

BELGRAVIA LEISURE



UNDERWATER SPORTS USER GROUP AGREEMENT

This Agreement is between Belgravia Health & Leisure Group Pty Ltd, ABN 18118940063 ("Belgravia Leisure") and _____, ABN _____

("User Group") for the hire and use of Belgravia Leisure's _____ aquatic facilities ("Site") for the purpose of the User Group members undertaking underwater sports as indicated below. Belgravia Leisure, to the best of its ability, will provide a venue that is fit for use and has risk and hazard processes in place for the usual activities that take place on site. The User Group acknowledges that the underwater sports activities it carries out in Belgravia Leisure's site are beyond the expertise of Belgravia Leisure and the User Group agrees to assume responsibility for the risks associated with its players undertaking the sport(s) in Belgravia Leisure's site as indicated in the Conditions of Use below.

Belgravia Leisure is not able to assist with the organisation of the underwater activity indicated below nor is it able to facilitate the promotion or advertising of the underwater activity being undertaken at its site.

It is the responsibility of the User Group to ensure they adhere to Belgravia Leisure's policies, procedures and safety standards which the User Group acknowledges that they have received and also to the rules, regulations and safety standards of the User Group when engaging in underwater activities at Belgravia Leisure aquatic facilities.

The User Group declares that it will undertake the following underwater sports activities in the site that will form part of this agreement (tick relevant sport(s)).

- | | | |
|--|---|--|
| <input type="checkbox"/> Underwater Hockey | <input type="checkbox"/> Underwater Rugby | <input type="checkbox"/> Underwater Football |
| <input type="checkbox"/> Synchronised Swimming | <input type="checkbox"/> Snorkelling | <input type="checkbox"/> Scuba |
| <input type="checkbox"/> Other _____ | | |

CONDITIONS OF USE

It is a requirement that all User groups of Belgravia Leisure sites ensure that:

1. AVAILABILITY

Underwater sports / activities may only be undertaken during the official opening hours of the site. User Groups are required to familiarise themselves with opening hours as players will not be permitted to play outside these opening hours.

2. INSURANCE

The User Group has a current public liability insurance policy for a minimum of \$10,000,000. A copy of the Certificate of Currency noting Belgravia Leisure as an insured party must be provided to Belgravia Leisure. Belgravia Leisure may be able to assist the User Group obtain a suitable policy.

3. OBSERVE RULES AND REGULATIONS

The User Group follows the approved Underwater Sports' rules and regulations. All players competing and training in the Belgravia Leisure site must be made aware by the User Group of the rules and regulations that apply to the underwater activity being undertaken.

4. TRAINING OF PLAYERS

The User Group must ensure that players have undertaken appropriate training to participate and compete in the sport. This includes, but is not limited to, having players undertake swim tests to gauge their ability to participate and to have been educated on the risks of shallow water blackout.

5. RISK MANAGEMENT

(a) The User Group acknowledges that it understands the risks associated with the activities that have been organised, condoned and conducted under its auspices. The User Group, in consultation with Belgravia Leisure site management, will develop a site specific risk assessment and emergency management plan for the underwater sport being undertaken.

(b) The User Group, understanding of the risks attached to the activities they undertake, have sole responsibility to mitigate any risk that may be attached to the age and physical condition of a player undertaking an underwater activity. The User Group will be responsible for ensuring that players are of an age and physical condition that is appropriate to the physical activity they are undertaking in an underwater environment.

6. ON-SITE INDUCTION

All User Groups and its players, coaches and instructors must attend, on an annual basis, a site specific induction session organised by Belgravia Leisure which will provide critical information regarding the facility to inform about safety risks, site specific safety procedures and other protocols.

7. PROVISION OF QUALIFIED LIFEGUARD

The User Group must provide a qualified Lifeguard person at all times to lifeguard the underwater activities or sports being undertaken. Belgravia Leisure is able to provide a Lifeguard at a fee which can be provided to the User Group upon request.

8. CONSENT TO MEDICAL TREATMENT

The User Group consents to receiving any medical treatment at its cost that Belgravia Leisure considers necessary or desirable during or after you have participated in an underwater activity. Medical treatment includes calling for Emergency Services assistance as deemed necessary.

