

Occupational Health, Safety & Welfare

# GUIDELINES

FOR THE  
SECURITY INDUSTRY  
IN SOUTH AUSTRALIA

(including guards and patrols, cash in transit and  
electronic security system installations)

**WORKPLACE SERVICES**  
Department for Administrative  
and Information Services



**Government  
of South Australia**



in conjunction with



OCCUPATIONAL HEALTH, SAFETY & WELFARE

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# FOREWORD

The South Australian Government is committed to continuous improvement of the health and safety in all industries.

These Guidelines are designed to provide a standard for workplace health and safety for employers and employees involved in the security industry.

This publication provides practical guidance on how standards of health and safety can be achieved. It also describes preferred methods or courses of action for achieving this standard.

The information in the Guidelines provides a valuable source of assistance in encouraging improved workplace health and safety outcomes in the security industry.

The Guidelines are the result of work by the *Security Industry Forum*, which consists of:

- Australian Security Industry Association Ltd
- Security Institute of SA
- Crowd Control Industry
- Allied Liquor Hospitality and Miscellaneous Workers Union
- Transport Workers Union
- Douglas Mawson Institute of TAFE
- Workplace Services
- WorkCover

I commend all representatives on the *Security Industry Forum* for developing the Guidelines. Particular thanks are due to officers of Workplace Services within the Department for Administrative and Information Services for their facilitation of the development and production of the Guidelines.

Robert Lawson  
Minister for Workplace Relations

October 2001

## PURPOSE OF THE GUIDELINES

The following guidelines outline the minimum standards for achieving workplace health and safety for employers and employees involved in the Security Industry within South Australia. (This includes people in licensed premises or other premises, and people who perform the duties of a security officer, crowd controller or electronic installer.)

The guidelines also offer practical guidance on how particular standards of health and safety can be achieved. It describes *preferred methods* or *courses of action* for achieving standards of health and safety.

Preferred methods or courses of action are preceded by the word '**should**'. It is therefore expected that you will follow the *preferred method* or *course of action* unless there is another solution that achieves the same or better standard of health.

Whilst these guidelines do not have a legal status, they provide advice about hazard prevention and may be taken into account in prosecution, for the purpose of determining what action is reasonably practicable. They should therefore be considered as an important source of information and guidance.

These guidelines should be used in conjunction with the Occupational Health, Safety and Welfare (OHS&W) Act, 1986 and the OHS&W Regulations, 1995. Thereafter, in these guidelines, known as the Act or the Regulations.

It is anticipated that these guidelines are adopted by the Security Industry in South Australia as voluntary guidelines.

## ACKNOWLEDGEMENTS

This publication was developed by the *Security Industry Forum* consisting of:

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*Parts of these guidelines were developed using material from:*

- *“Workplace Health and Safety Handbook” WorkCover Corporation*
- *“Occupational Health Safety and Environment Policy and Procedure Manual – Mosh Pit Safety” Richard Cuttler, Safety Manager, Big Day Out, 2001*

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# 1. DEFINITIONS

**Accident:** an unplanned occurrence or incident that causes or contributes to personal injury or property damage (This also includes a near miss).

**Competent person:** a person who is suitably qualified (whether by experience, training or both) to carry out the work or function described in the relevant regulation.

**Dangerous occurrence:** an incident or event where there is an immediate and significant risk to any person in, or near the relevant place, or who could have been in, or near the relevant place (whether or not a work-related injury occurs).

**Employee:** a person who is employed or who works under a contract of service. (This also includes a volunteer.)

**Employer:** a person by whom an employee is employed under a contract of service. Work is performed by an employee, for the employer, under a contract of service.

**Guard:** a person employed by a company to carry out static or mobile guarding duties. Guards who carry out mobile guarding duties are also known as patrol officers.

**Guarding:** the provision of trained personnel to a defined location for a determined period for the protection of people or assets.

**Hazard:** the potential to cause injury or illness.

**Hierarchy of control:** the preferred order of controlling hazards. The first preferred method within the hierarchy of control is elimination, followed by substitution, engineering, administration and finally, personal protective equipment.

**Near miss:** an incident which could have resulted in personal injury (or illness) or damage to plant or equipment.

**Occupier:** a person who has the management or control of the workplace. The occupier is not necessarily the owner of the workplace, it can also be the lessor or manager.

**Operations room:** a communication centre which monitors mobile patrols and static guards and provides a key holding service.

**Patrols:** a mobile guard service who is patrolling a specified geographic area at random, within predetermined times.

**Reasonably practicable:** is the term used to describe whether the hazard is being addressed in a reasonable manner. In particular whether it is practicable with regard to:

- severity of the hazard or risk in question;
- extent of knowledge about the hazard or risk;
- any ways of removing or mitigating that hazard or risk;
- availability and suitability of ways to remove or mitigate the hazard or risk;
- cost of removing or mitigating the hazard or risk; and
- ways of removing or mitigating the hazard or risk.

**Record:** includes anything within which information is stored or from which information may be reproduced.

**Risk:** the probability and consequences of occurrence of injury, illness or death.

**Risk assessment:** is the process of evaluating the probability and consequences of injury and illness arising from exposure to an identified hazard or hazards.

**Security agent:** is a person who performs one or more of the following functions for a fee or reward:

- (a) protecting or guarding a person or property or keeping a person or property under surveillance;
- (b) hiring out or otherwise supplying dogs or other animals for the purpose of protecting or guarding a person or property;
- (c) preventing, detecting or investigating the commission of an offence in relation to a person or property;
- (d) controlling crowds;
- (e) providing advice on security alarm or surveillance systems;
- (f) hiring out or otherwise supplying security alarm or surveillance systems;
- (g) installing or maintaining security alarm or surveillance systems.

**Static or mobile security service:** is a company providing contracted services for the guarding of premises or property, including cash-in-transit, alarm response and escort services for valuables.

**Supervisor:** is any person who has some form of control over or oversees:

- a work process; and/or
- the work performance of another person or persons regardless of whether or not that person is directly accountable to them.

**Work-related injury:**

- an injury, disease or disability;
- the loss or destruction of, or damage to, an artificial limb, prosthesis, medical/ surgical aid or appliance; or
- any death;

that is attributable to work and includes the aggravation, exacerbation or recurrence of a prior work-related injury.

**Workplace:** includes any place (including any aircraft, ship or vehicle) where an employee or self employed person works and includes any place where such a person goes while at work.

## 2. LEGAL RESPONSIBILITIES

Both employees and employers have certain legal responsibilities and obligations when it comes to health and safety in the workplace. The Occupational Health Safety and Welfare (OHS&W) Act, 1986, sets out the legal requirements for employers and employees.

In particular it requires employers to ensure so far as reasonably practicable;

- the health, safety and welfare of employees; and
- to consult with employees and their representatives in the management of risk.

### 2.1 Employers

---

Employers are ultimately responsible for the management of OHS&W in the workplace. The Act requires employers to ensure, so far as is reasonably practicable, that employees are safe from injury and risks to health and that they have a safe working environment and safe systems of work.

Employers are required to manage the potential for hazards at work by:

- providing employees with induction, training, information and supervision (Section 19 (1) (c), the Act);
- monitoring the safety and welfare of employees by ensuring regular communication with employees working in remote or isolated situations (Division 2.11, the Regulations);
- developing workplace policies and procedures (Section 20, the Act);
- ensuring that emergency facilities, procedures and training are adequate in the event of an emergency (Division 2.6 the Regulations);
- identifying, assessing, controlling and monitoring workplace hazards and risks (Division 1.3 the Regulations);
- reporting and recording workplace incidents including dangerous occurrences and notifiable injuries; and
- consulting with employees and/or their representatives.

### 2.2 Responsible Officer

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The Act requires that organisations appoint a 'Responsible Officer'.

The 'Responsible Officer':

- must be the most senior person in the organisation who resides within the State;
- has the overall responsibility to provide a safe and healthy workplace for employees and must ensure that adequate resources are provided to meet identified workplace health and safety objectives and implement OHS&W strategies; and
- can be held personally responsible if a breach of the Act or Regulations occurs and can be prosecuted.

## 2.3 Managers and Supervisors

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Managers and Supervisors are responsible for enforcing all health and safety policies and procedures amongst employees. Their role is to monitor the working environment and work practices carried out by employees.

## 2.4 Employees

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All employees have a legal duty to protect their own health and safety and to avoid adversely affecting the health and safety of other persons.

Employees must ensure they:

- follow all safe work practices;
- obey any reasonable instruction aimed at protecting their health and safety whilst at work;
- use equipment provided to protect their health and safety; and
- are not affected by alcohol or another drug so that they endanger themselves or others.

## 2.5 OHS&W Regulations, 1995

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The Regulations are made under (and should be read in conjunction with) the Act. The Regulations apply to all workplaces in South Australia.

The Regulations set out general principles that provide practical steps for employers in preventing injury and illness to their employees while they are at work. Employers are required to take appropriate and reasonable steps to protect health and safety, consistent with the degree of risk that exists. The Regulations allow employers to decide what action is appropriate in the situation, provided they meet the minimum legal requirement.

Safe systems of work can be developed and implemented through the following principles:

- consulting employees and their representatives;
- identifying hazards which have the potential to cause injury or illness;
- conducting risk assessments in order to determine a hazard's potential to cause injury or illness and the degree of seriousness of the injury or illness;
- undertaking a risk control assessment to minimise injury and illness;
- providing information, instruction, training and supervision to ensure employees are aware of the risks and what must be done to control them; and
- reporting hazardous situations, fatalities, injuries and illnesses in order to prevent them.

*Australian Standards referred to in the body of the Regulations are a regulatory requirement and **must** be followed. (See Chapter 11 of these Guidelines for a summary of the Regulations.)*

## 2.6 Approved Codes of Practice

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The Regulations reference a number of Approved Codes of Practice (ACOP). Examples of these include the Approved Code of Practice for Manual Handling. These ACOP's provide minimum standards for health and safety. They are to be used in conjunction with the Act and Regulations. They are legislative instruments. If they are not followed, then an employer may have to prove that the action taken is equivalent to or better than the ACOP.

The National Occupational Health and Safety Commission (Worksafe Australia) and Standards Australia also develop codes of practice (COP). COP are not recognised under the SA legislation unless they have been gazetted in accordance with the Act.

The National Occupational Health and Safety Commission COP provides practical guidance on how to achieve a particular standard of health and safety and the preferred methods or actions to achieve this. Other standards can be used if they achieve an equal or better standard of health and safety. As a COP is not approved by Parliament, it is different from a regulation where a responsible person must meet the specific requirements of the regulation.

*Australian Standards listed in Divisions of the Regulations are ACOP and **should** be followed.*

## 2.7 Guidelines

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Guidelines and other information products provide general information about aspects of the Act, Regulations or specific hazards.

WorkCover and Workplace Services issue guidelines that provide advice and explanation only. These guidelines explain the aspects of the Act, Regulations or codes and specific hazards not covered within the Regulations.

*Australian Standards not referenced in the text of the Regulations or as an ACOP should be considered as general information that is available to assist you in meeting your OHS&W obligations. However, these documents may be used in court as evidence.*

## 2.8 Divisions of the Regulations that apply to the Security Industry

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For more information on each Division refer to the Regulations, or Chapter 11 for a summary of each Division.

Division 1.2 – Responsibilities (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)

Division 1.3 – General Principles for Implementation (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)

Division 2.1 – Access and Egress (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)

Division 2.3 – Buildings and their Precincts (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)

Division 2.4 – Confined Spaces (Electronic Installations)  
Division 2.5 – Electrical (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.6 – Emergency Facilities and Procedures (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.7 – Fire Prevention (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.8 – Lighting (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.9 – Manual Handling (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.10 – Noise (Guards/Patrols, Crowd Controllers)  
Division 2.11 – Occupational Health and First Aid (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.12 – Personal Protection (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.13 Prevention of Falls (Electronic Installations)  
Division 2.14 – Remote or Isolated Work (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.15 – Storage (Cash-in-transit)  
Division 2.16 – Traffic Control (Guards/Patrols, Cash-in-transit)  
Division 2.17 – Ventilation (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 2.18 – Workplace Cleanliness and Hygiene (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 3.1-3.3 – Plant (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 4.1 – General Hazardous Substances (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 4.2 – Asbestos (Electronic Installations)  
Division 4.3 – Synthetic Mineral Fibres (Electronic Installations)  
Division 6.1 – Health and Safety Representatives (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 6.2 – Health and Safety Committees (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 6.3 – Confidentiality of Health Records (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 6.6 – Notification of Certain Occurrences (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 6.7 – Proceedings (Guards/Patrols, Cash-in-transit, Crowd Controllers, Electronic Installations)  
Division 6.8 – Registration of Employers

## 3 CONSULTATION

Consultation is the sharing of information and the exchange of views between two or more people (Division 1.3.1). The Act requires for consultation to occur between employers and their employees and when applicable the Health and Safety Representative. The Act allows employees to elect Health and Safety Representatives for specific work groups. Health and Safety Representatives should be the first point of contact for employers and employees when consulting on health and safety issues.

There are a number of ways that effective consultation can take place. This can be done through a Health and Safety Representative, a Health and Safety Committee, regular meetings with employees or through informal safety talks with employees.

### 3.1 When do you consult?

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The Act requires that an employer consult with employees and their Health and Safety Representatives (where applicable) when any changes occur to the workplace. This approach encourages a pro-active approach. Employees should consult with their immediate Supervisor or Manager about any workplace health and safety issue. It is important to encourage open discussion and consultation regarding OHS&W issues in the workplace. If your company has a Health and Safety Representative they should also be involved in any discussions relating to workplace OHS&W issues.

Employers must be able to demonstrate that they consult with an Employee/Health and Safety Representative in respect to the following issues:

- before any changes are made in the workplace which may affect the health and safety of employees, especially changes to work practices or procedures;
- during any workplace planning and implementation process which may affect the health and safety of employees;
- when a hazard is identified;
- when a risk assessment is conducted;
- when deciding on control measures to control risks;
- when reviewing and developing policies or procedures;
- when investigating incidents/injuries/accidents/dangerous occurrences; and
- when introducing new substances into the workplace.



## **3.2 Health and Safety Representatives**

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An employer must respond to a request by an employee to establish a Designated Work Group and nominate a Health and Safety Representative.

For more information on this process refer to the Act or the WorkCover Corporation Workplace Health and Safety Handbook.

## **3.3 Health and Safety Committee**

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An employer must establish a Health and Safety Committee if requested to do so by a Health and Safety Representative or, if the employer has at least 20 employees, and if at least five employees request for a committee to be established.

If a committee is established an employer must notify WorkCover within 14 days of establishment. A notification form is available from WorkCover's Customer Response Centre, telephone 13 18 55.

If your organisation has less than 20 employees, it may be easier to consult about health and safety issues through staff meetings where OHS&W is a standing agenda item. For more information on Health and Safety Committees refer to:

- 1 The OHS&W Act, 1986 (section 31)
- 2 The OHS&W Regulations, 1995
- 3 WorkCover Corporation Workplace Health and Safety Handbook.

## 4 TRAINING

### 4.1 General Requirements Under the OHS&W Act

---

*'An employer shall provide such information, instruction, training and supervision as are reasonably necessary to ensure that each employee is safe from injury and risks to health.'* (Section 19 (1) (c), the Act)

The company is responsible for ensuring that all employees have successfully completed security industry training and for the maintenance of training standards for its employees. This is particularly relevant to employees who manage and supervise others. All employees have the right to be equipped with the relevant skills to perform their work in a safe manner.

Every employer has a responsibility to provide the necessary information, instruction, training and supervision to ensure that each employee is safe from injury and risk to health.

### 4.2 Induction Training

---

All employees must undergo induction training specific to their workplace before commencing work. Relying on any training provided by an accredited training course or a previous employer is not acceptable. ***The employer must know that the employee is competent to do the job.***

All induction training should include an introduction to the Company's rules and information about any known risks to health or safety. New employees should be taken through their tasks and be given an explanation of any associated safe operating procedures. All new employees should remain under appropriate supervision until it is certain that they are competent to carry out their work safely, without any risk to themselves or others.

Training should be carried out by a competent person covering aspects of the following basic subjects:

- (a) standing orders
- (b) site orders
- (c) administrative procedures
- (d) communications, including report writing
- (e) field communication
- (f) public relations
- (g) customer relations
- (h) first response fire safety
- (i) occupational safety
- (j) legal rights and jurisdiction

### 4.3 Site Training

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In instances where a contractual arrangement involves an employee on a first assignment, or transferring to a new assignment, the employer shall provide to the site supervisor, a copy of the members training record or certificate of Recognised Prior Competencies in accordance with section 4.8 so as to assess the members suitability. Where no specialist

qualifications are required training shall be given by suitably qualified or experienced staff so that the required duties can be carried out.

#### **4.4 Specialist Training**

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Facilities should exist to ensure that employees required to carry out duties of a specialist nature, such as first aid duties, are trained to a competent level by a 'competent person' (refer to definitions).

#### **4.5 Refresher Training**

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An OHS&W management system should be established by the employer that allows for staff development, and should include performance assessment and monitoring. This management system will help to identify if and when refresher or remedial training is needed. Refresher training should be carried out annually by a competent person. Note that some jurisdictions, eg firearms, require training on a more frequent basis.

#### **4.6 Health and Safety Representative Training**

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Once a workplace Health and Safety Representative is elected, they should attend the appropriate training to develop the skills necessary to operate as a Health and Safety Representative.

An employer who has more than 10 employees, or is paying a penalty on their WorkCover levy, must allow up to five days leave per year for their elected Health and Safety Representative to attend an approved training course, at a mutually agreed time. This equates to 15 days training over a three year term of office. If the employer has less than 10 employees, or is not paying a penalty on WorkCover levy, then the Health and Safety Representative must negotiate with the employer about release to attend a training course.

If necessary, a Deputy Health and Safety Representative may be appointed. This may be useful for shift workers. The Deputy Health and Safety Representative does not have the same legislative powers or entitlement to training. These representatives need to negotiate with their employer to attend a training course. It is recommended to allow the Deputy five days training per year.

Any training attended by a Health and Safety Representative or their Deputy must be paid for without any loss of wage or entitlements to them while at the training course. Casual or part-time employees receive their normal weekly wage.

In a situation where the Health and Safety Representative, or their Deputy, attends an approved training course and one of the training days falls on the same day as a rostered day off (RDO), then the Representative is entitled to have that RDO transferred to another day, negotiated between the employee and employer.

## **4.7 Health and Safety Committee Training**

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Members of a Health and Safety Committee are not required by legislation to attend training. It is recommended, however, that members undertake training to help them understand the function of the Committee and their role within the Committee.

There are a range of training providers who offer courses to suit different organisational needs. If time is an issue, many training providers can conduct training at the workplace.

## **4.8 Training Records**

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A company shall maintain a record of all job-related training that each employee undergoes while in its employ. For more detail see the OHS&W Regulations, 1995.

## 5 RECORD KEEPING

The OHS&W Regulations, 1995 requires certain documentation to be **recorded and kept** by an employer, including:

- information, instruction and training (Reg 1.3.4) records (must be kept for a period of 5 years where the work involves plant, substances or activity which is a risk to health or safety);
- any risk assessment conducted; and
- any training provided to an employee, this includes any induction process that is provided to an employee.

For more information refer to the OHS&W Regulations, 1995, in particular the individual Divisions which indicate what documentation needs to be recorded and kept.

## 6 WHAT NEEDS TO BE REPORTED AND WHO YOU NEED TO REPORT IT TO

Division 6.6 of the Regulations, requires that an employer report by telephone and in writing, certain **work-related injuries** or **dangerous occurrences** to Workplace Services within 24 hours.

**Call Workplace Services on 8303 0400 or after hours on 1800 777 209.**

A copy of the 'Notification of Dangerous Occurrences' form can be found at the back of this folder. (Appendix G)

### 6.1 Work-related Injury

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A **work-related injury** is defined in the Act as any death, injury, disease or disability that is attributable to work (Section 4). The following work-related injuries must be reported to Workplace Services:

- any death;
- any acute symptoms associated with exposure to a substance (eg acid, gas, chemical etc) at work; and
- treatment as an in-patient in a hospital immediately after the injury (disregarding any time taken for emergency treatment or to get the person to hospital).

It is a requirement that these injuries are reported to Workplace Services as soon as practicable after the event and preferably within 24 hours. A decision will be made by Workplace Services on the need for an immediate investigation.

### 6.2 Dangerous Occurrence

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A **dangerous occurrence** is defined in the Act, as an incident or event where there is an immediate and significant risk to any person in, on or near the relevant place, or who could have been in, on or near the relevant place. A dangerous occurrence does not have to lead to injury.

The purpose of reporting dangerous occurrences is to allow appropriate preventative actions to be taken.

Specific dangerous occurrences that need to be reported to Workplace Services are:

- damage to, or malfunction of major plant;
- the unintended collapse or partial collapse of a building or structure under construction, reconstruction, alteration, repair or demolition;
- the unintended collapse of a floor, wall or ceiling of a building being used as a workplace;
- an uncontrolled explosion, fire or escape of any gas, hazardous substance or steam;
- an electrical short-circuit, malfunction or explosion; and
- any unintended or uncontrolled incident or event arising from operations carried out at a workplace.

Whenever a work-related injury or dangerous occurrence occurs, the employer must inform the workplace Health and Safety Representative (where applicable).

## 7 CONTRACTED SERVICES

Where a contractual agreement is established between the security company and a client for the purpose of providing a security service, the Act places responsibilities on both parties. This responsibility cannot be removed or minimised by a contractual agreement.

### 7.1 Legal Responsibilities

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The Act places legal responsibilities on the occupier (client) of a workplace. They are outlined in the following Sections:

- Section 22 requires employers and self-employed persons to avoid adversely affecting the health or safety of any other person through an act or omission at work;
- Section 23 requires occupiers to provide a workplace that is maintained in a safe condition and that the means of access and egress from the workplace are safe;
- Section 24(A) requires that the owners of plant ensure that it is maintained in a safe condition and that the plant complies with prescribed requirements (if any) and that adequate information necessary to ensure safe use of the plant is supplied to any other user of the plant; and
- Section 25 requires that all persons (not being an employer, employee or occupier of a workplace) shall not misuse or damage anything provided in the interests of health and safety and place at risk the health and safety of any other person while that person is at work.

