable care that their actions or omissions do not adversely affect the health and safety of others. The volunteers are clearly personally responsible because they actively took part in actions that endangered Sam's health. They could also be prosecuted under other laws.