9. QUALIFIED OFFICIALS

The User Group must ensure that all coaches, referees and umpires are appropriately qualified and certified.

10. PERSONAL PROTECTIVE EQUIPMENT

The User Group must ensure that players wear appropriate protective equipment at all times. All protective equipment must be properly fitted and comply with relevant standards.

11. NOT UNDER THE INFLUENCE OF ALCOHOL OR DRUGS

The User Group must ensure that their players are not under the influence of alcohol or drugs while on site. Belgravia Leisure reserves the right to not permit entry or eject any player if it reasonably believes that the player is under the influence of alcohol or drugs.

12. LIST OF PLAYERS

The User Group must provide Belgravia Leisure with a list containing the names of all players and reserve or substitute players in the underwater activity and acknowledgement that they are aware of the risks of the activity and consequently releasing Belgravia Leisure from any liability in relation to the underwater activity, before entering the site. The list should also include the name and signature of the person responsible for the User Group event. People not on the list but seeking to enter the site to participate in the underwater activity will not be allowed entry.

13. AMENDMENT

This document cannot be amended. If you do amend this document the User Group will not be permitted to participate in any underwater activity.

14. RELEASE AND INDEMNITY

In consideration of Belgravia Leisure permitting the User Group to participate in underwater activities and granting User Group players entry to the site User Group:

- (a) Releases and forever discharges Belgravia Leisure from all Claims that the User Group or one of its players may have or may have had but for this release arising from or in connection with User Group players participating in the underwater activities; and
- (b) Indemnify and hold harmless Belgravia Leisure to the extent permitted by law in respect of any Claim by the User Group or any person arising as a result of or in connection with the User Group and its player's participation in underwater activities.

In this clause 14 "Claims" means and indicates any action, suit, proceeding, claim, demand, damage, penalty, cost or expense however arising, including but not limited to negligence, but does not include a claim in respect of any action made by any person entitled to make a claim under a relevant insurance policy.

Please read this document carefully. It limits the legal rights of any person who is injured in any way during Underwater Sport. By signing this Agreement, you acknowledge that it is a legally binding Agreement and that you have read the Agreement and agree to its terms. Belgravia Leisure does not accept any responsibility for incidents or injuries arising out of activities which are not conducted under its auspices.

ACCEPTANCE OF AGREEMENT (INCLUDING CONDITIONS OF USE):

Belgravia Leisure requires the acknowledgement of the User Group's nominee as verification that the contents of this User Group Agreement have been read and understood and that all of the conditions of use have been met. It is the responsibility of the person signing below to ensure that the information is relayed to the User Group and, in turn, coaches or other officials as required.

Name: _____ Position: _____

User Group Name: _____

Signature: _____ Date: _____

SHRE SF 06 Risk Assessment Form – Underwater Hockey

Please put all of your Risk Assessments into your center's internal Risk Register

| | | | |
|-------------------------------|---|--------------------------------------|--------------|
| Task / Item / Program: | Underwater Hockey | Person Conducting Assessment: | Please enter |
| Business Unit: | Belgravia Leisure Please enter facility | In Consultation With: | Please enter |
| Date of Assessment: | Please enter | Review Date: | Please enter |

Note: This Risk Assessment (RA) highlights general Underwater Hockey risks only. Sites are to amend this RA and complete all sections to suit their specific Underwater Hockey risks.

- Sites are to consult with Underwater Hockey Associations and User Groups in undertaking this RA.



Context/Picture:

| DESCRIPTION OF RISK | POTENTIAL HAZARDS, ISSUES & CONSEQUENCES (What could happen?) | CURRENT CONTROL MEASURES (What is being done to minimise occurrence or impact?) | RISK RATING (see Risk Matrix below) | CONTROL LEVEL (Highest possible, see wording below) | PROPOSED CONTROL MEASURES (What could be done to further mitigate the risk?) | RESIDUAL RISK RATING (If proposed controls implemented) | PERSON RESPONSIBLE | DUE DATE |
|---------------------|--|--|--|--|---|--|--------------------|----------|
| | | | | | | | | |
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CONTROL LEVEL: 1st Elimination 2nd Substitution 3rd Isolation 4th Engineer 5th Administration 6th Personal Protective Equipment