In the situation where a security company contracts the services of another security company, the following section of the Act is relevant:

Section 4 (2) of the Act states:

*'...where a person (the contractor) is engaged to perform work for another person (the principal) in the course of a trade or business carried on by the principal, the contractor, and any other person employed or engaged by the contractor to carry out or to assist in carrying out the work, shall be deemed to be employed by the principal but the principal's duties under this Act in relation to them extend only to matters over which the principal has control or would have control but for some agreement to the contrary between the principal and the contractor.'*

In this situation, your company's OHS&W responsibilities extend only to matters over which you have control (eg safe working procedures, evacuation procedures etc) or would have control, but for some agreement to the contrary between the principal and the contractor. In other words, the principal may delegate control but cannot delegate the responsibility that goes with this control. Section 19 of the Act – 'Duties of employers', applies in these situations.

## 7.2 Client's Responsibilities

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Under the Act, it is the legal responsibility of the security company to ensure that the client has controlled potential risks to the security company's employees. This should occur prior to the employee starting with the client.

The security company does not have direct control over the workplace where their employees work. Therefore, it is important that the security company obtains the agreement of the client to provide a safe and healthy workplace for the contract employees provided by the security company.

The contractual agreement should include those arrangements, which the client agrees to put into place to provide for the welfare of the security company's employees and to minimise risk of injury to the security company's employees. The agreement should make it clear to the client that they are responsible for:

- meeting their obligations under the Act, Regulations and Approved Codes of Practice;
- doing all things reasonably practicable to eliminate hazards and control risks to health and safety;
- notifying the security company of any major changes to the workplace, work practices or procedures, plant equipment, materials or substances that may put the health and safety of the security company's employees at risk;
- providing the security company's employees with appropriate information, instruction and training to enable them to safely carry out their job; and
- providing access to amenities such as potable water, toilets etc.

The contractual agreement should also clarify the security company's right to monitor their employee's health and safety whilst working with the client.



## 8 COMMON HAZARDS FOUND IN THE SECURITY INDUSTRY

Whatever your area of work within the Security Industry, there are some hazards that are common to all work areas.

This section of the guidelines sets out the legislative requirements and minimum standards for five work areas within the security industry in South Australia. The five areas are:

- Guards and Patrols;
- Cash in Transit;
- Electronic Installation;
- Crowd Controllers;
- Operation Rooms/Monitoring Centres.

The following tables list the common hazards and associated OHS&W regulations that apply to each work area.

***Section 19 (1) (c) of the Act explains that an employer must provide information, instruction, training and supervision to all employees. The level of supervision is dependent on the skills and knowledge of the employee and their level of competence.***

***A new employee must be directly supervised until they reach a level of competence. Employees who have experience and skills in the field must also be subject to an appropriate level of supervision.***

**Table 1      Guards and Patrols**

<b>Hazard</b>	<b>Regulation</b>
Amenities	Division 2.2
Emergency/Evacuation	Division 2.6
First Aid	Division 2.11
Heat Stress	Division 1.3
Manual Handling	Division 2.9
Noise	Division 2.10
Remote Isolated Work	Division 2.14
Sharps And Body Fluids	Division 1.3
Shiftwork	Division 1.3
Vehicle Safety	Division 1.3
Violence And Aggression	Division 1.3

**Table 2 Cash in transit**

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<b>Hazard</b>	<b>Regulation</b>
Amenities	Division 2.2
Emergency/Evacuation	Division 2.6
First Aid	Division 2.11
Heat Stress	Division 1.3
Load Restraint	Division 1.3
Manual Handling	Division 1.3
Remote Isolated Work	Division 2.14
Sharps And Body Fluids	Division 1.3
Vehicle Safety	Division 1.3
Violence And Aggression	Division 1.3

**Table 3 Electronic Installation**

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<b>Hazard</b>	<b>Regulation</b>
Amenities	Division 2.2
Confined Spaces	Division 2.4
Electrical	Division 2.5
Emergency/Evacuation	Division 2.6
First Aid	Division 2.11
Heat Stress	Division 1.3
Manual Handling	Division 2.9
Remote Isolated Work	Division 2.14
Vehicle Safety	Division 1.3
Working At Heights	Division 2.13

**Table 4 Crowd Controllers**

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<b>Hazard</b>	<b>Regulation</b>
Amenities	Division 2.2
Emergency/Evacuation	Division 2.6
First Aid	Division 2.11
Heat Stress	Division 1.3
Long Distance Driving	Division 1.3
Manual Handling	Division 2.9
Noise	Division 2.10
Remote Isolated Work	Division 2.11
Shiftwork	Division 1.3
Vehicle Safety	Division 1.3
Violence And Aggression	Division 1.3

**Table 5      Operation Rooms/Monitoring Centres**

<b>Hazard</b>	<b>Regulation</b>
Amenities	Division 2.2
Emergency/Evacuation	Division 2.6
First Aid	Division 2.11
Manual Handling	Division 2.9
Remote Isolated Work	Division 2.11
Shiftwork	Division 1.3

## 8.1 GUARDS AND PATROLS

### 8.1.1 Remote/Isolated Work

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Remote and isolated work refers to situations where employees may be exposed to risks because of the nature or location of their work means they would be unable to readily summon assistance in the event of injury, illness, violence or other emergency at work.

**Legislative Requirement** – Division 2.14 of the Regulations, requires an employer to provide and maintain an adequate and reliable communication system to ensure regular communication with the employee.

#### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 undertake supervision of all employees;
- 2 regular contact to occur between the employer/supervisor and employee. **A mobile telephone is not considered an acceptable and reliable form of communication when undertaking remote/isolated work.** A mobile telephone should only be used if a risk assessment identifies that there is not a potential risk to employees and all other avenues of communication have been explored. An employer must ensure that a risk assessment is conducted to address what the best method of communication would be for each unique situation.
- 3 Operation Room – an Operation Room Operator must contact the employee every hour via a dedicated radio system on its own frequency;
- 4 Supervisor – the Supervisor must contact the employee every hour via a dedicated radio system on its own frequency. An employer should hire a repeater from a larger company if they cannot afford their own dedicated frequency;
- 5 employees – all employees must notify the Operation Room Operator or their Supervisor if they are to deviate from their scheduled patrol;
- 6 Emergency Response – if an employee does not make contact by a designated time, the employer must have emergency procedures in place to ensure the safety of this employee;
- 7 the Operation Room Operator or Supervisor must have a designated schedule with them at all times, to help locate employees rapidly. The patrol nearest the missing employee can be sent to the last location to locate the employee. Employers must ensure that the responding patrol assesses the situation so as not to put themselves at risk;
- 8 First Aid Kits – all employees must have access to a first aid kit and have first aid training.

**It is imperative that an employer ensures that the employee is appropriately trained in:**

- 1 **Negotiation and conflict resolution skills:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.
- 2 **Restraining skills where required:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills. For example, prisoner movement and in-court management, crowd controlling.
- 3 **Firearm and baton training:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.

## 8.1.2 Violence and Aggression

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Violence and aggression refers to any situation where an employee is abused, threatened or assaulted at work. Refer to WorkCover's *Guidelines For Reducing The Risk Of Violence At Work* for more information.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards such as violence and aggression, assess the risks and then control these risks.

### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 **'OBSERVE & REPORT'** – The role of the security guard is to **'OBSERVE & REPORT'**. If there is no other means of dealing with a violent or aggressive situation, then restraining or detaining of the person is acceptable. Employees will only use these restraining or detaining techniques if they have been appropriately trained and they are competent in the skills;
- 2 employees do not, under any circumstances, give chase for the purpose of restraining or detaining an intruder, offender or patron;
- 3 employees do not, under any circumstances retaliate physically or verbally unless it is in self defence;
- 4 employees, if approached by a person(s), stand an arm's length away and do not have any one to their side or behind them;
- 5 radio communication can be made in the event that a situation arises where the employee may be placed in danger;
- 6 employees withdraw to a position of safety and call for back-up or police;
- 7 provide critical incident debriefing to employees immediately after an incident, through a qualified counselling service;
- 8 employees defuse any potentially violent or aggressive act through negotiation and conflict resolution procedures (where possible);
- 9 employees are trained in recognising the early signs of aggression and action to be taken if someone becomes aggravated;
- 10 locations are well lit; and
- 11 emergency procedures are in place in the event that an employee is confronted with a violent or aggressive situation. This includes direct radio contact to a Supervisor or Control Room and access to a designated patrol schedule.

**It is imperative that an employer ensures that the employee is appropriately trained in:**

- 1 **Negotiation and conflict resolution skills:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.
- 2 **Restraining skills where required:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills. For example, prisoner movement and in-court management crowd controlling.
- 3 **Firearm and Baton Training:** New employees must be directly supervised until they are competent in these skills.

### 8.1.3 Sharps and Body Fluids

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Refers to any situation where employees are exposed to sharps such as syringes or body fluids such as saliva, blood or vomit. Both are hazardous to employees in the workplace, as they can transfer disease.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 instruct employees not to pick up any used syringes or needles, clothing exposed to body fluid (eg visible blood) or other hazardous material;
- 2 instruct employees to cover any open cut with bandages before they begin work, especially if there is a potential for exposure to body fluids;
- 3 encourage employees at risk to have vaccinations for Hepatitis B;
- 4 report all incidents of exposure to Supervisor;
- 5 provide first aid treatment to all exposures immediately and have appropriate blood testing carried out;
- 6 provide critical incident debriefing where employees have been exposed to blood or body fluid; and
- 7 provide gloves and ensure employees wear gloves when providing first aid treatment or handling blood or body fluid.



## 8.1.4 Heat Stress

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Heat stress refers to the total heat burden to which the body is subjected to by both external and internal factors, eg temperature, humidity, radiant heat of surroundings, clothing.

**Legislative Requirement** - Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1** provide alternative work schedules so that heavier work is done during cooler periods (where possible);
- 2** provide shaded areas for outdoor work;
- 3** promote evaporation of sweat by reducing humidity, increasing air movement and providing suitable clothing to employees;
- 4** provide adequate supply of drinking water to prevent dehydration;
- 5** allow rest periods in cool areas; and
- 6** provide hats and sunscreen to employees who are located in an outdoor working environment, where they are exposed to direct sunlight.

## 8.1.5 Vehicle Safety

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Vehicle safety refers to security patrols who are required to patrol client premises with a company vehicle.

**Legislative Requirement** – The SA Road Traffic Act 1961 requires for vehicles to be roadworthy. The Act (Section 19) requires employers to provide a safe working environment, safe systems of work and plant in a safe condition.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 employees hold the appropriate licence to drive a vehicle;
- 2 all vehicles are roadworthy as required in the SA Road Traffic Act;
- 3 employees are not affected by alcohol or drugs when driving;
- 4 vehicles are regularly maintained and any faults rectified immediately. If this is not possible, then the vehicle is removed from service;
- 5 employees should inform the employer whenever a fault or hazard is identified;
- 6 if the vehicle is a station wagon or van, an appropriate cargo barrier should be installed to ensure that no item can endanger the safety of the driver or a passenger; and
- 7 all vehicles to carry a suitable dry chemical fire extinguisher.

## 8.1.6 Fire/Evacuation

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Employers must ensure that all employees are aware of fire evacuation procedures, to provide for safe and rapid evacuation in the event of an emergency. In the situation where employees are located on a client's premises, employees should be trained in the client's evacuation procedures. Where the client does not have fire evacuation procedures in place, the employer must ensure that employees are provided with safe and rapid fire evacuation procedures.

**Legislative Requirement** – Division 2.6 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1** evacuation procedures are in place at all locations where employees are located and all employees are trained in these procedures before commencing work there;
- 2** clients provide training in their evacuation procedures for security employees. Records of training are to be kept by employer and client;
- 3** employees follow any instructions given to them by the client in the event of an evacuation procedure; and
- 4** where clients do not have any evacuation procedures in place, the employer needs to develop suitable procedures to ensure the safety of their employees. In this case, it is preferred that the procedures are developed by the employer in consultation with the client.

## 8.1.7 First Aid

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Employers must ensure that employees have adequate access to first aid facilities in the event of an injury or illness arising during the course of their work.

**Legislative Requirement** – Division 2.11 of the Regulations, and the Approved Code of Practice – Occupational Health and First Aid in the Workplace.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 a first aid kit is available for employees. These kits should be regularly stocked if under the employee's control;
  - i *Static Guard* - in a non-remote/non isolated situation – within the contract agreement it should be stipulated that the client provides the security guards on duty, access to their first aid facilities. If the client does not have first aid facilities, then the employer must ensure that the employee has adequate access to first aid facilities.
  - ii *Static Guard* – in a remote/isolated situation. First aid kit must be available for employees .
  - iii *Patrol* – a first aid kit must be available in every patrol car.
- 2 all employees on static guard or patrol must have first aid training. This training to be reviewed every 3 years;
- 3 procedures for first aid are developed and employees trained in these; and
- 4 all first aid treatment is recorded and any incident or accident is reported to the Supervisor or Manager.

## 8.1.8 Amenities

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Amenities are facilities for employees at work, and include facilities for personal belongings, changing clothes, dining, toilet, washing, drinking water, arrangements for sickness at work, seating and accommodation.

An employer must provide employees with access to amenities at all types of work-sites, eg buildings, outdoor, mobile, isolated or temporary work-sites.

An employer does not have to provide the actual amenity, but they must make arrangements for access to existing facilities, or for the use of facilities belonging to others.

More information can be obtained from the WorkCover – *Guidelines for Workplace Amenities and Accommodation*.

**Legislative Requirement** – Division 2.2 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that employees have access to the following:

#### **1 Dining Facilities**

- i Access to a separate dining area must be provided for all employees. Where employees are on static guard, they should be provided the opportunity to leave their post. Arrangements should be made in a contract, that the client allows the security guard access to their dining facilities. If possible, an employee should be relieved of the post so that they can have a meal break. Where the client does not have dining facilities, then the employer must make arrangements for the employee to have access to an appropriate dining facility.
- ii For a patrol situation, a roster can be arranged so that the employee can be back at their central depot for meal breaks. Alternatively, a designated shop (with dining facilities) on route, can be the designated facility for dining.

#### **2 Toilet Facilities**

- i Clean and hygienic toilets must be readily accessible by all employees.
- ii Contractual arrangements are made with the client to allow the security guard access to their client's toilet facilities.
- iii An employee must be provided with the opportunity to take appropriate toilet breaks as required.
- iv Where toilet facilities cannot be provided by the client, alternative arrangements must be made.

### **3 Drinking Water**

- i** An employer must provide an adequate supply of cool and potable drinking water (the supply point must be separate from toilet and washing facilities). The temperature of the drinking water should be at or below 24°C. Where connection to a water supply is not possible, an employee must be provided with either a flask, cooled drink dispenser or a water bag.
- ii** An employer must ensure that employees are provided with regular breaks and where they are not able to leave their post, then drinking water is brought to them or they are provided with a drinking bottle.

### **4 Becoming sick at work**

- i** An employer needs to provide reasonable access to a rest area. If this is not possible, then an employer needs to implement a procedure which ensures that the person is sent or taken home, or referred to a doctor.
- ii** A policy must be developed and made known to all employees outlining the agreed organisational procedures, including access to medical attention if required or transport home.
- iii** Employees in remote/isolated work situations need access to a dedicated radio system on its own frequency and regular contact to be made.

### **5 Seating**

- i** An employer must ensure that employees avoid long periods of standing by providing them with an ergonomic seat or stool, so as to allow the employee to have the option of a seated or standing position.
- ii** If seating cannot be provided then the employer must ensure that job negotiation can occur so that employees do not stand for prolonged periods of time.

### **6 Accommodation**

In the situation where accommodation needs to be provided, it must be maintained in a safe and healthy condition. An employer must ensure that before an employee is placed in accommodation the following is assessed:

- i** the building conforms to the Building Code of Australia;
- ii** safe means of access and egress from the accommodation is provided;
- iii** there are adequate provisions such as emergency exits and procedures for a rapid and safe evacuation in the event of an emergency;
- iv** adequate facilities for showering and hand washing are provided and there is an adequate supply of hot and cold water to service the needs of all persons accommodated;
- v** toilets are in a clean and hygienic state. Adequate and hygienic means for sanitary disposal is provided for women;

- vi** accommodation should be maintained in a clean and hygienic condition;
- vii** there is an adequate supply of cool and potable drinking water (separate from the toilet and washing facilities);
- viii** sleeping room furniture and fittings to be in a sound and clean condition. Dormitory type sleeping facilities are not acceptable;
- ix** reasonable access to cooking facilities including adequate cooking utensils, space for food preparation and appropriate food heating and refrigeration equipment that will maintain food fit for consumption;
- x** reasonable access to hygienic dining facilities;
- xi** adequate and suitable refuse receptacles to be provided, which are emptied regularly and maintained in a clean and hygienic state;
- xii** provision is made for maintenance of an acceptable ambient temperature; and
- xiii** natural ventilation that is insect free should be provided to all sleeping accommodation.

## 8.1.9 Shiftwork

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Shiftwork refers to work undertaken by an employee in segments/shifts or during extended hours. For example, a security guard often works during segments of a day when they would normally sleep. Typical hazards include the disruption of natural body rhythms, sleep disruption and fatigue. More information can be obtained from the National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 reduce the number of times an employee is required to work 10 hours in a shift;
- 2 ensure an employee has a minimum of eight hours continuous sleep before resuming a shift;
- 3 compensate employees who work extended hours by offering them a longer break before their next shift;
- 4 allow 24 hours break before rotating to a new shift;
- 5 employees have a minimum of 24 hours free of work in a 7-day roster (where unrestricted sleep is possible);
- 6 minimise consecutive night shifts for employees or organise permanent night shift arrangements for employees, to reduce night shift for other employees;
- 7 provide longer breaks for employees working between a night shift and following night shift;
- 8 ensure systems are in place to accommodate for sick or absent employees; and
- 9 maximise opportunities for employees to take breaks within shifts. Options could include:
  - i a 3 shift system, forward rotating roster (morning-afternoon-night);
  - ii shift changes every 2-3 days;
  - iii a maximum of 6x8-hour or 4x12-hour shifts a week;
  - iv 3x8-hour or 2x12-hour night shifts as a maximum number of consecutive shifts;
  - v roster weekend shifts allowing for 2 free weekends in 4;



**vi** schedule one or more rest breaks during night shift; and

**vii** allow 2 weeks notice of shift rostering. Do not place rostered days off in the middle of a night shift sequence.

(Information taken from DETIR – Managing Shiftwork and AMA – National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors)

## 8.1.10 Manual Handling

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Manual handling refers to any activity involving the use of muscular force or effort by an employee to lift, lower, push, pull, carry, hold or restrain any object, including a person or animal.

**Legislative Requirement** – Division 2.9 of the Regulations, and the Australian Code of Practice - Manual Handling.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 train employees in the correct procedures for manually handling a person;
- 2 job rotate where employees are exposed to repetitive movement or prolonged postures and stances;
- 3 ensure employee postures and positions are correct in a vehicle environment;
- 4 document maximum safe lifting loads and ensure that trolleys are used to carry any loads above the specified maximum weight limit;
- 5 ensure employees receive manual handling training specific to their work practices;
- 6 ensure employees are trained and supervised in the correct use or application of mechanical aids or team lifting procedures; and
- 7 eliminate, or at least reduce, manual handling through design wherever possible.

### 8.1.11 Long Distance Driving / Driving Fatigue

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Long distance driving or driving fatigue can often affect employees who drive a vehicle for extended periods of time. For example, a security guard may be required to do all of the following in the same day:

- drive a long distance to reach a job destination;
- start work a few hours after arrival at job destination;
- work until the early hours of the morning; and
- have a few hours sleep before driving back to base.

The hazards involved include loss of concentration while driving a vehicle, fatigue and sleep disruption.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 if an employee must undertake a shift where the travelling distance to the work-site does not allow for sufficient breaks while driving a vehicle then:
  - fly the employee to the work location; or
  - ensure the employee arrives at the work-site the night before their shift starts, in order to ensure they sleep a minimum of 8 hours.

If the only alternative available to employees is to drive to the work-site then the employer should ensure:

- 2 the employee follows a dedicated route;
- 3 employees notify Supervisor of time of departure and estimated time of arrival;
- 4 more than one employee drives to the work-site in order to share the driving time. (employees should swap driving after a 2 hour period, if the driving time is in excess of 5 hours);
- 5 employees take rest breaks after 2 hours of driving even if there is only a short time before arriving at their destination;
- 6 rest breaks are taken by employees and that they are of a continuous period of at least 30-45 minutes;
- 7 employees notify their supervisor when they reach their work destination;
- 8 employees should not return to base at the end of a shift until they have had a minimum of 8 hours sleep in facilities described under 'Amenities';

9 employees will at no time return to base immediately after a shift without having the appropriate rest break.

## 8.1.12 Noise

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Exposure to unsafe noise levels in the workplace can be hazardous for employees. Unsafe levels of noise can lead to noise-induced hearing loss or tinnitus (constant ringing in the ears). Appropriate noise control strategies should be adopted. For more information refer to WorkCover's Guideline for Control of Workplace Noise.

**Legislative Requirement** – Division 2.10 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 consult with the venue operator and find out what noise levels employees will be exposed to and whether these levels are above the exposure standard (90dB (A) over 8 hours or 140db(lin) – peak noise);
- 2 implement administrative procedures to reduce noise exposure by rotating staff between noisy and quieter workplace locations;
- 3 provide staff with appropriate personal hearing protectors as advised by the venue operator or as referenced in the AS/NZ 1269);
- 4 provide staff with training on noise and in the proper use of hearing protectors; and
- 5 conduct hearing tests regularly on employees.

## 8.2 CASH-IN-TRANSIT

### 8.2.1 Remote/Isolated Work

Remote and isolated work refers to situations where employees may be exposed to risks because of the nature or location of their work means they would be unable to readily summon assistance in the event of injury, illness, violence or other emergency at work.

**Legislative Requirement** – Division 2.14 of the Regulations, requires an employer to provide and maintain an adequate and reliable communication system to ensure regular communication with the employee.

#### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 undertake supervision of all employees;
- 2 regular contact to occur between the employer/supervisor and employee. **A mobile telephone is not considered an acceptable and reliable form of communication when undertaking remote/isolated work.** A mobile telephone should only be used if a risk assessment identifies that there is not a potential risk to employees and all other avenues of communication have been explored. An employer must ensure that a risk assessment is conducted to address what the best method of communication would be for each unique situation;
- 3 Operation Room – an Operation Room Operator must contact the employee every hour via a dedicated radio system on its own frequency;
- 4 Supervisor – the Supervisor must contact the employee every hour via a dedicated radio system on its own frequency. An employer should hire a repeater from a larger company if they cannot afford their own dedicated frequency;
- 5 employees – all employees must notify the Operation Room Operator or their Supervisor if they are to deviate from their scheduled patrol;
- 6 Emergency Response – if an employee does not make contact by a designated time, the employer must have emergency procedures in place to ensure the safety of this employee;
- 7 the Operation Room Operator or Supervisor must have a designated schedule with them at all times, to help locate employees rapidly. The patrol nearest the missing employee can be sent to the last location to locate the employee. Employers must ensure that the responding patrol assesses the situation so as not to put themselves at risk;
- 8 first aid kits – all employees must have access to a first aid kit and have first aid training.

**It is imperative that employers ensure employees are appropriately trained in:**

- 1 **Negotiation and conflict resolution skills:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.
- 2 **Restraining skills where required:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills. For example, prisoner movement and in-court management, crowd controlling.
- 3 **Firearm and Baton Training:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.

## 8.2.2 Violence and Aggression

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Violence and aggression refers to any situation where an employee is abused, threatened or assaulted at work. Refer to WorkCover's *Guidelines For Reducing The Risk Of Violence At Work* for more information.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards such as violence and aggression, assess the risks and then control these risks.

### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 **'OBSERVE & REPORT'** – The role of the security guard is to **'OBSERVE & REPORT'**. If there is no other means of dealing with a violent or aggressive situation, then restraining or detaining of the person is acceptable. Employees will only use these restraining or detaining techniques if they have been appropriately trained and they are competent in the skills;
- 2 employees do not, under any circumstances, give chase for the purpose of restraining or detaining an intruder, offender or patron;
- 3 employees do not, under any circumstances retaliate physically or verbally unless it is in self defence;
- 4 employees, if approached by a person(s), stand an arm's length away and do not have any one to their side or behind them;
- 5 radio communication can be made in the event that a situation arises where the employee may be placed in danger;
- 6 employees withdraw to a position of safety and call for back-up or police;
- 7 provide critical incident debriefing to employees immediately after an incident, through a qualified counselling service;
- 8 employees defuse any potentially violent or aggressive act through negotiation and conflict resolution procedures (where possible);
- 9 employees are trained in recognising the early signs of aggression and the action to be taken if someone becomes aggravated.
- 10 locations are well lit; and
- 11 emergency procedures are in place in the event that an employee is confronted with a violent or aggressive situation. This includes direct radio contact to a Supervisor or Control Room and access to a designated patrol schedule.



**It is imperative that an employer ensures that the employee is appropriately trained in:**

- 1 **Negotiation and conflict resolution skills:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.
- 2 **Restraining skills where required:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills. For example, prisoner movement and in-court management, crowd controlling.
- 3 **Firearm and Baton Training:** New employees must be directly supervised until they are competent in these skills.

## 8.2.3 Sharps and Body Fluids

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Refers to any situation where employees are exposed to sharps such as syringes or body fluids such as saliva, blood or vomit. Both are hazardous to employees in the workplace, as they can transfer disease.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 instruct employees not to pick up any used syringes or needles, clothing exposed to body fluid (eg visible blood) or other hazardous material;
- 2 instruct employees to cover any open cut with bandages before they begin work, especially if there is a potential for exposure to body fluids;
- 3 encourage employees at risk to have vaccinations for Hepatitis B;
- 4 report all incidents of exposure to Supervisor;
- 5 provide first aid treatment to all exposures immediately and have appropriate blood testing carried out;
- 6 provide critical incident debriefing where employees have been exposed to blood or body fluid; and
- 7 provide gloves and ensure employees wear gloves when providing first aid treatment or when handling blood or body fluid.

## 8.2.4 Heat Stress

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Heat stress refers to the total heat burden to which the body is subjected to by both external and internal factors, eg temperature, humidity, radiant heat of surroundings, clothing.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 provide alternative work schedules so that heavier work is done during cooler periods (where possible);
- 2 provide shaded areas for outdoor work;
- 3 promote evaporation of sweat by reducing humidity, increasing air movement and providing suitable clothing to employees;
- 4 provide adequate supply of drinking water to prevent dehydration;
- 5 allow rest periods in cool areas; and
- 6 provide hats and sunscreen to employees who are located in an outdoor working environment, where they are exposed to direct sunlight.

## 8.2.5 Vehicle Safety

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Vehicle safety refers to cash in transit vehicles.

**Legislative Requirement** – The SA Road Traffic Act 1961 requires for vehicles to be roadworthy. The Act (Section 19) requires employers to provide a safe working environment, safe systems of work and plant in a safe condition.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 employees hold an appropriate licence to drive the vehicle;
- 2 all vehicles are roadworthy as required in the SA Road Traffic Act;
- 3 employees are not affected by alcohol or drugs when driving;
- 4 vehicles are regularly maintained and any faults rectified immediately. If this is not possible then the vehicle should be removed from service;
- 5 employees should inform the employer whenever a fault or hazard is identified;
- 6 if the vehicle is a station wagon or van, then an appropriate cargo barrier should be installed to ensure that no item can endanger the safety of the driver or a passenger;  
and
- 7 all vehicles should carry a suitable dry chemical fire extinguisher.

## 8.2.6 Fire/Evacuation

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Employers must ensure that all employees are aware of fire evacuation procedures, to provide for safe and rapid evacuation in the event of an emergency. In the situation where employees are located on a client's premises, employees should be trained in the client's evacuation procedures. Where the client does not have fire evacuation procedures in place, the employer must ensure that employees are provided with safe and rapid fire evacuation procedures.

**Legislative Requirement** –Division 2.6 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 evacuation procedures are in place at all locations where employees are located and all employees are trained in these procedures before commencing work there;
- 2 clients provide training in their evacuation procedures for security employees. Records of training to be kept by employer and client;
- 3 employees follow any instructions given to them by the client in the event of an evacuation procedure;
- 4 where clients do not have any evacuation procedures in place, then the employer needs to develop suitable procedures to ensure the safety of their employees. In this case, it is preferred that the relevant procedures are developed by the employer in consultation with the client; and
- 5 employees are trained in rapid evacuation through an escape hatch of a vehicle.

## 8.2.7 First Aid

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Employers must ensure that employees have adequate access to first aid facilities in the event of an injury or illness arising during the course of their work.

**Legislative Requirement** – Section 19 of the Act, Division 2.11 of the Regulations and the Approved Code of Practice – Occupational Health and First Aid in the Workplace.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 a first aid kit is available for employees and these kits are regularly stocked;
- 2 all vehicles have a basic first aid kit;
- 3 all employees must be trained in first aid and training is reviewed every 3 years;
- 4 procedures for first aid are developed and employees are trained in these procedures;  
and
- 5 all first aid treatment is recorded and any incident or accident is reported to the Supervisor or Manager.

## 8.2.8 Amenities

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Amenities are facilities for employees at work, and include facilities for personal belongings, changing clothes, dining, toilet, washing, drinking water, arrangements for sickness at work, seating and accommodation.

An employer must provide employees with access to amenities at all types of work-sites, eg buildings, outdoor, mobile, isolated or temporary work-sites.

An employer does not have to provide the actual amenity, but they must make arrangements for access to existing facilities, or for the use of facilities belonging to others.

More information can be obtained from the WorkCover – *Guidelines for Workplace Amenities and Accommodation*.

**Legislative Requirement** – Division 2.2 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that employees have access to the following:

#### **1 Dining Facilities**

- i Where practicable, a roster may be arranged so that employees can be back at their central depot for meal breaks.
- ii If this is not feasible, then arrangements to be made to allow employees access to an appropriate food facility.

#### **2 Toilet Facilities**

- i Clean and hygienic toilets must be readily accessible to all employees.
- ii Contractual arrangements are made with the client to allow employees access to their client's toilet facilities.
- iii Employees must be provided with the opportunity to take appropriate toilet breaks as required.
- iv Where toilet facilities cannot be provided by the client, alternative arrangements must be made.

### **3 Drinking Water**

- i** An adequate supply of cool and potable drinking water must be provided (the supply point must be separate from toilet and washing facilities). The temperature of the drinking water should be at or below 24° c. Where connection to a water supply is not possible, an employee must be provided with either a flask, cooled drink dispenser or a water bag.
- ii** Employers must ensure that employees are provided with regular breaks and where they are not able to gain access to a drinking tap, then they are provided with a drinking bottle.

### **4 Becoming sick at work**

- i** An employer needs to provide reasonable access to a rest area. If this is not possible, then an employer needs to implement a procedure which ensures that the person is sent or taken home, or referred to a doctor.
- ii** A policy must be developed and made known to all employees outlining the agreed organisational procedures, including access to medical attention if required or transport home.
- iii** Employees in remote/isolated work situations need access to a dedicated radio system on its own frequency and regular contact to be made.

### **4 Seating**

- i** An employer must ensure that employees avoid long periods of standing by providing them with an ergonomic seat or stool, so as to allow the employee to have the option of a seated or standing position.
- ii** If seating cannot be provided then the employer must ensure that job negotiation can occur so that employees do not stand for prolonged periods of time.



## 8.2.9 Shiftwork

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Shiftwork refers to work undertaken by an employee in segments/shifts or during extended hours. For example, a security guard often works during segments of a day when they would normally sleep. Typical hazards include the disruption of natural body rhythms, sleep disruption and fatigue. More information can be obtained from the National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 reduce the number of times an employee is required to work 10 hours in a shift;
- 2 ensure an employee has a minimum of 8 hours continuous sleep before resuming a shift;
- 3 compensate employees who work extended hours by offering them a longer break before their next shift;
- 4 allow 24 hours break before rotating to a new shift;
- 5 employees have a minimum 24 hours break from work in a 7-day roster (where unrestricted sleep is possible);
- 6 minimise consecutive night shifts for employees or organise permanent night shift arrangements for employees, to reduce night shift for other employees;
- 7 provide longer breaks for employees working between a night shift and following night shift;
- 8 ensure systems are in place to accommodate for sick or absent employees; and
- 9 maximise opportunities for employees to take breaks within shifts. Options could include:
  - i a 3 shift system, forward rotating roster (morning-afternoon-night);
  - ii shift changes every 2-3 days;
  - iii a maximum of 6x8-hour or 4x12-hour shifts a week;
  - iv 3x8-hour or 2x12-hour night shifts as a maximum number of consecutive shifts;
  - v roster weekend shifts allowing for 2 free weekends in 4;

**vi** schedule one or more rest breaks during night shift; and

**vii** allow 2 weeks notice of shift rostering. Do not place rostered days off in the middle of a night shift sequence.

(Information taken from DETIR – Managing Shiftwork and AMA – National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors)

## 8.2.10 Manual Handling

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Manual handling is any activity involving the use of muscular force or effort by an employee to lift, lower, push, pull, carry, hold or restrain any object, including a person or animal.

**Legislative Requirement** – Division 2.9 of the Regulations and the Australian Code of Practice - Manual Handling.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 ensure workplace layout is ergonomically set up;
- 2 job rotate where employees are exposed to repetitive movement or prolonged postures and stances;
- 3 ensure employee postures and positions are correct in a vehicle environment, especially in the rear of a vehicle where head room may be minimal;
- 4 document maximum safe lifting loads and ensure that trolleys are used to carry any loads above the specified maximum weight limit;
- 5 ensure employees receive manual handling training specific to their work practices;
- 6 ensure employees are trained and supervised in the correct use or application of mechanical aids or team lifting procedures; and
- 7 eliminate, or at least reduce, manual handling through design wherever possible.

## 8.2.11 Storage

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Refers to material that needs to be stacked or stored in a vehicle which an employee is travelling in.

**Legislative Requirement** – Division 2.15 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that the following minimum safe working procedures are developed and implemented:

- 1** all items in a vehicle must be secured to prevent falling or becoming missiles in the event of vehicle impact or sudden braking;
- 2** all items stored in a vehicle need to be secured with a restraining device; and
- 3** an appropriate cargo barrier should be installed to ensure that no item can endanger the safety of the driver or a passenger.

## 8.3 ELECTRONIC INSTALLATION

### 8.3.1 Remote/Isolated Work

Remote and isolated work refers to situations where employees may be exposed to risks because of the nature or location of their work means they would be unable to readily summon assistance in the event of injury, illness, violence or other emergency at work.

**Legislative Requirement** – Division 2.14 of the Regulations, requires an employer to provide and maintain an adequate and reliable communication system to ensure regular communication with the employee.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 undertake supervision of all employees;
- 2 regular contact to occur between the employer and the employee. **A mobile telephone is an acceptable and reliable form of communication for electronic installers.** Employees must have a mobile phone with them, while undertaking work, at all times;
- 3 implement procedures to facilitate employees notifying their Supervisor when they are ceasing work for the day;
- 4 Supervisor – the Supervisor must contact the employee if they have not had contact with them by a dedicated time (or at the end of the working day);
- 5 employees – employees must notify their Supervisor if they deviate from their designated work schedule;
- 6 Emergency Response – if an employee does not make contact by a designated time, the employer must have emergency procedures in place to ensure the safety of this employee;
- 7 the Supervisor must have a designated schedule with them at all times, to help locate employees rapidly; and
- 8 first aid kits – all employees must have access to a first aid kit and have first aid training.

### 8.3.2 Heat Stress

---

Heat stress refers to the total heat burden to which the body is subjected by both external and internal factors, eg temperature, humidity, radiant heat of surroundings, clothing.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards, assess the risks and then control these risks.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 provide an alternative work schedule so heavier work is done during cooler periods (where possible);
- 2 promote evaporation of sweat by reducing humidity, increasing air movement and providing suitable clothing to employees;
- 3 provide adequate supply of drinking water to prevent dehydration;
- 4 allow rest periods in cool areas; and
- 5 provide hats and sunscreen to employees who are located in an outdoor working environment, where they are exposed to direct sunlight.

### 8.3.3 Vehicle Safety

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Vehicle safety refers to security patrols who are required to patrol client premises with a company vehicle.

**Legislative Requirement** – The SA Road Traffic Act 1961 requires for vehicles to be roadworthy. The Act (Section 19) requires employers to provide safe working environment, safe systems of work and plant in a safe condition.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 employees hold an appropriate licence to drive a vehicle;
- 2 all vehicles are roadworthy as required in the SA Road Traffic Act;
- 3 employees are not affected by alcohol or drugs when driving;
- 4 vehicles are regularly maintained and any faults rectified immediately. If this is not possible, then the vehicle is to be removed from service;
- 5 employees must inform the employer whenever a fault or hazard is identified with the vehicle;
- 6 if the vehicle is a station wagon or van, then an appropriate cargo barrier should be installed to ensure that no item can endanger the safety of the driver or a passenger; and
- 7 all vehicles carry a suitable dry chemical fire extinguisher.

### 8.3.4 Fire/Evacuation

---

Employers must ensure that all employees are aware of fire evacuation procedures, to provide for safe and rapid evacuation in the event of an emergency. In the situation where employees are located on a client's premises, employees should be trained in the client's evacuation procedures. Where the client does not have fire evacuation procedures in place, the employer must ensure that employees are provided with safe and rapid fire evacuation procedures.

**Legislative Requirement** – Section 19 of the Act, and Division 2.6 of the Regulations.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1** evacuation procedures are in place at all locations where employees are located and all employees are trained in these procedures before commencing work;
- 2** clients provide training in their evacuation procedures for security employees. Records of training are to be kept by employer and client;
- 3** employees follow any instructions given to them by the client in the event of an evacuation procedure;
- 4** where clients do not have any evacuation procedures in place, the employer needs to develop suitable procedures to ensure the safety of their employees. In this case, it is preferred that the procedures are developed between the employer and client; and
- 5** in a residential environment it is the responsibility of the employer that employees are provided with a rapid egress from any roof space that they may be working in.



### 8.3.5 First Aid

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Employers must ensure that employees have adequate access to first aid facilities in the event of an injury or illness arising during the course of their work.

**Legislative Requirement** – Section 19 of the Act, Division 2.11 of the Regulations, and the Approved Code of Practice – Occupational Health and First Aid in the Workplace.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 a first aid kit is available for employees and these kits are regularly stocked;
- 2 all employees be trained in first aid and this training is reviewed every 3 years.
- 3 procedures for first aid are developed and employees trained in these;
- 4 all first aid treatment is recorded and any incident or accident is reported to the Supervisor or Manager.

### 8.3.6 Amenities

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Amenities are facilities for employees at work, and include facilities for personal belongings, changing clothes, dining, toilet, washing, drinking water, arrangements for sickness at work, seating and accommodation.

An employer must provide employees with access to amenities at all types of work-sites, eg buildings, outdoor, mobile, isolated or temporary work-sites.

An employer does not have to provide the actual amenity, but they must make arrangements for access to existing facilities, or for the use of facilities belonging to others.

More information can be obtained from the WorkCover – *Guidelines for Workplace Amenities and Accommodation*.

**Legislative Requirement** – Division 19 and Regulation 2.2 of the Regulations.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that employees have access to the following:

#### **1 Dining Facilities**

- i Access to a separate dining area must be provided for all employees. In commercial premises, arrangements should be made in the contract that the client allows the employee access to their dining facilities.
- ii Alternatively a designated shop (with dining facilities) can be the designated facility for dining.

#### **2 Toilet Facilities**

- i Clean and hygienic toilets must be readily accessible by all employees.
- ii In commercial premises, contractual arrangements should be made with the client to allow the employee access to the client's toilet facilities.
- iii Employees must be provided with the opportunity to take appropriate toilet breaks as required.
- iv Where toilet facilities can not be provided by the client, alternative arrangements must be made.

### **3 Drinking Water**

- i** An employer must provide an adequate supply of cool and potable drinking water (the supply point must be separate from toilet and washing facilities). The temperature of the drinking water should be at or below 24° c. Where connection to a water supply is not possible, an employee must be provided with either a flask, cooled drink dispenser or a water bag.
- ii** An employer must ensure that employees are provided with regular breaks and they are provided with a drinking bottle.

### **4 Becoming sick at work**

- i** An employer needs to provide reasonable access to a rest area. If this is not possible, then an employer needs to implement a procedure which ensures that the person is sent or taken home, or referred to a doctor.
- ii** A policy must be developed and made known to all employees outlining the agreed organisational procedures, including access to medical attention if required or transport home.
- iii** Employees in remote/isolated work situations need access to a mobile phone and regular contact is to be made.

### **5 Seating**

- i** An employer must ensure that employees avoid long periods of standing by providing them with an ergonomic seat or stool so as to allow the employee to have the option of a seated or standing position.
- ii** If seating cannot be provided then the employer must ensure that job negotiation can occur so that employees do not stand for prolonged periods of time.

### **6 Accommodation**

In the situation where accommodation needs to be provided, it must be maintained in a safe and healthy condition. An employer must ensure that before an employee is placed in accommodation the following is assessed:

- i** The building conforms to the Building Code of Australia;
- ii** Safe means of access and egress from the accommodation is provided;
- iii** There are adequate provisions such as emergency exits and procedures for a rapid and safe evacuation in the event of an emergency;
- iv** Adequate facilities for showering and hand washing are provided and there is an adequate supply of hot and cold water to service the needs of all persons accommodated;

- v** Toilets are in a clean and hygienic state. Adequate and hygienic means for sanitary disposal is provided for women;
- vi** Accommodation should be maintained in a clean and hygienic condition;
- vii** There is an adequate supply of cool and potable drinking water (separate from the toilet and washing facilities);
- viii** Sleeping room furniture and fittings to be in a sound and clean condition. Dormitory type sleeping facilities are not acceptable;
- ix** Reasonable access to cooking facilities including adequate cooking utensils, space for food preparation and appropriate food heating and refrigeration equipment that will maintain food fit for consumption;
- x** Reasonable access to hygienic dining facilities;
- xi** Adequate and suitable refuse receptacles to be provided, which are emptied regularly and maintained in a clean and hygienic state;
- xii** Provision is made for maintenance of an acceptable ambient temperature; and
- xiii** Natural ventilation that is insect free should be provided to all sleeping accommodation.

### 8.3.7 Manual Handling

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Manual handling is any activity involving the use of muscular force or effort by an employee to lift, lower, push, pull, carry, hold or restrain any object, including a person or animal.

**Legislative Requirement** – Division 2.9 of the Regulations, and the Australian Code of Practice - Manual Handling.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1** job rotate where employees are exposed to repetitive movement or prolonged postures and stances;
- 2** ensure employees postures and positions are addressed in roof space environments or any other awkward positions;
- 3** document maximum safe lifting loads and ensure that trolleys or other mechanical devices are used to carry any loads above the specified maximum weight limit;
- 4** ensure employees receive manual handling training specific to their work practices;
- 5** ensure employees are trained and supervised in the correct use or application of mechanical aids or team lifting procedures; and
- 6** eliminate, or at least reduce, manual handling through design wherever possible.

### 8.3.8 Working at Heights

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Refers to preventing falls from a height, rather than slips and trips. For more information refer to the Building Construction Industry Guidelines Safe Work on Roofs – Commercial and Industrial Buildings.