RISK MATRIX:

| Likelihood | Consequences/Impact | | | | |
|--|--|--|--|--|---|
| | Insignificant | Minor | Moderate | Major | Catastrophic |
| | <ul style="list-style-type: none"> Financial loss less than \$1,000 No injury Minor property damage less than \$1,000 | <ul style="list-style-type: none"> Financial loss \$1,000 - \$5,000 Minor injury – first aid treatment Minor property or environmental damage Partial business interruption to a centre's operations | <ul style="list-style-type: none"> Financial loss \$5,000 - \$10,000 Major injury – medical attention Moderate property or environmental damage Public Relations, reputation or image damage Full or significant business interruption to a centre's operations | <ul style="list-style-type: none"> Financial loss \$10,000 - \$80,000 Major injury – serious injury Major property or environmental damage Major Public Relations, reputation or image damage Partial Company business interruption | <ul style="list-style-type: none"> Financial loss > \$80,000 Serious notifiable work cover incident Possible fatality or multiple injuries Toxic release into environment Catastrophic Public Relations, reputation or image damage Full Company business interruption |
| A - Almost certain or has happened (more than once a week) | M | H | E | E | E |
| B - Likely (once a month) | M | M | H | E | E |
| C - Possible (once a year) | L | M | H | E | E |
| D - Unlikely (once every 5 years) | L | L | M | H | H |
| E - Rare (once every 25 years) | L | L | M | H | H |

| Risk Level | Timing and Action | Notification |
|------------|---|---|
| E | Immediate action & report notification | Executive Group |
| H | Within 1 week & immediate report notification | Executive Group & Operations Management Group |
| M | As soon as possible but within 1 month | Operations Management Group |
| L | When time & resources allow – incorporate into B/plan | Centre/Club Managers Group |

WHS PROCEDURE

WHS Policy

1.0 **PURPOSE**

The purpose of this policy is to ensure the safety of all employees. All staff engaged in tasks that require the use of Personal Protective Equipment (PPE) must do so every time they do these tasks.

2.0 **SCOPE**

This procedure is applicable to all persons on-site and off-site within Belgravia Health and Leisure Group, including contractors and visitors.

3.0 **REFERENCES**

| | | |
|---|---|--------------|
| Work Health and Safety Act 2011 | - | NSW, QLD, NT |
| Work Health and Safety Regulations 2011 | - | NSW, QLD, NT |
| OHS Act 2004 | - | VIC |
| OHS Regulations 2007 | - | VIC |
| Workplace Health & Safety Act 1995 | - | TAS |
| Workplace Health & Safety Reg. 1998 | - | TAS |
| Occ. Health, Safety Welfare Act 1986 | - | SA |
| Occ. Health, Safety Welfare Reg 2010 | - | SA |
| OHS Act 1984 | - | WA |
| OHS Reg 1996 | - | WA |
| OHS-1.24 – OHS Records Management | | |

4.0 **DEFINITIONS**

PCBU – Person Conducting a Business Undertaking - This can be an employer/owner, a Senior Manager and/or a Director of a company. (Self employed contractors may also be classified as PCBU). It relates to who has control of the work being carried out and they must ensure it is carried out in a safe manner and without risk to an employee (see definition below).

Employee – Worker – A “worker” includes employees, a contractor or subcontractor, an employee of a contractor or subcontractor, an employee of a labour hire company, an outworker, an apprentice or trainee, a student gaining work experience and volunteers.

WHS PROCEDURE

5.0 **PROCEDURE**

5.1 **Commitment**

The Company recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment extends to ensuring our business operations do not place the community or environment at risk of harm.

5.2 **Objectives**

The Company aims to achieve its commitment by providing and maintaining:

- A safe and healthy workplace with safe plant and equipment.
- Written procedures and instruction to ensure safe systems of work are implemented.
- Safe use, handling, storage and transport of substances including hazardous chemicals.
- Information, instruction, training and supervision to employees, contractors and customers.
- Mechanisms to ensure no detriment to employee's psychological and physical health at work.
- effective reporting, recording and investigation of incidents and
- Consultation with employees or their representatives on safety, health, risk and environmental issues.

Safety, health, risk and environmental management policies and procedures are to be integrated into the Company's management system and the Centre/Club's operating procedures and practices.

5.3 **Management Responsibilities**

Whilst the Company has the overall responsibility to provide a safe workplace, safe management systems and environmentally friendly operational systems, each Manager will be held accountable in their area of responsibility for:

- Implementing the WHS, risk and environmental policies and procedure.
- providing and maintaining the workplace in a safe condition and
- Ensuring that resources and training are allocated to meet this commitment.

WHS PROCEDURE

5.4 Employee Responsibilities

Whilst at work employees have a responsibility to:

- Take reasonable care for their own health and safety and the health and safety of others who may be affected by their acts or omissions.
- Comply with the Company policies and procedures for safety, health, risk and environmental management.

5.5 Review

This policy will be reviewed annually and revised as required.

5.6 Communication

A copy of this policy will be posted in each workplace and provided to employees as part of their induction and training.

5.7 All records applicable to this management procedure shall be retained in accordance with WHS-1.24 Records Management procedure.

6.0 DOCUMENTATION

Nil

Roles and Responsibilities

Quality Manual 1.02

Policy

To ensure that all areas of the business adopt the Company's Quality Management System, the following responsibilities are assigned for the company.

1 Executive Group - Responsibilities;

Chief Executive Officers, General Manager Corporate Services and Chief Financial Officer

- Formally approve the System, Policies and procedures
- Review overall organisational Management performance
- Review conformance and performance of operations and Centre/Club Managers
- Ensure the dissemination of information relevant to the level of management and responsibility for employees throughout the organisation
- Ensure the company meets statutory and legislative requirements
- Ensure the Operations Group implement the quality management system and initiate actions to continuously improve the system.
- Continually monitor and review the performance of the quality management system taking into account feedback from the operations Group and the Centre/Club Managers and staff working groups.

2 Operations Group – Roles and Responsibilities;

Leisure Operations Managers, CHM Operations Manager, Genesis Regional Business Managers, OHS Manager and Management Accountants

- The operations group responsible for the overall quality, financial, contract and legislative compliance of the group of Centres/Clubs in their areas of responsibility.
- Monitor quality management performance in the centres under their management
- Regularly monitor compliance by Centre/Club Managers through proper professional management techniques and as part of regular formal QMS Audits
- Ensure Centre/Club Managers are inducted and receive training to enable them to meet the requirements of the Policies and procedures

Roles and Responsibilities

Quality Manual 1.02

- 3 Centre/Club Management Group – Roles and Responsibilities;
Centre Managers, Club Managers, Assistant Managers, Co-ordinators and Supervisors**
- The Centre/Club Managers are responsible for the implementation of the Company quality management systems at their Centre/Club, the tailoring/enhancement of these systems to the local Centre/Club and the performance in relation to the
 - (a) Service delivery outcomes through its performance indicators
 - (b) the management system and its effectiveness at each Centre/Club
 - (c) staff training and qualifications
 - (d) customer and staff feedback
 - (e) the effectiveness and efficiency of the support provided
 - (f) compliance to legislative requirements

 - Initiate actions to continuously improve the system

 - Implement Safety, Health, Risk and Environment Policies and procedures and legislative requirements
 - Monitor performance and initiate corrective actions to improve performance
 - Ensure all employees are inducted and receive regular training as required
 - Conduct regular staff meetings to monitor issues and performance and to receive input of staff

WHS PROCEDURE

Risk Management

1.0 **PURPOSE**

To provide guidance in identifying the risk, assessing the risk and developing appropriate control measures.

2.0 **SCOPE**

This procedure is applicable to all persons on-site and off-site within Belgravia Health and Leisure Group, including contractors and visitors.

3.0 **REFERENCES**

| | | |
|---|---|--------------|
| Work Health and Safety Act 2011 | - | NSW, QLD, NT |
| Work Health and Safety Regulations 2011 | - | NSW, QLD, NT |
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4.0 **DEFINITIONS**

PCBU – Person Conducting a Business Undertaking - This can be an employer/owner, a Senior Manager and/or a Director of a company. (Self employed contractors may also be classified as PCBU). It relates to who has control of the work being carried out and they must ensure it is carried out in a safe manner and without risk to an employee (see definition below).