**Legislative Requirement** – Division 2.13 of the Regulations.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

An assessment needs to be made of any roof or elevated area that needs to be accessed by an employee prior to any work being carried out. The areas that need to be considered are:

- 1 the type of work being carried out on the roof or elevated area;
- 2 the work required at the perimeter of the roof or elevated area;
- 3 manual handling issues in the raising or lowering of equipment and tools;
- 4 personal protective equipment for sunlight, glare, heat or cold;
- 5 provision for safe access and egress including elimination of trip and slip hazards;
- 6 fragile roofing identification;
- 7 employees should wear rubber soled shoes to prevent slips on surfaces;
- 8 wind and weather;
- 9 use of ladders should be for access and egress only. Only light work to be performed not exceeding loading rating of ladder. The ladder must be an insulated type;
- 10 fall protection must be provided for people where it can be foreseen that the person would be injured if they fell;
- 11 ladders should be secured top and bottom or against movement and have rubber feet to prevent slipping. If securing is not possible, then another person must hold the ladder to prevent movement;
- 12 step ladders should only be used in the fully opened position and employees feet should not be higher than the third tread from the top plate;
- 13 at no stage should an employee overreach;

- 14** all ladders should be adequately supported at the base by ensuring they are not placed on wet grass with soft soil, underground or on slippery surfaces;
- 15** the ladder must be set at a slope of 4 in 1, ie for every metre in height, the ladder should extend out from the vertical surface at the base by about 250mm;
- 16** one ladder, one person. It is recommended that an employee should always have 3 limbs on the ladder at all times;
- 17** always carry tools in a tool belt, not in the hands. A power tool must not be attached to the side of a ladder when not in use;
- 18** make sure ladders are not placed near power lines. Any work carried out near electricity must be with an insulated ladder or a timber one;
- 19** never climb higher than the 3rd rung from the top of the ladder. The ladder should provide at least 1 metre of solid support beyond the height of the task;
- 20** if the ladder is used to get onto or off the top of the ladder, it should extend at least 1m above the level being accessed;
- 21** a ladder should only be used as a place of work if the employee can grasp the ladder near waist height and hold the ladder with one hand;
- 22** if an employee needs to gain access onto the roof, the risk assessment must be conducted prior to any work being undertaken. In particular, the assessment should include: fragile roofing, access to a safe landing space when stepping off the ladder, stiles of the ladder should extend at least one metre above the landing place;
- 23** if an employee needs to perform work in an area where there is vehicular traffic, then appropriate measures must be taken to ensure that the employee is protected from this traffic (ie bunting of the area);
- 24** if an employee is performing work in a public area then the employee must ensure that no member of public is put at risk; and
- 25** an employee must ensure that ladders are not placed near opening doors.

### 8.3.9 Electrical

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Refers to any electrical hazard that an employee may come across while installing a security system. For more information refer to WorkCover's – Guidelines for Electrical Hazards.

**Legislative Requirement** – Division 2.5 of the Regulations.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1** electrical fixed wiring installations – identify location of wiring prior to work being conducted and also assess visually for mechanical or other damage to electrical installations, such as exposed wires that could pose a risk to employee;
- 2** ancillary electrical equipment – such as extension cords should be kept to a minimum but, where required, they must regularly be checked for damage and tested as required by AS 3760. In service safety and testing of electrical equipment by a competent person;
- 3** electrical appliances – use of portable power tools and the flexible supply cord and transformers supplied with the appliance. These appliances must be periodically checked by a competent person as per AS 3760 requirements;
- 4** portable Residual Current Devices (RCD's) should be tested at the start of each day or before use. Records of all testing carried out must be kept; and

**Portable RCD's must be supplied to any movable electric equipment where electricity is supplied through a socket outlet and there is no protection from a non-portable RCD. The RCD should be placed as far back to the meter as possible. That is, portable RCD's should be at the wall socket, not on the female end of the extension cord.**



### 8.3.10 Confined Spaces

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Refers to spaces which are not intended or designed primarily as a place of work. They may have a restricted means for entry and exit and an employee may need to enter to install an electronic system. In most situations, this would be a roof space.

**Legislative Requirement** – Division 2.4 of the Regulations, and AS 2865 – Safe Work in Confined Spaces

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

A risk assessment must be undertaken of any roof space than an employee may need to enter. In particular, the assessment should include the following:

- 1** the nature of the confined space and the potential hazards that may be present due to the work being done (eg asbestos SMF, electrical wiring, fragile ceilings);
- 2** the various ways in which the work can be done;
- 3** emergency and rescue procedures;
- 4** an employer must ensure before a person enters a confined space that:
  - a** The confined space contains a safe oxygen level;
  - b** Is free from extremes of temperatures;
  - c** Has had appropriate steps taken to control any vermin;
  - d** Appropriate signs are erected to prevent unauthorised persons from entering;
  - e** There are openings for entry and exit to the confined space of adequate size to permit rescue or easy evacuation. This could be achieved by the removal of a number of roof tiles (where appropriate) before any work is commenced; and
  - f** A hazard identification and risk assessment must be conducted to ensure that emergency access/egress is addressed for the roof space that work is being conducted in.
- 5** an employer must ensure that suitable and adequate training is provided for each employee who is required to carry out work in a confined space;
- 6** there is supervision of the employee working in the confined space;
- 7** another employee stands by during the performance of work in a confined space;

- 8** an employer should ensure communication and where practicable, observation between those in the confined space and the stand-by person; and
- 9** an employer must ensure that employees wear disposable dust respirators (P1 type) when working in a roof space.

### 8.3.11 Asbestos

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Refers to any work that needs to be undertaken on asbestos material and there is a risk of exposure to the asbestos fibres. The most common material that an employee will come across is asbestos cement in the form of corrugated sheets, such as roofing and cladding, accessories for corrugated sheets such as eaves and fullers for roofs, sheeting such as partitioning, cladding door facing.

**Legislative Requirement** – Division 4.2 of the Regulations, The Approved Code of Practice for Asbestos Work and the Approved Code of Practice for the Safe Removal of Asbestos.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

All work on asbestos products should be planned to avoid generating asbestos dust and spreading any dust. Exposure to asbestos should be minimised as far as is reasonably practicable and workers must be adequately protected. An employer must ensure:

- 1 prior to any work commencing, a building must be assessed for asbestos products in the form of an Asbestos Register. If this is not available, then the employee is trained in identifying asbestos products;
- 2 non-powered hand tools, such as hand saws, should be used to trim or cut asbestos;
- 3 power tools should not be used unless they have a dust extraction system at the point of dust generation;
- 4 materials containing asbestos should be kept wet to minimise dust;
- 5 work should be undertaken in a well ventilated area;
- 6 disposable respirators (as specified in AS 1715) and disposable protective coveralls should be worn as per requirements of the Approved Code of Practice for the Safe Removal of Asbestos; and
- 7 all employees must be trained to work with asbestos products and shall be thoroughly instructed in the methods of work and the precautions to be taken to prevent or minimise dust generation and possible exposure to asbestos dust.

## 8.4 CROWD CONTROLLERS

### 8.4.1 Remote/Isolated Work

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Remote and isolated work refers to situations where employees may be exposed to risks because of the nature or location of their work means they would be unable to readily summon assistance in the event of injury, illness, violence or other emergency at work.

**Legislative Requirement** – Division 2.14 of the Regulations, requires an employer to provide and maintain an adequate and reliable communication system to ensure regular communication with the employee.

#### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 undertake supervision of all employees;
- 2 regular contact to occur between the employer/supervisor and employee. **A mobile telephone is not considered an acceptable and reliable form of communication when undertaking remote/isolated work.** A mobile telephone should only be used if a risk assessment identifies that there is not potential risk to employees and all other avenues of communication have been explored. An employer must ensure that a risk assessment is conducted to address what the best method of communication would be for each unique situation.
- 3 all employees must be provided with a head set for communication;
- 4 Supervisor – Supervisor must contact employee regularly via a head set system;
- 5 Emergency Response – in the event that an employee does not make contact by a designated time, the employer must have emergency procedures in place to ensure the safety of an employee who is not responding;
- 6 first aid kits – all employees must have access to a first aid kit and have first aid training.

**It is imperative that an employer ensures that the employee is appropriately trained in:**

- 1 Negotiation and conflict resolution skills:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.
- 2 Restraining skills where required:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.

## 8.4.2 Violence and Aggression

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Violence and aggression refers to any situation where an employee is abused, threatened or assaulted at work. Refer to WorkCover's *Guidelines For Reducing The Risk Of Violence At Work* for more information.

**Legislative Requirement** – Division 1.3 of the Regulations, requires an employer to identify any hazards such as violence and aggression, assess the risks and then control these risks.

### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 **'OBSERVE & REPORT'** – The role of the security guard is to **'OBSERVE & REPORT'**. If there is no other means of dealing with a violent or aggressive situation, then restraining or detaining of the person is acceptable. Employees will only use these restraining or detaining techniques if they have been appropriately trained and they are competent in the skills;
- 2 employees do not, under any circumstances give chase for the purpose of restraining or detaining a patron;
- 3 if a patron is to be restrained by an employee for the purposes of being escorted off the premises then the employer must ensure that:
  - a for a resisting patron, a minimum of three employees will escort the patron out of the premises;
  - b for a compliant patron, a minimum of two employees will escort the patron out of the premises;
- 4 employees do not, under any circumstances retaliate physically or verbally unless it is in self defence.
- 5 employees, if approached by a person(s) stand an arm's length away and do not have any one to their side or behind them;
- 6 radio communication can be made in the event that a situation arises where the employee may be placed in danger;
- 7 employees withdraw to a position of safety and call for back-up or police;
- 8 provide critical incident debriefing to employees immediately after an incident, through a qualified counselling service;
- 9 employees defuse any potentially violent or aggressive act through negotiation and conflict resolution (where possible);

10 employees are trained in recognising the early signs of aggression and action to be taken if someone becomes aggravated;

11 locations are well lit; and

12 emergency procedures are in place in the event that an employee is confronted with a violent or aggressive situation. This includes direct radio contact to a Supervisor;

**It is imperative that an employer ensures that the employee is appropriately trained in:**

1 **Negotiation and conflict resolution skills:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.

2 **Restraining skills where required to escort a patron from the premises:** The employee must be competent in applying these skills. New employees must be directly supervised until they are competent in these skills.

### 8.4.3 Sharps and Body Fluids

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Refers to any situation where employees are exposed to sharps such as syringes or body fluids such as saliva, blood or vomit. Both are hazardous to employees in the workplace, as they can transfer disease.

**Legislative Requirement** – Section 19 of the Act and Division 1.3 of the Regulations employers have duty of care to protect health and safety of employees

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 Instruct employees not to pick up any used syringes or needles, clothing exposed to body fluid (eg visible blood) or other hazardous material;
- 2 instruct employees to cover any open cut with bandages before they begin work, especially if potential for exposure to body fluids;
- 3 encourage employees at risk to have vaccinations for Hepatitis B;
- 4 report all incident of exposure to Supervisor;
- 5 provide first aid treatment to all exposures immediately and have appropriate blood testing carried out;
- 6 provide critical incident debriefing where employees have been exposed to blood or body fluid; and
- 7 provide gloves and ensure employees wear gloves when providing first aid treatment or having to handle blood or body fluid.



## 8.4.4 Heat Stress

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Heat stress refers to the total heat burden to which the body is subjected by both external and internal factors, eg temperature, humidity, radiant heat of surroundings, clothing.

**Legislative Requirement** – Section 19 Division 1.3 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe working practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 provide alternative work schedule so heavier work is done during cooler periods (where possible);
- 2 provide shaded areas for outdoor work;
- 3 promote evaporation of sweat by reducing humidity, increasing air movement and providing suitable clothing to employees;
- 4 provide adequate supply of drinking water to prevent dehydration;
- 5 allow rest periods in cool areas; and
- 6 provide hats and sunscreen to employees who are located in an outdoor working environment where they are exposed to direct sunlight.

## 8.4.5 Vehicle Safety

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Vehicle safety refers to security patrols who are required to patrol clients' premises with a company vehicle.

**Legislative Requirement** – The SA Road Traffic Act 1961 requires for vehicles to be roadworthy. The Act (Section 19) requires employers to provide safe working environment, safe systems of work and plant in a safe condition.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 employees hold the appropriate licence to drive the vehicle;
- 2 all vehicles are roadworthy as required in the SA Road Traffic Act;
- 3 employees are not affected by alcohol or drugs when driving;
- 4 vehicles are regularly maintained and any faults rectified immediately. If this is not possible, then the vehicle is removed from service;
- 5 employees should inform employer whenever a fault or hazard is identified;
- 6 if the vehicle is a station wagon or van, then an appropriate cargo barrier should be installed to ensure that no item can endanger the safety of the driver or a passenger;  
and
- 7 all vehicles to carry a suitable dry chemical fire extinguisher.

## 8.4.6 Fire/Evacuation

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Employers must ensure that all employees are aware of fire evacuation procedures, to provide for safe and rapid evacuation in the event of an emergency. In the situation where employees are located on a client's premises, employees should be trained in the client's evacuation procedures. Where the client does not have fire evacuation procedures in place, the employer must ensure that employees are provided with safe and rapid fire evacuation procedures.

**Legislative Requirement** – Section 19 of the Act, and Division 2.6 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1** evacuation procedures are in place at all locations where employees are located and all employees are trained in these procedures before commencing work there;
- 2** clients provide training in their evacuation procedures for security employees. Records of training to be kept by employer and client;
- 3** employees follow any instructions given to them by the client in the event of an evacuation procedure;
- 4** where clients do not have any evacuation procedures in place, the employer needs to develop suitable procedures to ensure the safety of their employees. In this case, it is preferred that the procedures are developed in consultation with the client; and
- 5** appropriate access/egress distances for emergency situations are provided behind a crash barrier. For an indoor venue it is recommended that a minimum of 2 metres is allowed. For an outdoor venue it is recommended that a minimum of 4 metres is allowed.

## 8.4.7 First Aid

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Employers must ensure that employees have adequate access to first aid facilities in the event of an injury or illness arising during the course of their work.

**Legislative Requirement** – Section 19 of the Act, Division 2.11 of the Regulations and the Approved Code of Practice – Occupational Health and First Aid in the Workplace.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 a first aid kit is available for employees. This should either be made available by the client (and reference must be made to this in any contractual arrangements). If the client is not able to supply a kit, then the employer must provide a kit for employees. These kits should be regularly stocked if they are under the employers control;
- 2 all employees must be trained in first aid and training reviewed every 3 years;
- 3 procedures for first aid are developed and employees trained in these; and
- 4 all first aid treatment is recorded and any incident or accident is reported to the Supervisor or Manager.

## 8.4.8 Amenities

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Amenities are facilities for employees at work, and include facilities for personal belongings, changing clothes, dining, toilet, washing, drinking water, arrangements for sickness at work, seating and accommodation.

An employer must provide employees with access to amenities at all types of work-sites, eg buildings, outdoor, mobile, isolated or temporary worksites.

An employer does not have to provide the actual amenity, but they must make arrangements for access to existing facilities, or for the use of facilities belonging to others.

More information can be obtained from the WorkCover – *Guidelines for Workplace Amenities and Accommodation*.

**Legislative Requirement** – Division 19 and Regulation 2.2 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that employees have access to the following:

#### **1 Dining Facilities**

- i Access to a separate dining area must be provided for all employees. Where employees are on static guard, they should be provided the opportunity to leave their post. Arrangements should be made in a contract that the client allows the crowd controller access to their dining facilities. If possible, an employee should be relieved of the post so that they can have a meal break. Where the client does not have dining facilities then the employer must make arrangements for the employee to have access to an appropriate dining facility.

#### **2 Toilet Facilities**

- i Clean and hygienic toilets must be readily accessible by all employees.
- ii Contractual arrangements are made with the client to allow the security guard access to their client's toilet facilities.
- iii An employee must be provided with the opportunity to take appropriate toilet breaks as required.
- iv Where toilet facilities cannot be provided by the client, alternative arrangements must be made.

### **3 Drinking Water**

- i** An employer must provide an adequate supply of cool and potable drinking water (the supply point must be separate from toilet and washing facilities). The temperature of the drinking water should be at or below 24° c. Where connection to a water supply is not possible, an employee must be provided with either a flask, cooled drink dispenser or a water bag.
- ii** An employer must ensure that employees are provided with regular breaks and where they are not able to leave their post, then drinking water is brought to them or they are provided with a drinking bottle.

### **4 Becoming sick at work**

- i** An employer needs to provide reasonable access to a rest area. If this is not possible, then an employer needs to implement a procedure which ensures that the person is sent or taken home, or referred to a doctor.
- ii** A policy must be developed and made known to all employees outlining the agreed organisational procedures, including access to medical attention if required or transport home.
- iii** Employees in remote/isolated work situations need access to a dedicated radio system on its own frequency and regular contact to be made.

### **5 Seating**

- i** An employer must ensure that employees avoid long periods of standing by providing them with an ergonomic seat or stool, so as to allow the employee to have the option of a seated or standing position.
- ii** If seating cannot be provided then the employer must ensure that job negotiation can occur so that employees do not stand for prolonged periods of time.

### **6 Accommodation**

In the situation where accommodation needs to be provided it must be maintained in a safe and healthy condition. An employer must ensure that before an employee is placed in accommodation the following is assessed:

- i** the building conforms to the Building Code of Australia;
- ii** safe means of access and egress from the accommodation is provided;
- iii** there are adequate provisions such as emergency exits and procedures for a rapid and safe evacuation in the event of an emergency;

- iv** adequate facilities for showering and hand washing are provided and there is an adequate supply of hot and cold water to service the needs of all persons accommodated;
- v** toilets are in a clean and hygienic state. Adequate and hygienic means for sanitary disposal is provided for women;
- vi** accommodation should be maintained in a clean and hygienic condition;
- vii** there is an adequate supply of cool and potable drinking water (separate from the toilet and washing facilities);
- viii** sleeping room furniture and fittings to be in a sound and clean condition. Dormitory type sleeping facilities are not acceptable;
- ix** reasonable access to cooking facilities including adequate cooking utensils, space for food preparation and appropriate food heating and refrigeration equipment that will maintain food fit for consumption;
- x** reasonable access to hygienic dining facilities;
- xi** adequate and suitable refuse receptacles to be provided, which are emptied regularly and maintained in a clean and hygienic state;
- xii** provision is made for maintenance of an acceptable ambient temperature; and
- xiii** natural ventilation that is insect free should be provided to all sleeping accommodation.

## 8.4.9 Shiftwork

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Shiftwork refers to work undertaken by an employee in segments/shifts or during extended hours. For example, a security guard often works during segments of a day when they would normally sleep. Typical hazards include disruption of natural body rhythms, sleep disruption and fatigue. More information can be obtained from the National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors.

**Legislative Requirement** – Division 1.3 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 reduce the number of times an employee is required to work 10 hours in a shift;
- 2 ensure an employee has a minimum of eight hours continuous sleep before resuming a shift;
- 3 compensate employees who work extended hours and offer them a longer break before their next shift;
- 4 allow 24 hours break before rotating to a new shift;
- 5 employees have a minimum 24 hours break from work in a 7-day roster (where unrestricted sleep is possible);
- 6 minimise consecutive night shifts for employees. If this is not possible, organise permanent night shift for other employees;
- 7 provide longer breaks for employees working between a night shift and following night shift;
- 8 ensure systems are in place to accommodate for sick or absent employees;
- 9 maximise opportunities for employees to take breaks within shifts. Options could include:
  - i A 3 shift system, forward rotating roster (morning-afternoon-night).
  - ii Shift changes every 2-3 days.
  - iii Maximum of 6x8-hour or 4x12-hour shifts a week.
  - iv 3x8-hour or 2x12-hour night shifts as a maximum number of consecutive shifts.
  - v Roster weekend shifts allowing for 2 free weekends in 4.
  - vi Schedule one or more rest breaks during night shift.



**vii** Allow 2 weeks notice of shift rostering. Do not place rostered days off in the middle of a night shift sequence.

(Information taken from DETIR – Managing Shiftwork and AMA – National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors)

## 8.4.10 Manual Handling

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Manual handling is any activity involving the use of muscular force or effort by an employee to lift, lower, push, pull, carry, hold or restrain any object, including a person or animal.

**Legislative Requirement** – Division 2.9 of the Regulations and the Australian Code of Practice - Manual Handling.

### Minimum Standard to Ensure Compliance:

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 job rotate where employees are exposed to repetitive movement or prolonged postures and stances;
- 2 ensure employee postures and positions are addressed in a crash barrier situation;
- 3 a contractual arrangement is made between the employer and the venue operator that crowd surfers will not be handled by any employee and that the venue operator has an OHS&W responsibility to the employer's employees (ie the crowd controller);
- 4 **no crowd surfer will be lifted by an individual employee. Any lifts made will be made as a team lift;**
- 5 patrons are not lifted above shoulder height. The manual handling policy must document that no employee will lift weights above 16 kg over their heads;
- 6 ensure employees receive manual handling training specific to their workpractices;
- 7 ensure employees are trained and supervised in the correct application of team lifting procedures;
- 8 a risk assessment is conducted when a crash barrier is set up to ensure that no employee is put at risk when working on this platform. (see section 8.6 'Mosh Pits' for more detail).

## 8.4.11 Long Distance Driving/Driving Fatigue

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Long distance driving or driving fatigue can often affect employees who drive a vehicle for extended periods of time. For example, a security guard may be required to do all of the following in the same day:

- drive a long distance to reach a job destination;
- start work a few hours after arrival at job destination;
- work until the early hours of the morning; and
- have a few hours sleep before driving back to base.

The hazards involved include loss of concentration while driving a vehicle, fatigue and sleep disruption.

**Legislative Requirement** – Division 1.3 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 If an employee must undertake a shift where the travelling distance to the work-site does not allow for sufficient breaks while driving a vehicle then:
  - fly the employee to the work location; or
  - ensure the employee arrives at the work-site the night before their shift starts, in order to ensure they sleep a minimum of 8 hours.

If the only alternative to employees is to drive to the work-site then the employer should ensure:

- 2 the employee follows a dedicated route;
- 3 employees notify Supervisor of time of departure and estimated time of arrival;
- 4 depending on travelling distance, more than one employee drives to the work-site in order to share the driving time. (employees should swap driving after a 2 hour period, if the driving time is in excess of 5 hours);
- 5 employees take rest breaks after 2 hours of driving even if there is only a short time before arriving at their destination;
- 6 rest breaks are taken by employees and that they are of a continuous period of at least 30-45 minutes;
- 7 employees notify their supervisor when they reach their work destination;
- 8 employees should not return to base at the end of a shift until they have had a minimum of 8 hours sleep in facilities described under 'Amenities';
- 9 employees will at no time return to base immediately after a shift without having the appropriate rest break.

## 8.4.12 Noise

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Exposure to unsafe noise levels in the workplace can be hazardous for employees. Unsafe levels of noise can lead to noise-induced hearing loss or even tinnitus (constant ringing in the ears). Appropriate noise control strategies should be adopted. For more information refer to WorkCover's Guideline to Noise Management.