Employee – Worker – A “worker” includes employees, a contractor or subcontractor, an employee of a contractor or subcontractor, an employee of a labour hire company, an outworker, an apprentice or trainee, a student gaining work experience and volunteers

WHS PROCEDURE

A risk (or a hazard) is anything that has the potential to impact on

- the safety and wellbeing of people (employees or customers),
- Plant, property or the environment.
- financial position of the business or
- The image or reputation of the business.
- The continuity of the business.

Risk can also be introduced when implementing change.

Risk Assessment is the process of determining the likelihood of the risk occurring and the potential impact if it did occur (eg an injury, illness or damage to plant or property or loss of profit and the extent of the damage). It involves consideration of:

- Frequency of exposure to the risk.
- Level of exposure eg. No. people, amount/degree/extent of exposure to the risk.
- Pattern of exposure (eg continuous, intermittent etc) to the risk.
- Adequacy of any existing control measures.

Near Miss is an incident that could have caused personal injury, property, financial, reputation or environmental damage.

5.0 **PROCEDURE**

5.1 **Risk and Hazard Identification**

Risks in the workplace may be associated with:

- Physical risks eg. slip hazards, trip hazards, working at heights, electrical, noise;
- Chemical risks eg. cleaning chemicals, pool chemicals, inks, dusts;
- Biological risks eg. Legionella bacteria from cooling towers;
- Muscular-skeletal eg. overuse syndrome (RSI), manual handling issues
- Financial aspects eg. Loss of cash
- Security aspects
- Public Relations & image
- Business Continuity eg. After a major or catastrophic event within the site, the Company or exterior to the business that fully or partially shuts the business down

WHS PROCEDURE

5.2 Risk identification

Risk identification may be systematic as part of an auditing procedure, or ad hoc from observations by an employee, manager or supervisor.

The best result for any Risk Identification and Assessment will be achieved when a team approach is taken that involves employees and customers directly affected or able to influence the effectiveness of the control methods.

Identifying risks will be through one or a combination of the following:

- Full planned project risk assessment.
- during a scheduled risk inspection;
- from a near miss situation;
- During the course of normal work activity.
- WHS systems audits.
- Job safety analysis.
- Reports by employees, supervisors .
- Incident/accident records.
- Legislative requirements.
- Manufacturers/Suppliers recommendations including:
 - Material Safety Data Sheets,
 - Plant and Equipment Operating Procedures.

5.3 Centre/Club Managers shall ensure risks within the workplace are systematically identified, risk assessed, rectified and reported.

As a minimum the following inspections and assessments will be implemented:

- (a) Daily opening inspection for both the building and the equipment conducted before the Centre/Club is opened.
- (b) Daily closing inspections conducted before the Centre/Club is closed and secured.
- (c) A regular scheduled workplace inspection undertaken no less than at six month intervals using the Safety Health Risk & Environment Checklist (SHRE SF 04) as a guide.

WHS PROCEDURE

The results of the above inspections will be recorded and signed on each occasion by the employee responsible. Risks identified from these inspections will be risk assessed as outlined in this procedure.

5.4 Risk Assessment

Once a risk has been identified, managers and supervisors are responsible for assessing the risks and the implementation of risk controls and actions.

A simple risk assessment involves is conducted using the following basic steps.

- 1) What could happen (go right or go wrong)?
What would happen if?
Is it possible that?
Could somebody?

- 2) What could cause it to happen (go right or go wrong)?
This could happen if?

- 3) What would be the result or outcome if it did happen
What the likelihood of it happening?
What would the consequences/impact/severity if the occurrence/incident did happen?

- 4) What is the Level of Risk?
The level of risk is determined by using the **Risk Matrix SHRE SF 05.2**.
This is an aid to determine the risk controls and the priorities for action.

- 5) Is the Risk Acceptable or what is the priority of action required to address the risk?

- 6) What action is required to Control the Risk? – Refer to 5.3 Risk Control Methods below

WHS PROCEDURE

The risk assessment is recorded on the Risk Assessment and Control Form for each risk, the level of risk evaluated and the risk controls for corrective actions determined.