### **Legislative Requirement** – Division 2.10 of the Regulations

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 consult with the venue operator and find out what noise levels employees will be exposed to and whether these levels are above the exposure standard (90dB (A) over 8 hours or 140dB(lin));
- 2 reduce noise exposure by rotating staff between noisy and quieter workplace locations positions;
- 3 provide staff with appropriate personal hearing protectors as advised by the venue operator or as referenced in the AS/NZ 1269);
- 4 provide staff with training on noise and in the proper use of hearing protectors; and
- 5 arrange hearing tests prior to commencement of work and regularly thereafter.

## 8.5 CONTROL ROOMS/MONITORING CENTRES

### 8.5.1 Control Rooms

Control rooms have a number of hazards associated with them. In particular these include: ergonomics, evacuation, fire, electrical.

**Legislative Requirement** – Section 19 of the Act.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 entrance door swings outwards and opens to a room or foyer occupied by the company;
- 2 doors shall be securely locked at all times and wide angle viewer shall be as follows;
- 3 emergency lighting shall be as follows:
  - lighting shall operate automatically;
  - lighting shall be permanently – installed fittings;
  - illumination level on upper surface of each operator's workstation shall not be less than 30lx;
  - illumination level in general work areas, passageways, air locks, access holes, equipment and generator rooms shall be not less than 10lx measured 1 metre above the floor;
  - lighting shall be supplied from the emergency power supply system or self contained emergency lighting units.
- 4 ventilation in accordance with Division 2.17 of the Regulations;
- 5 fire exit shall comply with AS 2444;
- 6 toilets and other amenities shall be accessible within the one area occupied by the company;
- 7 telephones comprising either a direct connection with a police station or one public external connection to a cellular phone, either one to be an unlisted number;
- 8 an intruder alarm system to detect entry into the building. A remote monitored alarm system to cater for emergency situations;
- 9 bidirectional communications from the operations room to all attendants on duty or to organisations providing attendants;

- 10 a redundancy communicator which will automatically be initiated every 5 minutes when only one operator is located in the operating room. If alarm is not cancelled within 30 seconds an alarm shall be transmitted via the remote-monitored alarm to a central station. **At no time should this alarm be deactivated;**
- 11 emergency procedures and contingency plans for use in events of fire, flood or bomb threat;
- 12 provide appropriate breathing apparatus for all employees in the control room and train employees in their use; and
- 13 staffing of the operations room shall be consistent with the anticipated work load, the nature of the work, related security risks and the security of the entrance to the operations room. At least one person shall be on duty at all times.

## 8.5.2 Ergonomics

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Ergonomics refers to optimising workplace functioning and hazard prevention by adapting plant and work systems to human capacity, through ergonomic design and layout. Ergonomics is relevant to Control Rooms, Monitoring Centres and Cash-in-transit.

**Legislative Requirement – Section 19 of the Act.**

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 workstations set up to allow good posture and positioning at the operators station:
  - Lower body should be stable, well supported and free from uncomfortable pressure points and obstructions; and
  - Upper body should be unstressed by constantly held/extreme postures or by repetitive actions leading to discomfort or fatigue
- 2 ergonomically sound chairs that provide suitable support and are appropriate to the workstation design;
- 3 adequate lighting levels that are comfortable for the user, without creating glare on computer monitors. Glare can also be minimised through the use of a filter;
- 4 employees take appropriate breaks away from computer monitors and keyboards;
- 5 adjustable seating with a five-star base to provide stability. Castors should be fitted for carpet surfaces and glides for hard floor surfaces;
- 6 computer monitors should be able to be placed directly in front of the user at a reasonable working height;
- 7 the desk should be large enough to accommodate the legs, footrest and armrests;
- 8 the computer monitor should be easily adjusted; and
- 9 the computer mouse should be easily reached and operated without extended long durations or repetitive reaching.

### 8.5.3 Remote/Isolated Work

---

Remote and isolated work refers to situations where employees may be exposed to risks because of the nature or location of their work means they would be unable to readily summon assistance in the event of injury, illness, violence or other emergency at work.

**Legislative Requirement** – Division 2.14 of the Regulations, requires an employer to provide and maintain an adequate and reliable communication system to ensure regular communication with the employee.

#### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 undertake supervision of all employees;
- 2 regular contact to occur between the employer/supervisor and employee. **A mobile telephone is not considered an acceptable and reliable form of communication when undertaking remote/isolated work.** A mobile telephone should only be used if a risk assessment identifies that there is not a potential risk to employees and all other avenues of communication have been explored. An employer must ensure that a risk assessment is conducted to address what the best method of communication would be for each unique situation;
- 3 Control Room – the Control Room Operator must have contact from employees every hour via a dedicated radio system on its own frequency;
- 4 Supervisor – the Supervisor must contact the employee every hour via a dedicated radio system on its own frequency. An employer should hire a repeater from a larger company if they can not afford their own dedicated frequency;
- 5 Emergency Response – if an employee does not make contact by a designated time, the employer must have emergency procedures in place to ensure the safety of this employee;
- 6 first aid kits – all employees must have access to a first aid kit and have first aid training.



## 8.5.4 Fire/Evacuation

---

Employers must ensure that all employees are aware of fire evacuation procedures, to provide for safe and rapid evacuation in the event of an emergency. In the situation where employees are located on a client's premises, employees should be trained in the client's evacuation procedures. Where the client does not have fire evacuation procedures in place, the employer must ensure that employees are provided with safe and rapid fire evacuation procedures.

**Legislative Requirement** – Section 19 of the Act, and Division 2.6 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 evacuation procedures are in place and all employees are trained in these procedures before commencing work there.

## 8.5.5 First Aid

---

Employers must ensure that employees have adequate access to first aid facilities in the event of an injury or illness arising during the course of their work.

**Legislative Requirement** – Section 19 of the Act, Division 2.11 of the Regulations and the Approved Code of Practice – Occupational Health and First Aid in the Workplace.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 a first aid kit is available for employees and these kits are regularly stocked;
- 2 all employees should receive basic first aid training. This should be reviewed every year where a certificate is not held, or every 3 years where a certificate is held;
- 3 procedures for first aid are developed and employees are trained in these;
- 4 all first aid treatment is recorded and any incident or accident is reported to the Supervisor or Manager.

## 8.5.6 Amenities

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Amenities are facilities for employees at work, and include facilities for personal belongings, changing clothes, dining, toilet, washing, drinking water, arrangements for sickness at work, seating and accommodation.

An employer must provide employees with access to amenities at all types of work-sites, eg buildings, outdoor, mobile, isolated or temporary work-sites.

An employer does not have to provide the actual amenity, but they must make arrangements for access to existing facilities, or for the use of facilities belonging to others.

More information can be obtained from the WorkCover – *Guidelines for Workplace Amenities and Accommodation*.

**Legislative Requirement** – Division 19 and Regulation 2.2 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

#### **1 Dining Facilities**

- i Access to a separate area must be provided for all employees. Where employees are on static guard, they should be provided the opportunity to leave their post. Arrangements should be made in a contract that the client allows the security guard access to their dining facilities. If possible, an employee should be relieved of the post so that they can have a meal break. Where the client does not have dining facilities, then the employer must make arrangements for the employee to have access to an appropriate dining facility.
- ii For a patrol situation a roster can be arranged so that the employee can be back at their central depot for meal breaks. Alternatively, a designated shop (with dining facilities) on route can be the designated facility for dining.

#### **2 Toilet Facilities**

- i Clean and hygienic toilets are readily accessible by all employees.
- ii Contractual arrangements are made with the client to allow the security guard access to their client's toilet facilities.
- iii Employees must be provided with the opportunity to take appropriate toilet breaks as required.
- iv Where toilet facilities cannot be provided by the client, alternative arrangements must be made.

### **3 Drinking Water**

- i** An employer must provide an adequate supply of cool and potable drinking water and the supply point must be separate from toilet and washing facilities. The temperature of the drinking water should be at or below 24° c. Where connection to a water supply is not possible an employee must be provided with either a flask, cooled drink dispenser or a water bag.
- ii** An employer must ensure that employees are provided with regular breaks and where they are not able to leave their post, then drinking water is brought to them or they are provided with a drinking bottle.

### **4 Becoming sick at work**

- i** An employer needs to provide reasonable access to a rest area. If this is not possible, then an employer needs to implement a procedure which ensures that the person is sent or taken home, or referred to a doctor.
- ii** A policy must be developed and made known to all employees outlining the agreed organisational procedures, including access to medical attention if required or transport home.
- iii** Employees in remote/isolated work situations need access to a dedicated radio system on its own frequency and regular contact to be made.

### **5 Seating**

- i** An employer must ensure that employees avoid long periods of standing by providing them with an ergonomic seat or stool, so as to allow the employee to have the option of a seated or standing position.
- ii** If seating cannot be provided then the employer must ensure that job negotiation can occur so that employees do not stand for prolonged periods of time.

### **6 Accommodation**

In the situation where accommodation needs to be provided it must be maintained in a safe and healthy condition. An employer must ensure that before an employee is placed in accommodation the following is assessed:

- i** The building conforms to the Building Code of Australia;
- ii** Safe means of access and egress from the accommodation is provided;
- iii** There are adequate provisions such as emergency exits and procedures for a rapid and safe evacuation in the event of an emergency;

- iv** Adequate facilities for showering and hand washing are provided and there is an adequate supply of hot and cold water to service the needs of all persons accommodated;
- v** Toilets are in a clean and hygienic state. Adequate and hygienic means for sanitary disposal is provided for women;
- vi** Accommodation should be maintained in a clean and hygienic condition;
- vii** There is an adequate supply of cool and potable drinking water (separate from the toilet and washing facilities);
- viii** Sleeping room furniture and fittings to be in a sound and clean condition. Dormitory type sleeping facilities are not acceptable;
- ix** Reasonable access to cooking facilities including adequate cooking utensils, space for food preparation and appropriate food heating and refrigeration equipment that will maintain food fit for consumption;
- x** Reasonable access to hygienic dining facilities;
- xi** Adequate and suitable refuse receptacles to be provided, which are emptied regularly and maintained in a clean and hygienic state;
- xii** Provision is made for maintenance of an acceptable ambient temperature; and
- xiii** Natural ventilation that is insect free should be provided to all sleeping accommodation.

## 8.5.7 Shiftwork

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Shiftwork refers to work undertaken by an employee in segments/shifts or extended hours. For example, a security guard often works during segments of a day when they would normally sleep. Typical hazards include the disruption of natural body rhythms, sleep disruption and fatigue. More information can be obtained from the National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors.

**Legislative Requirement** – Division 1.3 of the Regulations.

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 reduce the number of times an employee is required to work 10 hours in a shift;
- 2 ensure an employee has a minimum of eight hours continuous sleep before resuming a shift;
- 3 compensate employees who work extended hours by offering them a longer break before their next shift;
- 4 ensure employees receive a 24 hour break before rotating them on to a new shift;
- 5 ensure employees receive a minimum 24 hour break from work in a 7-day roster (where unrestricted sleep is possible);
- 6 minimise consecutive night shifts for employees or organise permanent night shift arrangements for employees, to reduce night shift for other employees;
- 7 provide longer breaks for employees working between a night shift and following a night shift;
- 8 ensure systems are in place to accommodate for sick or absent employees;
- 9 maximise opportunities for employees to take breaks within shifts. Options could include:
  - i a 3 shift system forward rotating roster (morning-afternoon-night);
  - ii shift changes every 2-3 days;
  - iii maximum of 6x8-hour or 4x12-hour shifts a week;
  - iv 3x8-hour or 2x12-hour night shifts as a maximum number of consecutive shifts;
  - v roster weekend shifts allowing for 2 free weekends in 4;

**vi** schedule one or more rest breaks during night shift; and

**vii** allow 2 weeks notice of shift rostering. Do not place rostered days off in the middle of a night shift sequence.

(Information taken from DETIR – Managing Shiftwork and AMA – National Code of Practice – Hours of work, shiftwork and rostering for hospital doctors)

## 8.5.8 Manual Handling

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Manual handling is any activity involving the use of muscular force or effort by an employee to lift, lower, push, pull, carry, hold or restrain any object, including a person or animal.

**Legislative Requirement** – Division 2.9 of the Regulations and the Australian Code of Practice - Manual Handling

### **Minimum Standard to Ensure Compliance:**

An employer must ensure that safe work practices are developed and implemented. The following are minimum standards to assist you develop these safe work practices:

- 1 workstation layout is ergonomically set up;
- 2 job rotate where employees are exposed to repetitive movement or prolonged postures and stances;
- 3 ensure employee postures and positions are correct in a vehicle environment;
- 4 document maximum safe lifting loads and ensure that trolleys are used to carry any loads above the specified weight limit;
- 5 ensure employees receive manual handling training specific to their work practices; and
- 6 ensure employees are trained and supervised in the correct use or application of mechanical aids or team lifting procedures.



## 8.6 MOSH PIT AND CROWD SAFETY

### PURPOSE

The purpose of this document is to inform operational personnel of the safety procedures implemented by “The Big Day Out” (BDO) to minimise the risk to patrons and employees in the mosh pit.

### SCOPE

The safety procedures outlined in this document apply to all Big Day Out employees, contractors, volunteers and sub-contractors engaged in mosh pit Security, Crowd Control and Medical Response at all Big Day Out venues.

### REFERENCED DOCUMENTS

BDO OHS&E Policies and Procedures:  
OHS&E 014 Noise Management Procedure  
OHS&E 017 HIV & Blood-borne Pathogens in the Workplace

QLD WorkCover Advisory Standard for Manual Tasks Involving the Handling of People

NOHSC Manual handling Code of Practice

### DEFINITIONS

<b>Mosh Pit</b>	An undefined area within the crowd where patrons are moshing.
<b>Pit Boss</b>	The Security pit supervisor.
<b>Moshing</b>	An all encompassing term to describe dancing, head banging, slam dancing, crowd surfing and other activities that occur usually front of the mainstage.
<b>Crowd Surfing</b>	The act of climbing onto the other patrons in the crowd so they can pass you hand over hand across the crowd.
<b>Slam Dancing</b>	An activity that entails patrons slamming into each other, usually conducted by holding their hands at their sides whilst slamming their chests together.
<b>Swirls</b>	Swirls appear to begin by patrons swaying or moving sideways before this movement develops into a group of patrons running around in a circular motion. These swirls usually result in a collapse.

<b>Mosh Pit Crash Barrier</b>	The mosh pit crash barrier is used by security to form a clear area between the front of stage and the patrons. In addition, the barriers are designed to allow security officers to access the mosh pit and to assist them in retrieving patrons from the mosh pit.
<b>Front of House</b>	The mixing tower in front of the stage.
<b>Security Pit</b>	The barricaded gap between the stage and the mosh pit.
<b>OH&amp;S</b>	Occupational Health and Safety
<b>BDO</b>	Big Day Out
<b>DRABC</b>	Danger, Response, Airway, Breathing, Circulation

## **OCCUPATIONAL HEALTH AND SAFETY LEGISLATION IN AUSTRALIA**

Each Australian State and Territory has a principal Occupational Health and Safety (OH&S) Act that sets out requirements for ensuring that workplaces are safe and healthy. The key principle in each Act is the duty of care responsibility given to employers to provide a safe place of work for employees and the general public.

Commonly included in each Act are requirements for:

- promoting occupational health and safety in the workplace;
- providing systems of work that are safe and without risk to health;
- preventing industrial injuries and diseases;
- protecting the health and safety of the public in relation to work activities; and
- rehabilitation and maximum recovery from incapacity of injured workers.

Specific regulations support the principal Act by providing more detailed requirements for specific hazards. Regulations are legally binding and enforceable.

When no specific regulations exist companies still have a legal obligation to ensure the safety of employees and the general public.

At the time of writing this document no specific safety regulations or codes of practice exist for crowd safety or safety in mosh pits.

## **INTRODUCTION**

Since the introduction of crowd surfing and moshing at concerts a new dimension of risk has been added to crowd safety. Certain bands and music openly encourage crowd surfing and moshing by both band members and patrons. This includes both band members and patrons jumping from the stage into the crowd.

As the Principal Contractor BDO has a legal obligation in protecting the health and safety of employees and the public in relation to work activities. In essence this means if BDO introduces the catalyst, ie. the music, then BDO is responsible for the consequences, ie. the moshing and must ensure the safety of patrons from the effects of the music.

This document outlines the safety measures implemented by BDO in an attempt to provide a safer venue for patrons, employees and band members from the activities in the mosh pit.

## **8.6.1 EQUIPMENT**

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### **1 THE MAINSTAGE**

The mainstage for all Big Day Out venues is divided into two stages with acts performing on alternate stages throughout the day. By moving shows from one stage to the other patrons are discouraged from standing all day in one position to hold their spot. As one act finishes the crowd disperses to other venues within the festival or to the other stage.

This movement between stages is crucial in clearing the mosh pit to allow patrons to cool down, seek relief or refreshment and to discourage them from spending the long periods of time against the mosh pit crash barrier as may occur with a single stage.

The use of two stages also gives a broader frontage to the crowd and reduces the funnel effect that has been identified as a contributing factor in crowd crushes at other venues.

In addition the height of stage is set at approximately two metres:

- to discourage patrons from climbing onto the stage and perhaps jumping into the crowd;
- to discourage band members from jumping into the crowd; and
- to allow a clear view of the act from further back in the crowd.

### **2 THE SECURITY PIT**

To eliminate the risk of patrons being crushed against the stage a four metre wide Security Pit manned by Security Guards and Pit Medics must be constructed in front of the stage.

This pit is primarily an emergency exit for patrons in the front rows and in the mosh pit.

In addition the security pit enables a number of different personnel to perform a variety of functions, these include but are not limited to:

- providing a means of exit for crowd surfers;
- restricting patrons access to the stage;
- allowing security access to patrons in distress;
- allowing access to and from first aid care;
- allowing pit medics access to patrons in distress;
- allowing the distribution of water to patrons; and
- ensuring band members cannot leap from the stage to crowd surf.

### **3 MOSH PIT 'CRASH BARRIER' AND FENCING**

The mosh pit crash barrier is a 1.2 metre high steel barricade sheeted with expanded metal mesh that is specially designed to:

- allow assisted access into and out of the pit;
- assist security guards to remove patrons from the mosh pit;
- withstand the force of the crowd; and
- allow vision through the barrier to ground level.

Once patrons come over the barrier and enter the security pit they are to be directed by security to the side of the stage where they can re-enter the arena.

To ensure clear access back to the arena a two metre solid fence is assembled at the end of the barrier. By stopping any vision of the show this fence discourages patrons from congregating in this area and assists with the flow of patrons back into the arena.

### **4 FIRST AID STATIONS**

To provide first aid care for patrons, first aid stations are to be positioned at both ends of the stage. These stations must be manned constantly throughout the concert to provide first aid care and to liaise with Ambulance services for transferring patients.

If first aid stations cannot be located at both ends of the stage then first aid personnel and stretchers must be available in front of the alternate stage to provide immediate care and transport to injured patrons.

### **5 MOSH PIT GROUND COVER**

All BDO mainstages and mosh pits are assembled on grass arenas. In the event of rain or from water introduced for crowd cooling a wet and muddy mosh pits may introduce an extra hazard for patrons, security personnel and band members.

Experience has shown that mud in the mosh pit provides missiles for patrons to throw at each other, security and the stage. A more dangerous concern in a wet and muddy 'mosh pit' is the risk of patrons slipping over and possibly drowning in a crowd collapse.

To overcome these hazards a form of ground cover such as Terraplas should be used in the mosh pit at all times. This eliminates the opportunity for patrons to access mud, provides a non-skid surface and a raised platform to keep collapsed patrons out of the mud and water.

## **6 VIDEO SURVEILLANCE**

Security surveillance cameras must be positioned to monitor the activities in the pit during the performance. The cameras must be linked to TV monitors in the Production Office to enable the Production Manager to monitor the crowd and liaise with the Pit Supervisor.

## **7 COMMUNICATION EQUIPMENT**

### **Crowd communications**

In an emergency, communication with the crowd is vital to ensure their cooperation with rescue procedures. This can be achieved by either the public address systems or through electronic signage. One or both of these systems must be available and operational at each venue.

The role of addressing the crowd in emergency situations is the responsibility of the Production Manager, the Promoter or the Security Director.

### **Radios**

To ensure constant communications whilst the music is playing, radios should be fitted with throat or bone microphones. These microphones are not hindered by loud music or noise as they rely on vibration and not sound to transmit.

In addition they must be fitted with earpiece speakers or headsets to allow the operator to hear messages.

## **8 LIGHTING**

Security lights must be positioned on the FOH tower to provide lighting in emergencies such as a crowd collapse.

Power supply for lighting is to be provided by Generators positioned back stage. This will ensure that in the unlikely event of power failure on the grid, BDO will not be affected and can still provide power for lighting through its network of generators.

## **9 VIDEO SCREEN**

The use of a video screen behind the Front of House Tower splits the crowd and reduces the need for the crowd to push forward to see the act. This will only be used when the size of the estimated crowd is greater than 50,000. The decision to install video screens is to be made by the Production Manager in consultation with the Directors.

## **8.6.2 ROLES AND RESPONSIBILITIES**

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### **1 PRODUCTION MANAGER**

The Production Manager has overall responsibility for the safety of patrons and employees and has a legal obligation to ensure safety procedures are developed and implemented. During the festival his roles include but are not limited to:

- liaising with the act on stage and the Security Director;
- stopping the show when necessary to assist rescue operations;
- monitoring the pit on video surveillance cameras; and
- ensuring security and safety procedures are being implemented.

The Production Manager will monitor the Production radio channel at all times and will be fitted with a radio system capable of operating in excessive noise areas.

### **2 SECURITY DIRECTOR**

The National Security Director is responsible for ensuring a consistent approach to security and safety procedures for the BDO.

Mosh pit responsibilities for the Security Director at each venue will include but not be limited to:

- ensuring there is an adequate number of guards in the pit in relation to crowd safety demands;
- assisting security in the pit;
- liaising with Security personnel, Production Manager and the act; and
- assisting and directing rescue procedures in the mosh pit.

The Security Director will monitor the Security radio channel at all times and will be fitted with a radio system capable of operating in excessive noise areas.

### **3 SECURITY SUPERVISORS**

Two Security Supervisors will supervise all security operations in the pit.

#### **Qualifications**

Security Supervisors must hold a current Security Officer/Crowd Controller qualification and a current Snr First Aid Certificate.

#### **Uniform and Personal Protective Equipment (PPE)**

The Security Supervisor will be distinguished from the other guards by a white shirt with *Security Supervisor* printed on the shirt.

The following items of safety equipment are to be worn or carried by Security Supervisors,

- gloves (one pair of medical gloves to be carried at all times);
- hearing protection (to be worn at all times in areas of excessive noise);
- sunscreen (will be provided in the pit);
- hats; and
- safety glasses (sun glasses during the day, clear glasses at night).

#### **Communications**

To keep in constant communication with spotters the Security Supervisor will wear earphones from the hard wire communication system.

#### **Roles and responsibilities**

The roles and responsibilities of the Security Supervisor include but are not limited to:

- supervising security guards in the pit;
- communications with spotters;
- coordinating search and rescue operations in the mosh pit through communications with spotters;
- ensuring the implementation of safety procedures in the pit; and
- liaising with pit medics and security.



## **4 MOSH PIT SECURITY GUARDS/OFFICERS**

### **Qualifications**

All Security Guards must hold a current Security Officer/Crowd Controller qualification and a current first aid certificate.

### **Uniform and Personal Protective Equipment (PPE)**

All Security Guards will wear the uniform provided.

The following items of PPE are to be worn or carried by all security officers:

- gloves (one pair of medical gloves to be carried at all times);
- hearing protection (to be worn at all times in areas of excessive noise);
- sunscreen (will be provided in the pit);
- hats; and
- safety glasses (sun glasses during the day, clear glasses at night).

### **Roles and responsibilities**

Working in the pit requires a special attitude from Security Guards as they have to work with and assist the patrons in the mosh pit. The roles and responsibilities of Security Guards in the pit include but are not limited to:

- assisting and rescuing patrons from the mosh pit;
- catching crowd surfers;
- protecting the band and securing the stage;
- rescuing patrons in distress;
- distributing water to patrons; and
- assisting Medics and St. Johns personnel.

## **5 MOSH PIT SECURITY SPOTTERS**

### **Qualifications**

All Security Spotters must hold a current Security Officer/Crowd Controller qualification and a current first aid certificate.

### **Uniform and Personal Protective Equipment**

All Security Spotters will wear the uniform provided.

The following items of PPE are to be worn or carried by all security spotters:

- hearing protection (to be worn at all times in areas of excessive noise); and
- sunscreen.

### **Communications**

Spotters must be in constant communication with the Pit Supervisor.

### **Roles and responsibilities**

Spotters will be placed in FOH where they will communicate with the supervisor and:

- monitor crowd surfers who may fall in the crowd;
- monitor crowd movements;
- observe and report crowd problems such as a collapse; and
- observe and report unlawful behaviour.

## **6 MOSH PIT MEDICS**

At least one Medic will be on duty in the mosh pit at all times. The Production Manager may increase the number of medics on duty in the pit with due consideration to crowd numbers and demand. The two medics on shift for production day will rotate as pit medics and back stage medics.

### **Qualifications**

Medics will hold the equivalent of a Paramedic qualification in Emergency Trauma Care.

### **Uniform and Personal Protective Equipment (PPE)**

Medics will be identified by a Medic vest that must be worn at all times when on duty in the pit. The following items of PPE are to be worn or carried by all Mosh Pit Medics:

- gloves (one pair of medical gloves to be carried at all times);
- hearing protection (to be worn at all times in areas of excessive noise);
- sunscreen (will be provided in the pit);
- hats; and
- safety glasses (sun glasses during the day, clear glasses at night).

In addition to the medical kit, Medics must carry oro-pharyngeal airways, wound dressings and a torch for rescues in the mosh pit.

## **Roles and responsibilities**

Roles and responsibilities of mosh pit Medics will include but not be limited to:

- monitoring patrons in the mosh pit and as they are extracted for signs of dehydration or distress;
- monitoring and assisting security personnel;
- administering first aid (Medics must be mindful of the hazards in the pit and should refer all but the most serious of patients to St Johns);
- liaising with St Johns; and
- distributing water to patrons.

## **8.6.3 PROCEDURES**

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### **1 REMOVAL OF PATRONS FROM MOSH PIT**

#### **Purpose**

The purpose of this procedure is to outline the safe working practices in assisting patrons from the mosh pit.

The two methods of removing patrons from the pit covered in this procedure include:

- catching crowd surfers, and
- lifting a patron over the security crash barrier.

#### **Scope**

This procedure applies to all personnel working in the Security and mosh pit.

#### **Catching surfers**

The step on the crash barrier is to assist guards in lifting patrons from the mosh pit. It should not be used for catching crowd surfers unless the surfer is in distress or needs to be removed to enable the rescue of a patron against the barrier.

No specific standards can be set in the art of catching crowd surfers as each situation must be assessed by the guard as it happens. However, this document can provide some guidelines and recommendations to help minimise the chance of injury to the patrons and the guards.

It is recommended that guards should:

- a** Wait until surfers come over the barrier and then catch them as they roll off the crowd.
- b** Always attempt to support the patron's head. If the patron is too large for the guard to catch, every effort should be made to at least support the patron's head whilst letting the feet fall to the ground.

- c** Step backwards to compensate for the weight of the patron as they are caught. This will reduce the twisting motion in setting a patron down beside you and reduce the chance of striking colleagues with the legs of patrons. Guards in the second row are to support front row guards as they move backwards and ensure the path is clear at all times.
- d** Ensure the dignity of the patrons by assisting patrons in retaining their clothes and being mindful of where guards place their hands on the patrons.

### **Lifting patrons from the pit**

Security is to constantly monitor the condition of patrons in the crowd and remove any patrons that are in distress or if the patrons request to be moved. The barrier is equipped with a step for security staff to utilise when performing a lift to extract patrons from the mosh pit and to allow security access to the pit in an emergency.

To work in the mosh pit for the duration of the event mosh pit guards need to be physically fit and strong. However it is well documented that it is not necessarily the weight of an object being lifted that can cause a back injury. Lifting techniques are important not matter how strong you are.

The following procedures will outline lifting techniques that may help to minimise the risk and reduce the injuries to guards as they perform lifts from the pit.

Guards should be aware of the risks of injury when lifting cold and should make every attempt to warm up and stretch before commencing work in the pit. To reduce the likelihood of back injuries it is recommended that all lifts be conducted by two guards. However, circumstances on the day will generally dictate the terms and manner of the lift, especially in emergency situations.

There are a multitude of factors involved with any lift or rescue of patrons from the mosh pit but, broadly speaking, we can list the tasks into three categories that include:

- a** a patron against the barrier who wants to be removed;
- b** a patron in distress who is within reach but is back from the barrier; and
- c** a crushed or trapped patron who needs immediate assistance.

### **Patrons against the barrier**

Utilising all the procedures of safe lifting, guards should:

- a** step up onto the barrier step and position yourself in as stable a position as possible in front of the patron.
- b** move the weight (patron) as close as possible to your body then lift using your legs, not your back.
- c** gain assistance from other guards or other patrons as needed.
- d** step backward off the step supported by your colleagues and place the patron on the ground without twisting your body.

In addition, when the front row security officer stands up on the step to extract a patron, the officer alongside or behind is to assist by supporting the officer as he steps off the barrier.

### **Patrons in distress not against the barrier**

When a patron is positioned so the guard is forced to lean forward to conduct the lift, then it is recommended that two guards perform the lift.

### **Emergency lifts**

In an emergency, assistance from other guards may not be available and guards will need to use their own judgement when making a lift. Assistance can usually be obtained from the patrons in the crowd and guards are encouraged to speak to patrons calmly to gain their trust and assistance.

One technique that may be used in a crush is to position yourself over the patient and get the patient to grab you around the shoulders then use your arms to push the patron immediately behind the injured patient as you lift using your arms. This helps to reduce the pressure on the patient and reduces the load on your lower back.

Make sure you communicate with all involved at all times and be aware of the patron's fear in these circumstances. If the patient is wearing strong clothing such as jeans with a belt, these can provide a good handle for lifting as well as ensuring they are not torn from the patient during the lift.

### **Keeping the pit clear**

As an emergency exit it is essential that the pit area is kept clear at all times. Rubbish thrown by patrons into the pit can become a trip hazard for guards and patrons and must be cleared away at every opportunity. Patrons in the pit are at risk from other patrons and guards falling onto them, so they must be removed from the pit immediately by directing them to the exits. Patrons wishing to take photos or dance in the pit are not aware of the events unfolding behind them and can hinder security operations.

### **Job rotation**

To help reduce fatigue for Security personnel working in the pit, a job rotation procedure should be in place to rotate guards from their position in the front row to a position in the back row. It should be noted that due to the difference in the acts performing throughout the day and the crowd behaviour to these acts, the demands on security vary throughout the day. For this reason rest periods for guards will coincide with the demand.

## **2 CROWD COLLAPSE**

Patrons collapsing in the crowd come under two categories:

- a single patron collapse through a medical condition; or
- a patron falling from surfing; and
- multiple patrons collapsing through swirls.

Swirls is the name given to the practice of patrons moving to and fro with the music until the movement becomes circular. In the circular motion patrons have been observed collapsing as they moved and stepped backwards. The structure of this form of collapse is contrary to the accepted view of a crowd crush as the patrons are moving backwards and

not forwards. This information is important for emergency personnel in disentangling the patrons and identifying the patrons at most risk.

### **Purpose**

To outline the procedures to follow in the event of a single or multiple collapse of patrons in the mosh pit.

### **Scope**

This procedure applies to all personnel involved in crowd control and safety at any BDO event.

### **Identification**

Early identification of a collapse is vital in providing care to the injured. Crowd spotters are to be positioned in Front of House at approx 5m high to allow for an uninterrupted view of the crowd.

Communications must be established with the spotter and the pit boss at all times through hard wire headsets.

Spotters are to inform the pit Supervisor of a collapse immediately using the position code outlined in the Security Plans at the end of this document.

### **Response**

The risk assessment of a collapse in the mosh pit has identified the medical response to patrons utilising the DRABC procedure.

**Danger:** Upon identifying a collapse security guards closest to the collapse are to enter the mosh pit and to provide a barrier by holding back the crowd from the collapsed patrons.

**Response:** To enable communications between emergency crews and patrons the act will be stopped by the Production Manager in consultation with the Security Director.

Crowd behaviour at this stage must be monitored by the Production Manager who will attempt to solicit the cooperation of the crowd.

The Security Director and a pit Medic will enter the mosh pit to coordinate the removal of fallen patrons and administer first aid. It is envisaged that one medic will stay in the security pit whilst one works in the mosh pit. This will allow further medical assessment of the patients as they are removed.

**Airway:** Medics working on patrons in a collapse will triage patients to ensure airway control as a first priority. Unconscious patients should be fitted with an oro-pharyngeal airway and removed as priority patients.

**Breathing:** EAR can be administered if a patron is trapped but the priority is to move the patient out of danger and to the relative safety of the security pit behind the barrier.

**Circulation:** Dangerous bleeds can be controlled with wound dressings if the patient cannot be moved immediately.

Patrons must be moved to safety behind the crash barrier as soon as possible where CPR can be performed if needed.

It is important to remember that the pit is an emergency exit route for patrons and emergency crews. Injured patrons should not be treated in the pit unless life threatening conditions apply.

**Secondary assessments:** of patients must be conducted in the safety of the first aid tent.

### **Communication**

The Production Manager has the authority to stop the show to reduce crowd activity and allow better communications with rescue personnel who may not be in radio contact once they enter the mosh pit.

### **Lighting**

Lighting from FOH will be used at night to illuminate the area involved.

### **Unconfirmed fall in crowd**

Unconfirmed reports of injuries sometimes occur when patrons in the pit report injuries they have witnessed further back in the crowd.

Crowd spotters and pit security are to monitor crowd surfers as they fall to ensure they recover from any fall. Pit Medics are to respond to any reported fall in the Mosh Pit.

These reports cannot be ignored and must be reported to the pit supervisor immediately. Upon receiving a report the pit supervisor will assemble a security team to conduct walk through inspections of the mosh pit.

These inspections may involve up to 12 personnel who will walk independently and parallel to each other through the mosh pit from opposite sides to attempt to find the patient.

Unconscious patients must not be moved and must be reported to the Pit Medic immediately.

## **3 PATRONS ON STAGE**

### **Purpose**

To outline the procedures to follow for an unauthorised patron on the stage.

### **Scope**

This procedure applies to all personnel involved in crowd control and safety at any BDO event.

### **Procedure**

Unauthorised patrons who access the stage shall be removed by stage security personnel, not the security pit personnel. The patrons will be removed through the back stage area.

## **4 ENVIRONMENTAL EMERGENCIES**

### **Introduction**

Environmental emergencies for crowds in the mosh pit during Australian summer months include high temperatures, fire and rain storms.

### **Heat Exhaustion**

To minimise the risk of dehydration a supply of bottled water is to be made available to patrons during the event. This water is to be distributed by both security and medics and must be available in the pit prior to the start of the concert.

Medics will assess patrons as they leave the pit for signs of heat exhaustion and all patients will be handed over to St John ambulance personnel.

In extreme conditions fire hoses may have to be used to cool the crowd. Cooling the crowd can only be achieved using large quantities of water from two or more fire hoses. However, the introduction of large quantities of water onto an open crowded field can introduce new hazards. The risk of crowd collapse or falling is increased with a wet, muddy and slippery surface where patrons on the bottom of a collapse are susceptible to drowning in the wet conditions.

The use of fire hoses to cool the crowd will only be done on the instructions of the Security Director or the Production Manager.

To ensure a prompt response, two fully charged fire hoses must be positioned at the side of the stages and tested prior to the start of the concert.

### **Rain storms**

Weather reports and updates must be obtained prior to the event and during production day by the Site Manager. The decision to cancel a show due to rain and/or pending storms will be made by the Producer/Director in consultation with the Production Manager.

All BDO mainstages and mosh pits are assembled on grass arenas. In the event of rain, or from water introduced for crowd cooling, a wet and muddy mosh pit may introduce an extra hazard for patrons, security personnel and band members.

Experience has shown that mud in the mosh pit provides missiles for patrons to throw at each other, security and the stage. A more dangerous concern in a wet and muddy 'mosh pit' is the risk of patrons slipping over and possibly drowning in a crowd collapse.

To overcome these hazards a form of ground cover such as Terraplas should be used in the mosh pit at all times. This eliminates the opportunity for patrons to access mud, provides a non-skid surface and a raised platform to keep collapsed patrons out of the mud and water.

### **Fire**

Fires in the Security Pit and stage area may be started by a number of factors that include but are not limited to:



### **a Pyrotechnics**

The Security Director must be informed of the contents of each show. This includes pyrotechnics, crowd participation or any other inclusions that are more than playing music and may impact on security and safety operations in the pit.

### **b Flares**

Despite every effort to ensure such items are not bought into the BDO there are still occasions when flares are smuggled into the venue. Once ignited in the crowd these may be thrown at the stage or into the security pit.

At least one operational fire extinguisher and a sand bucket shall be placed in front of each stage for the duration. In addition, one fireproof glove will be placed in the pit to assist in the removal of flares thrown into the pit or on stage.

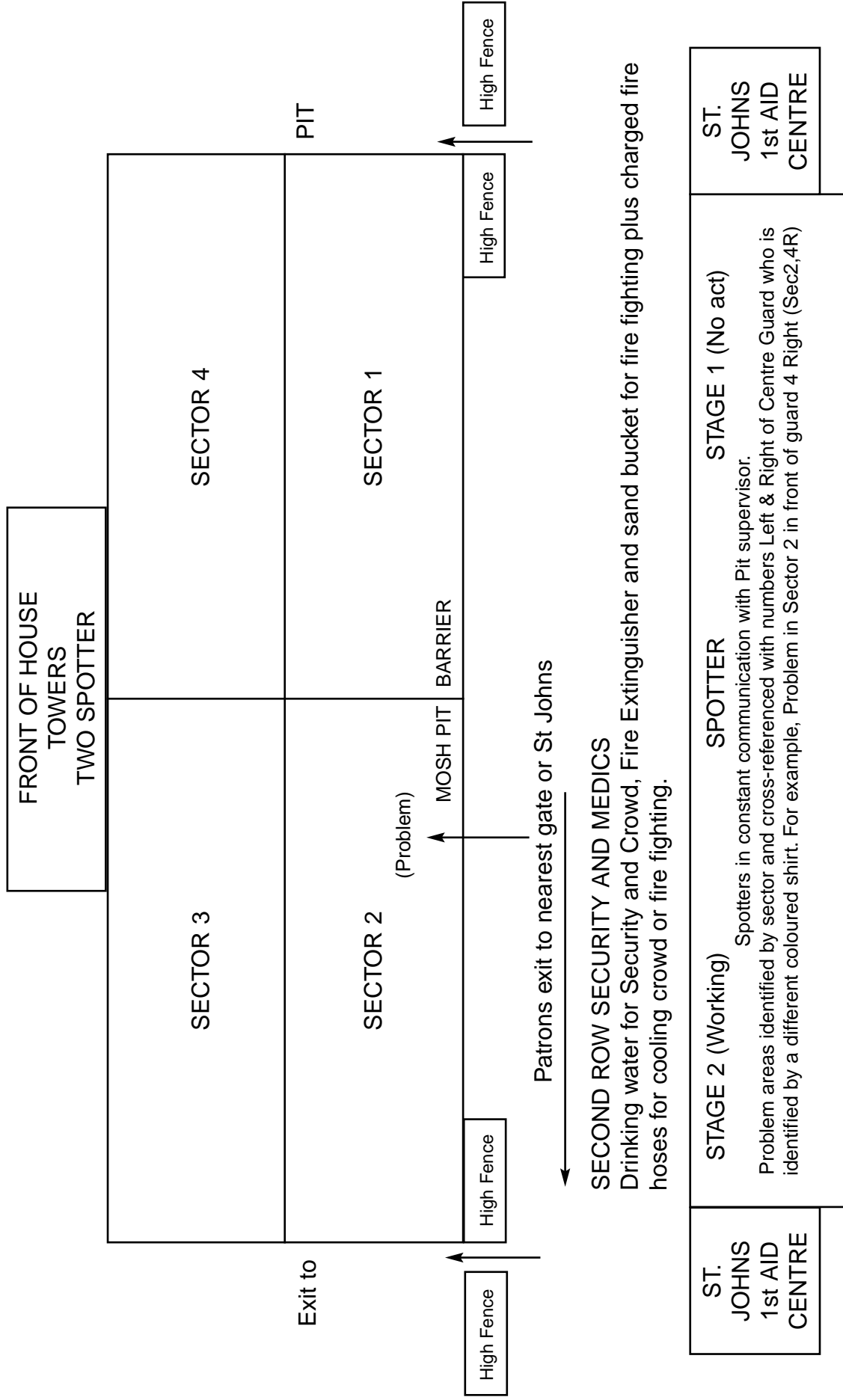
## **5 COMMUNICABLE DISEASES**

All security and medical personnel are to comply with the company safety procedures in 'HIV & Blood-borne pathogens in the workplace' procedure number OHS&E 017.

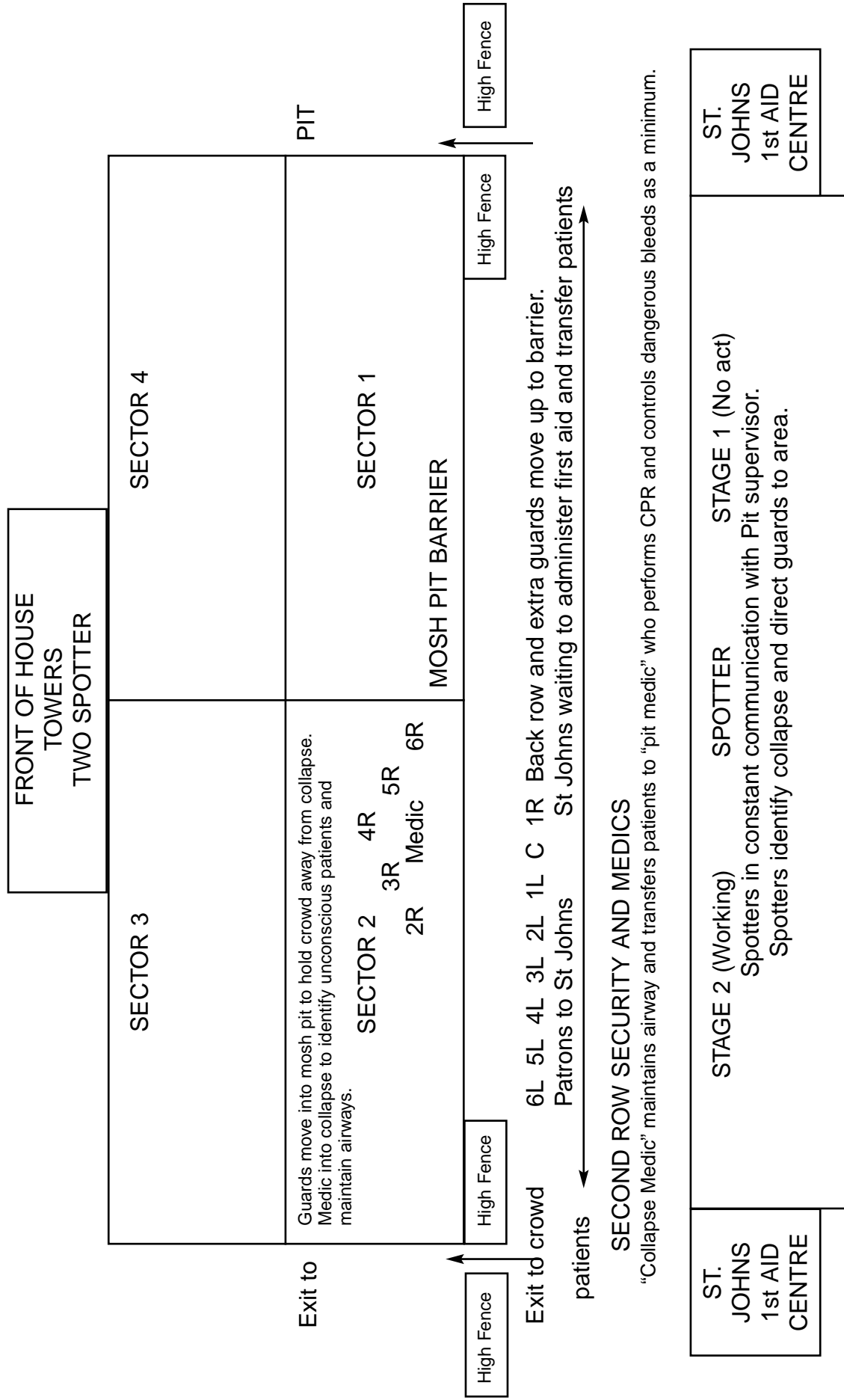
### **Injuries to Security Personnel**

All injuries must be reported to the Medic and the OHS&E department and recorded on the incident accident report forms as per the "Accident, Injury, Incident reporting" procedure OHS&E 005.