Regular risk assessments must be conducted in areas of high risk such as cash handling, manual handling and the use and storage of hazardous chemicals.

The results of the above assessments and corrective actions will be recorded and signed on each occasion by the employee responsible.

5.5 Risk Control Method and Timing

Once the level of risk using the Risk Matrix has been determined for each risk select the appropriate control method to eliminate, reduce or manage the risk.

The suitable risk control method will need to consider the availability and suitability of the various risk control methods.

A. The **Risk Control Methods** are in descending order of priority:

1. Elimination

Eliminate the risk from the workplace or the business.

2. Substitution

Replace the risk, material, substance or procedure with a lower risk option or a less hazardous one.

3. Engineering and Management Controls

Redesign the plant or change the work procedure or practice to reduce the risk or to enhance the likelihood of success.

4. Administrative

Provide employees with training, instruction and supervision and adjust the time or conditions of risk exposure.

5. Personal Protective Equipment/Clothing

May be selected as an added precaution or may be considered as the only form of protection. Protective equipment should always be the **last** control option.

WHS PROCEDURE

Generally, a combination of risk control measures will be selected to eliminate or reduce the risk.

Preference should be given to the higher order risk control measures (elimination or substitution).

It is important that any control method does not introduce new risks, and that ongoing effectiveness of the control is monitored.

- B.** The **Timing for Actions** to Address the Risk is determined by the Timing and Action Matrix in the Risk Matrix RSE SF 03.

- B.** The corrective actions will be documented in the **Risk Assessment Form**.

Review the Risk Control Method

Within 1 to 3 months of implementing the control method(s), the Centre/Club Manager will review its effectiveness.

Advise Employees

The Centre/Club Manager will advise employees via notices and staff meetings of the results of reports and actions arising from risk identifications, risk assessments and risk controls.

5.6 Personal Protective Equipment & Clothing (PPE)

The use of PPE is the "last line of defence" in the risk control hierarchy. The risk still exists - PPE just limits workers exposure.

The Centre/Club Manger must ensure the following PPE program is implemented:

- (a) Before PPE is provided, a Risk Identification, Risk Assessment and Control must be completed to ensure that PPE is the necessary control option.

- (b) PPE must conform to legislative, Australian Standard or Industry Standard requirements.

WHS PROCEDURE

PPE items can only be purchased from approved suppliers who provide the following service:

- Advice on and demonstration of the PPE.
- Information relating to any test results.
- Advice on personal fitting, use, cleaning, maintenance and storage of PPE.
- Carry a range of sizes (if appropriate).
- Replacement parts.
- Immediate replacement of any defective PPE.

(c) Each item of PPE will have specific procedures outlining:

- Its issue, who will wear it and in what areas.
- Specific precautions.
- Replacement arrangements.
- What signage is required?
- Supervision requirements.
- Who will clean and service it.
- Operator/user training requirements.
- Regular inspection and repair.
- Storage arrangements.

(d) All personnel required to wear, select or use PPE will be provided with training beforehand.

(e) The Centre/Club Manager must nominate a person to be responsible for the PPE program. Their name and contact number must be available to staff involved in the program.

(f) Compliance to each PPE procedure by individual should be recognised and non compliance must be investigated to ascertain the reason(s).

5.7 All records applicable to this management procedure shall be retained in accordance with WHS-1.24 Records Management procedure.

WHS PROCEDURE

6 **DOCUMENTATION**

| | | |
|-----|------------------------------------|--------------|
| 6.1 | Centre risk and maintenance record | SHRE SF 04.2 |
| 6.2 | Ground Risk and Safety Assessment | SHRE SF 04.3 |
| 6.3 | Risk assessment & Control Form | SHRE SF 05 |
| 6.4 | Risk Matrix | SHRE SF 05.2 |
| 6.5 | Risk Assessment Form | SHRE SF 06 |
| 6.6 | Plant Risk Assessment Form | SHRE SF 15 |

WHS PROCEDURE

Incident Management

1.0 **PURPOSE**

To set out the requirements and responsibilities for the investigation, reporting and prevention of safety, health and environment incidents and to ensure statutory and legislative requirements for investigating, reporting and recording incidents are met.