### 8.6.4 BIG DAY OUT MOSH PIT SECURITY PLAN



### 8.6.5 BIG DAY OUT MOSH PIT CROWD COLLAPSE RESCUE PLAN



### 8.6.6 CROWD SAFETY SAFE WORK PROCEDURE

Date: 15/10/00	Department: Security		
Safe Work Instruction: Crowd and staff safety in "Mosh Pit"			
Participants: Mosh Pit Security Staff and Mosh Pit Medics			
Description of Instruction	Existing/Potential Hazards	Risk Assessment Class	Control Measures Required to Prevent Hazards
Crowd and staff safety in Mosh Pit.	<p>1. Patrons suffering Heat Exhaustion</p> <p>2. Patrons crushed against Mainstage.</p>	2	<p>1 A supply of bottled water is to be made available to patrons during the event. This water is to be distributed by both security and medics. In extreme conditions fire hoses may be used to cool the crowd. This will only be done on the instructions of the Security Director or the Production Manager. St Johns First Aid stations are to be assembled at the side of the stage to provide immediate care. The use of two stages helps to break up and cool the crowd.</p> <p>2 A Mainstage security barrier is to be erected an average of three to four metres in front of the stage. Security personnel and pit Medics are to be stationed in the "pit" area between the stage and the barrier.</p>

	<p>3. Patrons crushed against Mainstage Barrier</p>	<p>2</p>	<p>3 The barrier must include a step for security staff to utilise when performing a lift to extract patrons from in front of the barrier. Security and Medics are to monitor the crowd at all times and assist any patrons over the barrier in a safe and efficient manner.</p>
<p>4. Crowd collapse</p>		<p>2</p>	<p>4 Crowd spotters are to be positioned in Front of House' at approx 5m high to allow for an uninterrupted view of the crowd. Communications must be established with the spotter and the pit boss at all times. Upon identifying a collapse a security team is to enter the mosh pit and to provide a barrier by holding back the crowd from the collapsed patrons. The security director and a medic will enter the pit to coordinate the removal of fallen patrons and administer first aid. It is envisaged that one medic will stay in the pit whilst one works in the crowd. This will allow further medical assessment of the patients as they are removed. The Production Manager has the authority to stop the show to reduce crowd activity and allow better communications with rescue personnel. Lighting will be used at night to illuminate the area involved.</p>

	<p>5. Fall whilst crowd surfing</p> <p>6. Unconfirmed report of fall in crowd</p> <p>7. Security officer and patron falling from Barrier.</p> <p>8. Excessive noise</p>	<p>3</p> <p>3</p> <p>4</p> <p>3</p>	<p>5 Crowd spotters and pit security are to monitor crowd surfers as they fall to ensure they recover from any fall. Pit Medics are to respond to any reported fall in the Mosh Pit.</p> <p>6 Unconfirmed reports of injuries sometimes occur with patrons in the pit reporting injuries further back in the crowd. These reports cannot be ignored and must be reported to the pit boss immediately. Upon receiving a report the pit boss will assemble a security team to conduct walk through inspections of the mosh pit. These inspections will involve approx. 12 personnel who will walk independently and parallel to each other through the mosh pit from opposite sides.</p> <p>7 When the front row security officer stands up on the step to extract a patron the officer alongside or behind is to assist by supporting the officer with their hand as trained.</p> <p>8 Hearing protection will be worn by security officers at all times when working in the pit. To ensure effective communications in areas of excessive noise Supervisors and Managers will be issued with head sets or earplug speakers with bone or throat microphones.</p>
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	<p>9. Sunburn</p> <p>10. Physical exhaustion for Security personnel.</p> <p>11. Crowd surfing by patrons</p> <p>12. Security personnel exposure to blood borne disease.</p>	<p>4</p> <p>3</p> <p>3</p> <p>3</p>	<p>9 Sunscreen will be supplied for all personnel.</p> <p>10 Security personnel working in the pit will be rotated from front to back row tasks as needed to reduce fatigue. Due to the difference in the acts performing and crowd behaviour the demands on security vary throughout the day. For this reason rest periods will coincide with demand. Meals and drinks will be supplied for personnel throughout the day.</p> <p>11 Spotters placed in FOH will monitor surfers who may fall in the crowd. Surfers thrown forward by the crowd will be caught by security personnel in the pit and directed back to the crowd. Pit medics will assess patrons, assist and direct them to St Johns if needed.</p> <p>12 All security and medical personnel are to be inoculated against Hepatitis A&amp;B. Medics are to wear gloves whenever risk of infection occurs. To reduce the transmission of disease through fluid contact with eyes, safety glasses must be worn at all times. All open wounds on pit personnel must be covered.</p>
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	<p>13. Crowd collapse on wet ground.</p> <p>14. Fire in the pit.</p> <p>15. Stage shows.</p>	3	<p>13 Cooling the crowd with fire hoses and rainfall may introduce the hazard of a wet ground. To reduce the chance of patrons drowning in a crowd collapse and reduce the availability of “missiles” some form of ground cover should be introduced into the mosh pit that is raised and allows airflow underneath.</p> <p>14 At least one fire extinguisher or charged fire hose shall be placed in front of each stage for the duration. In addition one fire proof glove will be placed in the pit to assist in the removal of flares thrown into the pit or on stage.</p> <p>15 The Security Director is to be informed of the contents of the show. This includes pyrotechnics, crowd participation or any other inclusions that are more than playing music.</p>
<p>Security Director Signature: _____ Send copies to all Managers.</p>			
<p><b>Final Approval Production Manager Signature: _____ Send to OH&amp;S Co-ordinator when complete)</b></p>			



## 9 SAFE WORKING PROCEDURES (SWPs)

Section 20 of the Act states that an employer must have safe working procedures for specific work practices undertaken by employees.

These procedures must be in a written format and detail how the job is to be performed by the individual.

### 9.1 What do you need to do?

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Safe working procedures need to be developed when a hazard has been identified. A risk assessment needs to be completed and appropriate control measures implemented.

To develop a safe working procedure it is necessary to break down each task performed by the employee into sequential format (ie a step by step process from the start to the end of the task) [see example at the end of this section].

In the security industry there are a wide range of work practices that require standard working procedures.

Once the safe work procedures have been developed, all employees need to be trained in these procedures. Copies of the procedures should also be made accessible to all employees. Once the safe work procedure is implemented, the employees are expected to know, observe and comply with these procedures.

*Failure of an employee to follow these safe work procedures is a breach of Section 21 of the OHS&W Act, 1986 and can lead to prosecution.*

If a change needs to be made to the procedures, then all employees must be informed and consulted prior to the changes being made.

## 9.2 Example of Safe Working Procedure

Name of Task	Date
Written by	
Company Name	Approved by

Special Comments:

TASKS	HAZARDS	CONTROLS	PROCEDURES
Order of Occurrence	Applicable to Task	Applicable to Tasks	Identify Equipment, safety, quality and performance requirements
<i>Break the task into its basic steps</i>	<i>What are the potential hazards in this step</i>	<i>What controls need to be implemented to ensure that hazard does not occur ie eliminate, substitute, engineer, administration, PPE</i>	<i>Develop procedures that reduce the risk of that hazard occurring  Avoid terms such as "Use commonsense, be careful, take care etc".</i>

## 10 HAZARD AND INJURY MANAGEMENT

Hazard Management is what the Occupational Health, Safety and Welfare Regulations, 1995 are based on. It is the responsibility of the employer to ensure that all hazards in the workplace are identified, assessed and controlled. In this way you can improve health and safety in your workplace.

It is important that you involve all employees in the hazard management process as they are the ones who are at the 'coalface' and can bring to your attention hazards that you, as the employer, may not be aware of.

It is essential that an employer:

- identifies hazards in the workplace(s);
- assesses the risks associated with those hazards;
- implements reasonable control measures to remove or reduce the risk of an injury or illness occurring; and
- evaluates the effectiveness of the controls.

WorkCover has developed a principle called SAFE. What this stands for is:

**See** it – identify the hazard

**Assess** it – assess the risk

**Fix** it – control the risk

**Early**.

The **E** can also be used to represent **Evaluate** it.

### 10.1 Hazard Identification

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*What is a Hazard?*

A hazard is something that has the potential to cause injury or illness to a person. Hazards vary enormously throughout different workplaces, however, most risks can be controlled.

Some examples of hazards may include:

- exposure to hot or cold;
- unguarded machinery;
- hazardous substances;
- electricity;
- falls from heights;
- violence and aggression; and
- working in isolation.

There are a number of methods to identify hazards in the workplace, these include:

- hazard reporting systems;
- safety inspections;
- accident/incident reporting;
- safety auditing; and
- checking any relevant regulation, code of practice and Australian Standard for information about what is hazardous for a specific work practice.

Not all work places will use the above methods, however, a combination of hazard identification systems should effectively identify hazards and allow for some form of control mechanism to be put in place.

### **10.1.1 Hazard Reporting Systems**

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Hazard reporting is a simple method of identifying hazards in the workplace. A Hazard Report is a simple form that can be filled out by employees, supervisors or on site contractors. The form should clearly state the nature of the hazard, its location and what can be done to rectify it. The document should also state who is responsible for rectifying the problem and the date of correction. [See Appendix C for an example of a Hazard Report Form.]

### **10.1.2 Accident/Incident Reporting Systems**

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There is a legislative requirement to record all workplace incidents and accidents and also to keep records of all first aid treatment. These records can show trends and accident hot spots. See Appendix E for an example of an Incident/Accident Report Form.

### **10.1.3 Legislative Audits**

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Legislative audits should be completed at least once a year. This is a major inspection of all occupational health and safety management systems within a company. A legislative audit document is taken from the Regulations and, as a general rule, audits the relevant divisions.

### **10.1.4 Workplace Safety Inspections**

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A Safety Inspection is a basic but effective identification technique for identifying hazards in the workplace. This can be done using a proforma checklist that has been developed specifically for the workplace (see Appendix F for a on site audit checklist). Any checklists used must function as aids to stimulate questions and discussion about the safety of the work environment.

Safety inspections should be performed at least once every three months. The format of the inspection can vary from basic to complex. [See appendix B for a sample inspection document.]

The Manager/Supervisor of the area being inspected, the Health and Safety Representative (if applicable) and an employee should do the safety inspection together. The inspection should be aimed at identifying hazards that might be overlooked in the general course of day-to-day activities.

The inspection should cover the aspects of the workplace such as:

- workplace environment and design;
- systems of work;
- employee behaviour;
- management commitment to health and safety;
- the identification of unsafe conditions and working trends;
- checking of new facilities, equipment and processes; and
- adherence to applicable minimum safety standards.

*In the Security Industry a lot of the work performed by employees is on the client's premises. In these situations, it is imperative that the employer conducts an on site audit of the client's premises before a contractual agreement is entered in to. This will allow the employer to identify any potential hazards and have them addressed prior to work commencing. It is the responsibility of an occupier of a workplace (your client) to ensure that employees are safe while at work. This includes the Security Industry's employees as well. Ultimately, if the client will not address any hazards on their premises and you wish to take on the contract, then the responsibility lies on the employer to address the hazards.*

## **10.2 RISK ASSESSEMENTS**

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Once a hazard has been identified it is necessary to carry out a risk assessment. This should be done in conjunction with the employer and the Health and Safety Representative (if applicable). If there is no Health and Safety Representative then an employee or group of employees should be consulted. An assessment should be made of the risks of exposure to the hazard that may affect the health and safety of employees.

The risk is the likelihood that the hazard will cause injury, illness or disease. The risk assessment process requires you to evaluate the likelihood and consequences of the identified hazard.

When conducting a risk assessment a number of things need to be taken into consideration:

- the nature of the hazard;
- what would the effect of the hazard be on an employee?
- what is the route of exposure of the hazard?
- what is the frequency and duration of the exposure (ie for how long and how often)?

Part of the risk assessment also needs to take into account:

- how the work is organised;
- the layout of the working area;
- the working conditions of the working environment;
- the training of employees; and
- the type of control measures available.

Risk assessments should be a continual process that occur whenever there is a change to the workplace or a particular work practice and this change can affect the health, safety and welfare of employees. If new information is obtained about a hazard then a risk assessment should also be conducted.

In determining the level (or severity) of risk, a consideration of the following will be required:

- **OUTCOME** – for each hazard, ask what is the worst likely outcome from exposure to the hazard (eg fatality, major injury, minor injury or no injury)?
- **EXPOSURE** – how many people are exposed to the hazard and for how long? This needs to be considered when setting priorities for implementing controls.
- **LIKELIHOOD** – what is the likelihood of harm occurring if the person is exposed to the hazard? This could range from very likely to unlikely.

The following tables can be used to assist you in the risk assessment process. Record the risk rating for each hazard that has been identified. Address risks with a **HIGH** rating first.

**Step 1. What is the likelihood of exposure to the hazard (qualitative measure)?**

Level	Descriptor	Description
A	Very Likely	The event is expected to occur in most circumstances
B	Likely	The event will probably occur in most circumstances
C	Unlikely	The event could occur at some time
D	Highly Unlikely	The event may occur only in exceptional circumstances

**Step 2. What is the severity of a potential injury or illness (qualitative measure of consequence or impact)?**

Level	Descriptor	Description
1	Fatality	Death, huge financial loss
2	Major Injuries	Extensive injuries, loss of production capability, major financial loss
3	Minor Injuries	Injury requires some form of medical treatment by a qualified practitioner
4	Negligible Injuries	First aid treatment only and immediate return to work

Once the likelihood and consequence of a hazard have been determined, these hazards should be rated according to the seriousness of the risk posed.

A risk table can be used to translate the assessment of likelihood and consequence into levels of risk.

Hazards where the likely consequence of exposure would be fatal are the most serious (HIGH risk); those assessed as unlikely with negligible injuries are the least serious (LOW risk).

Note the risk rating for each hazard. Anything with a HIGH or MEDIUM rating is significant. These should be addressed with priority being given to the HIGH risks.

**Step 3. What is the level of risk?**

LIKELIHOOD	CONSEQUENCE			
	Fatality Injuries 1	Major Injuries 2	Minor Injuries 3	Negligible 4
A (Very Likely)	High	High	High	Medium
B (Likely)	High	High	Medium	Medium
C (Unlikely)	High	Medium	Medium	Low
D (Highly Unlikely)	Medium	Medium	Low	Low

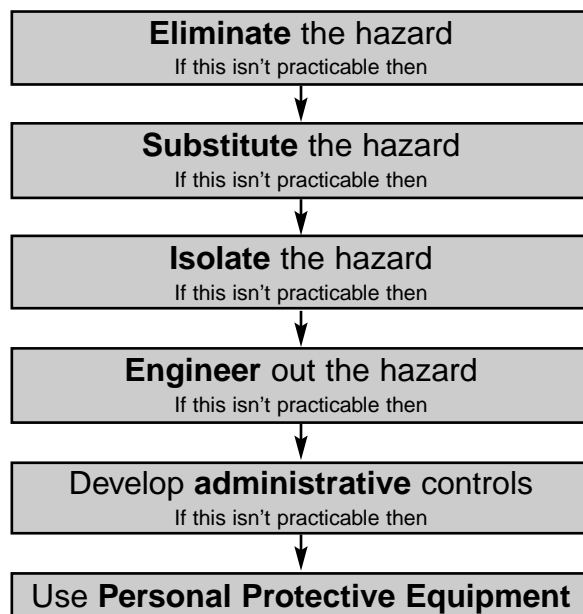
**10.3 RISK CONTROL**

Following from the risk assessment, you need to prioritise the risks by identifying the highest risk to the lowest risk and then developing and implementing the appropriate control measures to ensure that any identified hazards are removed or reduced.

It is recommended that any identified hazards be controlled at their source. That is, do not try to find ways of making the employee work safely in a hazardous environment.

There is a hierarchy of control measures that needs to be considered whenever you are trying to control risks.

The hierarchy of control is as follows:



## **Elimination**

Eliminating hazards at their source is the preferred method of controlling hazards. This may require removing the type of work practice being performed in the workplace or eliminating the particular hazard present at the workplace.

## **Substitution**

If you cannot eliminate a hazard, then the next thing to consider is substitution. Substitution requires that the identified hazard be substituted for something else that is a lot safer.

## **Engineering**

This hierarchy of control is aimed at trying to design out the risk. Some examples of this include:

- using a trolley to carry heavy coin bags

## **Administrative**

This hierarchy of control is aimed at putting systems in place to reduce hazards in the workplace. Some examples of this are:

- job/shift rotation so that employees do not get tired or develop repetitive strain;
- safe working procedures which highlight a safe system of work;
- training of employees in the hazards associated with the job and what systems are in place to prevent exposure to those hazards.

## **Personal Protective Equipment**

The last option in the hierarchy of control is personal protective equipment. This control should only be considered if there is no other suitable control from the hierarchy to implement.

This control can be used as an interim measure only when trying to identify another suitable control.

Some examples of personal protective equipment include:

- safety vests;
- hats and sunscreen; and
- hearing protection.



## **10.4 Injury Management**

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Under the Workers Rehabilitation and Compensation Act, 1986, all workers are covered for workers compensation if they suffer a work-related injury or illness.

This Act is administered by WorkCover. Depending on the security company's status, they can either have their claims managed by a Claims Agent or the company may be self-insured.

Regardless of the status, all workers have the same entitlements under the Workers Rehabilitation and Compensation Act.

It is advised that, regardless of whether or not there is lost time or medical expenses, an employee must complete the Notice of Work Related Injury form along with the employer's Accident/Incident reporting form.

## **10.5 Making a Claim for Compensation**

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If a worker sustains an injury whilst at work, they should complete the Notice of Work related Injury form. This form should be forwarded, with a Prescribed Medical Certificate, to the employer as soon as possible. A prescribed Medical Certificate is a WorkCover Corporation medical certificate that will be issued by the employee's doctor for a work-related injury.

Once the employer receives the claim for compensation, they need to complete an Employer Report Form and forward all these forms within five working days of receiving the claim to their claim agent.

## **10.6 Rehabilitation**

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The purpose of the Workers Rehabilitation and Compensation Act is to return an injured employee back to work to enable them to perform the duties that they were performing before they were injured.

Injured employees have a right under the Workers Rehabilitation and Compensation Act to continue to be employed by their employer unless the employer can demonstrate that it is not reasonably practicable to do so.

# 11 SUMMARY OF THE OHS&W ACT, 1986 AND OHS&W REGULATIONS, 1995

The following summaries will provide you with information on each section of the Act and Regulations. It is strongly advised that you consult the Act and Regulations for a more comprehensive explanation of the sections. The following information has been taken from the WorkCover Corporation Workplace Health and Safety Handbook.

## 11.1 The OHS&W Act, 1986

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### ***Sections 1-3 Title & Objectives***

The objectives of the Act are to secure the health, safety and welfare of people at work, eliminate risks at their source, protect the public from risks arising from work and various types of plant, involve employers and employees in OHS&W issues, and encourage registered associations to promote and assist the achievement of a safer working environment.

### ***Section 4 Interpretation***

This section provides definitions of key words or phrases used in the Act. Contractors and volunteers are deemed to be employees in certain circumstances (Section 4(2) and 4(3)). Penalties applicable to certain breaches are also outlined here.

### ***Section 5 Application of the Act***

The Act applies to all South Australian workplaces except for Commonwealth government agencies or workplaces covered by the Federal Vehicle Industry Award.

### ***Section 6 Non-derogation***

The provisions of the Act do not replace or lessen the provisions of any other Act or any other civil right.

### ***Section 7-13 The Occupational Health, Safety and Welfare Advisory Committee***

For more information see Act.

### ***Section 19 Duties of Employers***

An employer must ensure as far as is reasonably practicable, the health, safety and welfare of each employee whilst at work. This includes providing and maintaining a safe working environment, safe systems of work and plant and substances in a safe condition.

Employer's duties include:

- providing information, instruction, training and supervision as is reasonably necessary to ensure employee health and safety;
- monitoring employee health, safety and welfare;
- keeping information and records of work-related injuries;
- induction and supervision of new workers and existing workers to new work;
- monitoring of working conditions;
- training and informing managers and supervisors of their responsibilities in occupational health and safety; and
- ensuring that any facilities provided to employees are maintained in a safe condition.

## **Section 20 OHS Policies and Statements**

Employers must prepare and maintain health and safety policies in consultation with employees and their representatives. They must also prepare and keep up to date a written statement setting out the particularities, practices and procedures for protecting employee health and safety.

## **Section 21 Duties of Employees**

An employee must take reasonable care to protect their own health and safety and to avoid adversely affecting others. This includes using equipment provided for health and safety reasons, obeying reasonable instructions and ensuring that they are not affected by drugs or alcohol to the extent that they endanger their own and colleagues' health and safety.

## **Section 22 Duties of Self-Employed Persons**

A self-employed person must take reasonable care to protect their own health and safety and to avoid adversely affecting others.

## **Section 23 Duties of Occupiers**

Occupiers must ensure as far as is reasonably practicable, that the workplace is maintained in a safe condition and that there is a safe means of access and egress.

## **Section 23A Duties of Designers and Owners of Buildings**

A person who designs or owns a building that comprises or includes a workplace must ensure that risks to health and safety are addressed and that any prescribed requirements are met.

## **Section 24 Duties of Manufacturers, Importers and Suppliers of Plant or Substances**

These people have a duty to ensure health and safety when plant or substances are properly used and when subjected to reasonably foreseeable forms of misuse. Duties encompass testing and examination of plant and substances, and provision of adequate information to ensure safe use.