2.0 **SCOPE**

This procedure is applicable to all persons on-site and off-site within Belgravia Health and Leisure Group, including contractors and visitors.

3.0 **REFERENCES**

| | | |
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| OHS Act 2004 | - | VIC |
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| Workplace Health & Safety Reg. 1998 | - | TAS |
| Occ. Health, Safety Welfare Act 1986 | - | SA |
| Occ. Health, Safety Welfare Reg 2010 | - | SA |
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Employee – Worker – A “worker” includes employees, a contractor or subcontractor, an employee of a contractor or subcontractor, an employee of a labour hire company, an outworker, an apprentice or trainee, a student gaining work experience and volunteers

WHS PROCEDURE

An Incident is an event that has the potential to or actually results in personal injury, illness requiring medical attention or damage to property or the environment.

5.0 **PROCEDURE**

5.1 **Responsibilities**

Centre/Club Manager is responsible for investigating all incidents, applying this procedure, actioning preventative measures and maintaining the incident report files and records at the site and for the activities they are responsible for.

The Senior Managers will ensure

- (i) the Centre/Club Managers are inducted and trained in this procedure and
- (ii) Check and audit the sites to ensure the implementation and application of this and related policies and procedures.

The Senior Managers are

- *Leisure - Operations Managers*
- *Genesis - Regional Business Managers*
- *Genesis Franchisees – directors nominee or in the absence of a nominee the principal under the Franchise Agreement*
- CHM - Operations Manager

Employees are responsible for reporting incidents and accidents immediately to their manager, completing the Incident Report Form and assisting in the investigation of incidents.

The GM Corporate Services and OHS Manager will provide support and advice to the Managers and where specific responsibilities exist these are defined in the relevant sections of this Policy.

5.2 Employees

- (i) All incidents, accidents and hazards must be notified to the Centre/Club Manager immediately using the relevant reporting form.

WHS PROCEDURE

5.3 Centre/Club Manager and Senior Manager

- (i) The Centre/Club Manager must investigate and complete the managers section of any Incident Report on the day or immediately in the case of a serious incident.
- (ii) The Centre/Club Manager must determine immediately if an incident is a serious reportable incident that requires immediate notification to a state authority as set out in the next section below on Serious Incidents that are notifiable to a state authority.

Please note that notifiable incidents include incidents involving employees, visitors, customers, students, general public.

- (iii) The Centre/Club Manager will contact their Senior Manager who will confirm the seriousness of the Incident and the reporting requirement.
- (iv) The Centre/Club Manager must conduct an investigation to establish the root cause of the incident and what actions are necessary to prevent the incident from reoccurring – refer to the risk management procedure Section 5 in this manual.
- (v) Complete all sections of the Incident Report Form and attach additional information if required – especially signed witness statements.
- (vi) The Centre/Club Manager is responsible to ensure follow up actions are put in place to prevent such incidents occurring again.
- (vii) Record the follow up actions on the Incident Report Form. The follow up actions need to identify the preventive actions, when they are to be completed and who is responsible to complete the action. Ultimately the Club Manager must ensure the preventative actions are completed within the time frames allocated
- (viii) File Incident reports and attachments in a specific Incident Report folder with a summary register at the front.
- (ix) Use the Risk Matrix SF 05.2 as a guide.

WHS PROCEDURE

5.4 If the incident results in a minor injury requiring first aid treatment, the *First Aid Procedure* must be followed and treatment documented in the First Aid Treatment File/Register.

5.5 Procedures - Serious Incidents

(i) The Centre/Club Manager must *immediately* notify their Senior Manager and the WHS Manager if the following occurs:

- a person needing immediate medical treatment for
broken bones,
loss of a bodily function (eg loss of consciousness, heart attack)
separation of skin from underlying tissue, such as de-gloving or scalping,
- An ambulance is called and the person transported to hospital for treatment.
- Medical treatment for exposure to a hazardous substance (such as chemicals or a biological material).
- If there is a dangerous occurrence (e.g. major chemical spill or biological exposure) that creates a risk to persons in the vicinity or the environment.

If the WHS Manager is unable to be contacted the Senior Manager will notify the authority.