## **Section 24A Duties of Owners of Plant**

The owners of plant must ensure that the plant is maintained in a safe condition, that information is provided to users and that any prescribed requirements are complied with.

## **Section 25 Duties Applicable to All Persons**

Persons other than an employer, employee or occupier of a workplace must not misuse or damage anything provided to protect health and safety, or place at risk the health or safety of another person at work.

## **Section 26-30 Health and Safety Representatives**

A group of employees may elect a Health and Safety Representative to represent a work group. The members of the work group are also entitled to elect a Deputy Health and Safety Representative who performs the functions of their Representative in their absence. The term of office for the Representative is three years.

### **Section 31 Health and Safety Committees**

An employer must establish a committee if requested to do so by a Health and Safety Representative or at least five employees. The membership of the committee is determined by agreement between the employer, the Health and Safety Representative and any interested employees. Health and Safety representatives should be encouraged to be a member of the committee and at least half of the committee's members must be employees. The Regulations make various provisions in relation to the operation of committees.

### **Section 32 Function of Health and Safety Representatives**

This section provides for Health and Safety Representatives to perform certain functions in relation to their work group.

### **Section 33 Functions of the Health and Safety Committee**

This section establishes the function of the Health and Safety Committee.

### **Section 34 Responsibilities of Employers**

An employer must consult Health and Safety Representatives and committees in relation to OHS policies, practices and procedures and about any changes to the workplace that may affect health and safety. Employers also have certain responsibilities to Health and Safety Representatives.

### **Section 35-37 Resolution of OHS Issues**

When a Health and Safety Representative believes that a section of the Act is being breached, the Representative may follow a procedure to have the issues resolved. This procedure includes consultation with the employer and involvement of the Health and Safety Committee (if there is one). If the issue cannot be resolved at this level then a default notice may be issued by the Health and Safety Representative. Once a default notice is written, the breach must be rectified. An employer can challenge the notice by requesting an OHS Inspector from Workplace Services to arbitrate on the matter. Alternatively, if the breach is not rectified by the timeframe indicated on the notice, the Health and Safety Representative may request an OHS Inspector to arbitrate on the matter.

In a situation where a Health and Safety Representative considers that there is an immediate risk to health or safety of an employee, the Health and Safety Representative may cease that work until adequate measures are taken to protect the health and safety of the employees. This procedure also involves consultation with the employer and the committee (if appropriate). In this case, either the employer or Health and Safety Representative may request an OHS Inspector to attend the workplace to resolve the issue.

### **Section 38 Inspections**

Inspectors are appointed under the Act and are given certain powers which include rights to enter and inspect workplaces, examine records and documents, take photographs, measurements and other records and require persons to answer questions.

### **Section 39 Improvement and Prohibition Notices**

When an Inspector considers that a person is breaching a section of the Act, or may repeat a contravention, the Inspector may issue an Improvement Notice requesting that the breach be rectified within a certain timeframe (as indicated by the Inspector). If the Inspector considers that there is an immediate threat to health and safety, the Inspector may issue a Prohibition Notice which prevents the particular activity being undertaken until the Inspector is satisfied that adequate measures have been taken to avert, eliminate or minimise the risk. The person to whom the notices have been issued must display them at the workplace. An employee whose work is affected, an employer or a Health and Safety Representative may apply to the President of the Industrial Court to have a notice reviewed. An employee whose work is suspended due to an improvement or a prohibition notice is entitled to be paid.

### **Section 46-50 Review Committees**

The President of the Industrial Court must establish a review committee to consider particular OHS matters referred to the President under the Act. This section establishes the procedures for a review committee.

### **Section 51-52 Immunity and Authority of Inspectors**

Inspectors cannot be held personally liable for actions undertaken in good faith. In performing their functions, they must produce on request a certificate of identification.

### **Section 53 Delegation**

The Minister for Government Enterprises, The CEO of WorkCover or the Director of Workplace Services may delegate any of their powers or functions under the WorkCover Corporation Act.

### **Section 54 Power to Require Information**

This section allows workplace health and safety information to be sought by specific people, when it is reasonably required for the administration, operation or enforcement of the Act.

### **Section 55 Confidentiality**

Persons who obtain information in the course of carrying out functions related to the administration, operation, or enforcement of the Act are prevented from disclosing commercial or personal information of a confidential nature, except in special circumstances established in Section 55.

### **Section 56 Discrimination against Workers**

Health and Safety Representatives who assist an Inspector or make a complaint in relation to an OHS matter are protected against dismissal, threat, intimidation or coercion by an employer. It is an offence for an employer to do these things and an employee affected may be re-instated or re-employed in the event of dismissal or paid compensation.

### **Section 57 Assignment of Workers during Cessation of Work**

Employees may be assigned to suitable alternative work, where work has been suspended as a result of a direction that work cease, or a default, improvement or prohibition notice.

### **Section 58-60A Offences**

A person who fails to comply with a provision of the Act is guilty of an offence. Penalties are set according to different divisions. The penalty amount for each division of fine is established in section 4 of the Act.

**Section 59** provides for an aggravated offence where a person breaches their duty of care, knowing that the breach was likely to seriously endanger another, or being recklessly indifferent to whether another person was endangered. The penalty for an aggravated offence is double the penalty that would otherwise apply for that duty, or imprisonment of up to five (5) years, or both.

Additional penalties also apply for continuing or repeated offences. The Act provides for expiation or “on the spot” fines to be issued by inspectors in relation to matters prescribed by regulation. No expiation matters have yet been prescribed.

### **Section 61-62**

Each body corporate must appoint a Responsible Officer who must take reasonable steps to ensure compliance with the Act. Section 61 establishes the type of person who may be appointed as a Responsible Officer. In the public sector the chief executive officer of each administrative unit must appoint a person to be responsible for implementing the Act.

### **Section 63-63A**

The Minister may approve a code of practice, on the recommendation of the OHSW Advisory Committee. Notice of an approved code of practice is given in the Gazette. Every approved code of practice must be laid before both Houses of Parliament and may be disallowed by either House, by a resolution passed within fourteen (14) days of the code being laid before the House.

Approved codes of practice may be used as evidence in a prosecution. A person who has not complied with an approved code will be taken to have failed to exercise the required standard of care, unless they can prove otherwise.

### **Section 64 Evidentiary Provision**

This section establishes certain rules of evidence for prosecutions under the Act.

### **Section 65 Annual Report**

The OHSW Advisory Committee must prepare a report of its work each year, to be laid before each House of Parliament.

### **Section 66 Modification of Regulations**

An occupier or employer may apply to the Director of DAIS for the regulations to be modified, as they apply to the particular employer or occupier. Parties affected may apply to the President of the Industrial Court for a review if they are dissatisfied with the granting of a modification.

### **Section 67 Exemption from the Act**

An employer of another person may apply to the Minister for exemption from all or any provision of the Act. The Minister must consult the OHSW Advisory Committee on such a request.

### **Section 67A Registration of Employers**

A person required to be registered under the *Workers Rehabilitation and Compensation Act, 1986* must also register under the *Occupational Health, Safety and Welfare Act, 1986*. This fee is collected with the WorkCover levy. This section establishes the basis for setting the fee.

### **Section 68-69 Regulations**

Regulations may be made on any matters that are specified in Schedule 1 to the Act and additional registration and licensing matters set down in section 69. Regulations may incorporate or reference codes or other documents. The Minister must consult the OHS&W Advisory Committee before making any regulation.

### **Section 70 Repeal**

The former *Industrial Safety, Health and Welfare Act, 1972* was repealed by the Act.

### **Section 71 Amendment of Certain Acts**

The *Industrial Conciliation and Arbitration Act, 1972* and the *Mines and Works Inspection Act, 1920* were amended as indicated in Part 1 and Part 2 of Schedule 3 respectively.

## **11.2 The OHS&W Regulations**

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The OHS&W Regulations were revised in 1999, and presented in a manual or folder format. The manual includes:

- all the OHS&W Regulations, including recent amendments;
- a new How to Use section;
- dividers with explanation of each section;
- updated Information Sheets; and
- upgraded index.

### **PART 1 – Preliminary**

Provides all general information and requirements that you will need to apply in using the rest of the Regulations.

It covers:

- Definitions:  
All words in bold in the Regulations have specific (defined) meanings.
- General responsibilities:  
A summary of everyone's responsibilities.
- General principles:  
An overview of the steps for implementing the Regulations.



## **PART 2 – General Workplace**

Sets out the general requirements that apply to all workplaces. Each of the Regulations under this section relate to a particular hazard or to the provision of access to facilities for the welfare of employees (eg toilets, first aid kits etc.)

Part 2 explains the things you must do to make any workplace safe and the facilities you have to provide for employees. These Regulations cover:

- Access and egress
- Amenities
- Buildings and precincts
- Confined spaces
- Electrical
- Emergencies
- Fire prevention
- Lighting
- Manual handling
- Noise
- Health and first aid
- Personal protection
- Prevention of falls
- Remote or isolated work
- Storage
- Traffic control
- Ventilation
- Workplace cleanliness and hygiene.

## **PART 3 – Plant**

Based on the National Standard for Plant, it consists of specific requirements for plant including registration of some hazardous plant.

Part 3 explains the specific requirements for plant, for example:

- Specific duties of:
  - Designers
  - Manufacturers
  - Importers
  - Suppliers
  - Erectors or installers
  - Employers
  - Employers duties for risk control
  - Owners
  - Self-employed persons
- Hazard identification, risk assessment and risk control
- Registration of plant design and plant items.



## **PART 4 – Hazardous Substances**

Sets out the general requirement to minimise risks to health, due to exposure to hazardous substances in the workplace.

Part 4 explains that the national standards for hazardous substances and for asbestos, lead and synthetic mineral fibres apply in South Australia and covers:

- general requirements and duties of suppliers and employers;
- specific requirements for asbestos;
- specific requirements for lead; and
- specific requirements for synthetic mineral fibres.

## **PART 5 – Hazardous Work**

Consists of specific requirements for certain types of hazardous work. The divisions in this section must be applied in addition to the more general requirements of divisions 2,3 and 4.

Part 5 explains the specific requirements for certain types of hazardous work. You must apply these regulations, in addition to the more general requirements of parts 2-4.

## **PART 6 – Administration**

Provides detailed information for employers on the administrative aspects of health and safety management.

Part 6 explains the administrative requirements for all workplaces in relation to:

- Health and Safety Representatives;
- Health and Safety Committees;
- confidentiality of health records;
- competency requirements and registration of assessors;
- notification of start of certain work;
- notification of certain occurrences;
- registration of employers; and
- miscellaneous provisions.

**APPENDIX A**

**COMPANY NAME**

**OCCUPATIONAL HEALTH, SAFETY AND WELFARE POLICY**

At \_\_\_\_\_ the health, safety and welfare of all employees and visitors is of equal importance to all other operational considerations. The employer, supervisors and employees work together to ensure that the business is a safe workplace.

**The employer is responsible for:**

- *ensuring that compliance with occupational health, safety and welfare legal requirements*
- *reasonable steps are taken to provide a safe and healthy workplace and, in particular, safe systems of work*
- *ensuring that consultation is actively promoted in the workplace*
- *ensuring that all policies and safe work procedures are annually reviewed*

**Supervisor (Team Leader) is responsible for:**

- *day to day management of health and safety issues*
- *ensuring that all employees receive information, instruction, training and supervision*
- *ensuring that employees receive training prior to commencing new tasks or when using new equipment*
- *supervising employees to ensure that employees under their control are safe from injury and risks to their health*

**Employees are responsible for:**

- *following reasonable instructions and using equipment provided by the employer to protect their health and safety and that of their colleagues while at work*
- *identifying and reporting any workplace incidents or hazards to their supervisor*
- *being involved in resolution of occupational health and safety issues*
- *protecting their health and safety and that of others by not working while under the influence of alcohol and other drugs*
- *not interfering with, or removing any safety guards, safety devices or protective equipment provided by the employer.*

**We expect contractors and visitors to:**

- *minimise the risk of incidents and accidents within \_\_\_\_\_ by ensuring that all contractors and visitors adhere to the relevant Acts and Regulations, Codes of Practice, Australian Standards and \_\_\_\_\_ Policies and Procedures*
- *protect their own health and safety at work*
- *read, understand and agree to the 'Procedures for Contractors on Worksites' as a condition of contract*

**Responsible Officer**

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Signature)

**Staff Representative**

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Signature)

**Policy Review Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_



**APPENDIX C**

**COMPANY NAME**

**HAZARD REPORT FORM**

**This form is to be completed when reporting any deficiencies in equipment, working Conditions, procedures or training, that could lead to an incident resulting in an Employee sustaining an injury or a disease or causing damage to property.**

**Employee to complete**

*If you require more space for any of the Questions, please attach a separate sheet.*

Your surname

Given name

Your telephone No

Unit/Division

Location of hazard

Description of hazard

What do you think caused this hazard?

What action do you believe could be taken to rectify the hazard?

Your signature

**Supervisor to complete**

Your surname

Given name

Your telephone No

Preventive action proposed or taken:

Tick one or more boxes as appropriate

	Proposed	Taken
Change to induction training	<input type="checkbox"/>	<input type="checkbox"/>
Change to ongoing training	<input type="checkbox"/>	<input type="checkbox"/>
Equipment/machinery modifications	<input type="checkbox"/>	<input type="checkbox"/>
Equipment/machinery maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Change to work procedures	<input type="checkbox"/>	<input type="checkbox"/>
Change to work environment	<input type="checkbox"/>	<input type="checkbox"/>
Other job redesign	<input type="checkbox"/>	<input type="checkbox"/>
Other preventive action (state)	<input type="checkbox"/>	<input type="checkbox"/>

Use the comment box below to provide any further information to support check list

OHS&W Representative's comments

Signature: \_\_\_\_\_ Date / /

Manager's comments

Signature: \_\_\_\_\_ Date / /

**Please forward a copy of this report to the OHS&W Manager as soon as completed**

**APPENDIX C**

\_\_\_\_\_  
**COMPANY NAME**

\_\_\_\_\_  
**HAZARD REPORT FORM**

**To be completed by OHS&W Manager  
or equivalent**

1. Reference No. 

--

  
2. Date received: 

	/		/	
--	---	--	---	--

3. Has the hazard been fully investigated and the appropriate action taken?  
 Yes  
 No

4. Is this hazard likely to occur in other areas?  
 Yes  
 No

5. What follow-up, if any, is required and by whom?  


6. Notifiable dangerous occurrences have been reported to Workplace Services?  
 Yes  
 N/A

7. Has the employee who reported the hazard been informed of action taken?  
 Yes  
 No

8. Action completed 

Date: / /
-----------

Signature:  

--



**APPENDIX E**

**COMPANY NAME**

**INCIDENT REPORT FORM**

Incident No ↓

**PERSON MAKING REPORT TO COMPLETE THIS PART**

**Injured Person Details**

Surname:

Given Names:

Unit: ↓

Occupation: ↓

Date of Birth: ↓  Sex: ↓

Male  Female

Contact Telephone Numbers: ↓

Work:  Home:

Preferred language: ↓

Interpreter needed: ↓

No  Yes

**Employment Details**

Full – time  Part – time

Full – time  Part – time  Temp

Contractor  Trainee  Volunteer

Other \_\_\_\_\_

If a contractor or employed by contractor ↓

Contractor's Name:

Contractor's Tel:

Portion of day worked: ↓

25%or<  51-75%

26-50%  76-100%

=====

**Incident Details**

1. Where did the incident happen? ↓

2. Date: ↓  Time: ↓

3. Does incident involve an injury, illness or near miss? ↓

Near miss, **go to question 8**

Injury/Illness, go to next question

4. Treatment details ↓

First Aid

Own doctor

Hospital

Not required

Other \_\_\_\_\_

5. Is this a recurrence of previous injury or illness? ↓

Yes  No  Unknown

6. Witness name(s) & contact phone: ↓

7. Time lost from work: ↓

Yes  No  Unknown

=====

8. Describe how the incident occurred.  
Be accurate and factual.

- What started the sequence of events
- The sequence events
- What finally happened

↓

9. Give details of any particular equipment, chemical, product or process involved and any protective clothing being used: ↓

## INCIDENT REPORT FORM

### PERSON MAKING REPORT TO COMPLETE THIS PART

11.

Nature/Type of Injury Choose one or more as required	Record part or parts of body affected
<input checked="" type="checkbox"/>	
<input type="checkbox"/> Bruise or crushing	
<input type="checkbox"/> Burn or Scald	
<input type="checkbox"/> Exposure Infectious Disease	
<input type="checkbox"/> Exposure to blood/body fluid, gas, chemical other	
<input type="checkbox"/> Foreign body	
<input type="checkbox"/> Fracture or dislocation	
<input type="checkbox"/> Laceration or open wound	
<input type="checkbox"/> Sprain or Strain	
<input type="checkbox"/> Skin disorder	
<input type="checkbox"/> Other	

12.

#### Mechanism of Injury

Tick as many boxes as required	<input checked="" type="checkbox"/>
<input type="checkbox"/> Falls, trips and slips of a person	
<input type="checkbox"/> Hitting objects with part of body	
<input type="checkbox"/> Being hit by moving objects	
<input type="checkbox"/> Sound and pressure	
<input type="checkbox"/> Body Stressing (manual handling)	
<input type="checkbox"/> Heat radiation and electricity	
<input type="checkbox"/> Chemicals and other substances	
<input type="checkbox"/> Biological factors	
<input type="checkbox"/> Mental stress	
<input type="checkbox"/> Other or unspecified mechanisms	

13. Name of person completing this form: ↓

14. Date: ↓

15. Signature: ↓

#### Manager/Supervisor to complete this part

16. After reviewing this accident was/is any action required? ↓

<input type="checkbox"/> No, go to 19 <input checked="" type="checkbox"/> Yes, go to 17
--

17. PREVENTATIVE ACTION

Are there any changes required to:

Equipment  Yes  No

Work environment  Yes  No

Work policy/procedures  Yes  No

Explain the proposed changes: ↓


18. Health and Safety Representative Name: ↓

Date: / / Signature:

19. Manager's Name: ↓

Date: / / Signature:

Date forwarded to OHS Manager



**APPENDIX F**

**AUDIT OF CLIENT’S SITE**

- Rating Code**
- (1) Yes
  - (2) No
  - (3) Needs addressing prior to work commencing
  - (4) Not applicable

**Client’s Location** \_\_\_\_\_

**Date of Assessment** \_\_\_\_\_

**Assessed by** \_\_\_\_\_

**1.**

<b>HAZARD</b>	<b>RATING CODE</b>	<b>ACTION REQUIRED</b>
Are there any traffic hazards?		
Are there any machinery hazards?		
Can employees be exposed to any chemicals?		
Are there any electrical hazards?		
Are there any excavations that are not properly banded?		
Is the employee required to work at heights?		
Are there any manual handling hazards?		
Are employees at risk of sun/rain/heat or cold exposure?		
Is the worksite’s housekeeping adequate?		
Is there exposure to violent or abusive clients?		

HAZARD CODE	RATING	ACTION REQUIRED
Are employees required to work in confined spaces?		
Is there potential for exposure to biological hazards?		
Are employees at risk of exposure to radiation/laser hazards?		
Is lighting adequate?		
Are employees at risk of excessive noise levels?		
Are there procedures for emergency evacuation?		
Does employee have emergency communication?		
Does the employee have access to first aid facilities?		
Does the employee have access to toilets?		
Does the employee have access to drinking water?		

**2. Corrective Action to be Undertaken Prior to Contract Work Commencing at the Site**

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**3. List what training needs to be provided to employees before work is commenced at this site.**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_

Assessment completed by: \_\_\_\_\_

Signature: \_\_\_\_\_

**APPENDIX G**

Return to:  
 Workplace Services  
 GPO Box 465  
 ADELAIDE SA 5001



**Department for Administrative  
 and Information Services**  
 Workplace Services

**NOTIFICATION OF DANGEROUS OCCURRENCES**  
**OCCUPATIONAL HEALTH, SAFETY AND WELFARE ACT, 1986**

If a notifiable dangerous occurrence occurs at a workplace, (see over for definitions of a dangerous occurrence) that person in charge of the workplace must give notice of the occurrence as follows:

1. The person must give preliminary notice of the occurrence by contacting Workplace Services by telephone or facsimile.
2. Complete the form and send to Workplace Services within 24 hours after the Dangerous Occurrence.

To the Director

Name and Business Address of Persons Giving the Notice	
Date of Occurrence: ...../...../.....	Time: ..... AM/PM
Address of Dangerous Occurrence	
Apparent Cause of Dangerous Occurrence	
Nature and Extent of any Damage Caused	
Work (if any) being carried out at time of Dangerous Occurrence	
Person Completing Report (please use block letters)	
Name ..... Phone Number .....	
(Title/Position)	
Date ...../...../.....	

**NB: If Dangerous Occurrence caused a work-related injury, notification of the work related injury is required by phone or fax as soon as practicable after the occurrence of the injury.**

**FOR DEPARTMENT USE ONLY**

Team/Office	Attn:	Report NFA	Inspector	Manager	Date

For the purposes of this Division, a notifiable dangerous occurrence means an incident or event that is attributable to any of the following:

- I. the collapse, overturning or failure of the load-bearing part of a scaffolding, lift, crane, hoist or mine-winding equipment;
- II. damage to, or malfunction of, other major plant;
- III. the unintended collapse or failure of an excavation that is more than 1.5 m deep, or of any shoring;
- IV. the unintended collapse or partial collapse -  
(A) of a building or structure under construction, reconstruction, alteration, repair or  
or  
(B) the floor, wall or ceiling of a building being used as a workplace;
- V. an uncontrolled explosion, fire or escape of any gas, hazardous substance or steam;
- VI. the unintended ignition or explosion of an explosive;
- VII. an electrical short circuit, malfunction or explosion;
- VIII. an unintended event involving a flood of water, rockburst, rock fall, or any collapse of ground;
- IX. an incident where breathing apparatus intended to permit the user to breathe independently of the surrounding atmosphere malfunctions in such a way that the wearer is deprived of breathing air or exposed to an atmospheric contaminant to an extent that may endanger health;
- X. any other unintended or uncontrolled incident or event arising from operations carried on at a workplace.