(ii) The Centre/Club Manager must *immediately* notify their Senior Manager and the GM Corporate Services if the following occurs:

- Death of a person.
- a person needing immediate medical treatment for
amputation,
serious head injury,
serious eye injury,
electric shock,
spinal injury,
loss of a bodily function (eg drowning)

If GM Corporate Services is unable to be contacted the Senior Manager will notify their CEO.

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(iii) The State Authority must be notified on the day of the incident by phone.

- a reference number or the name of the person will be obtained from the State Authority & date / time of the telephone report.

(iv) The accident site must be preserved and not interfered with until an inspector arrives or the State Authority directs otherwise.

The site may only be disturbed in order to

protect the safety of a person

provide aid to an injured person

take essential action to make the site safe and prevent a further incident

(v) The State Authority and contact details for each state is listed below

- **WorkSafe Victoria**
Phone: 132 360
Web Site: www.worksafe.vic.gov.au
- **WorkCover NSW**
Phone: 13 10 50
Web Site: www.workcover.nsw.gov.au
- **ACT Workcover**
Dept Justice & Community Safety
Phone: (02) 6205 0200
Web Site: www.workcover.act.gov.au
- **Worksafe SA**
Phone: 1800 777 209
Web Site: www.safework.sa.gov.au
- **Workplace Health & Safety QLD**
Dept of Employment & Industrial Relations
Phone: 1300 369 915
Web Site: www.deir.qld.gov.au

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- **WorkSafe WA**
Department of Consumer & Employment Protection
Phone: 1800 678 198
Web Site www.docep.wa.gov.au/WorkSafe
- **Workcover Tasmania**
Phone: 1300 366 322
Web Site www.workcover.tas.gov.au

If the incident is a large chemical spill or leak then there may be a need to contact the E.P.A as well as the above listed State Authority.

- (vi) Written Incident Notification Report
Following phone notification and where a written Incident Notification Report is required the report will be completed & sent to the State Authority within 48 hours.

For Belgravia Health & Leisure Group Pty Ltd and GHF Pty Ltd joint ventures, the WHS Manager will assist the GM Corporate Services to prepare the written report to the state authority and the GM Corporate Services will then check and sign the report.

A copy of the written report will be maintained at Head Office

- (vii) **The Centre/Club Manager and Senior Manager must jointly conduct a full Incident investigation and complete a written investigation report.**

*A **Full Investigation Report** is required where*

- a serious incident occurs
- there may be a law suit involving a particular incident
- there is major damage to plant, equipment, buildings or the environment
- a patron is ejected from the Site after a fight or other serious incident
- there is a disciplinary incident involving a staff member

WHS PROCEDURE

For Belgravia Health & Leisure Group Pty Ltd and GHF Pty Ltd joint ventures, the Centre/Club Manager and the WHS Manager will prepare the full investigation report with advice from the GM Corporate services and a copy of the written report will be maintained at Head Office

- (viii) The OHS Manager or the GM Corporate Services may need to attend the scene of the Incident as soon as possible if required.**
- (ix) The Senior Manager will debrief staff and use professional trauma counsellors if the situation warrants this. (refer to Trauma Counselling Policy in this Manual)**
- (x) The investigation report must be completed immediately after the incident, be accurate, factual and detailed and all contributing factors identified.**

The report must include:

- comments and signed statements from witnesses (both staff and the public) with full names and contact details and dates
 - signed staff statements are to include instructions given and warnings given
 - report on the condition of the equipment or plant involved in the incident or the damage done to property or the environment
 - position of staff on duty
 - exactly what persons involved in the incident said or did
 - whether emergency personnel were called in and exactly what they did or said
 - include dates and times
 - In some circumstances photographs of the scene should be taken for evidence.
- (xi) A copy of the Incident Report & the Investigation Report for all serious incidents will be forwarded to the GM Corporate Services within 48 hours.**

5.6 Client Notification & Media – Leisure & CHM

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The Centre/Club Manager must also be aware of the reporting requirements under the Head Contract or Lease with regard to incident reporting and in any case must inform the CEO of all serious incidents.

The CEO or franchise director as the case may be will then determine how to best inform the client representative under the Head Contract.

All media comment is to be made through the client representative and in accordance with the Company media policy.

Under no circumstances will unauthorised staff communicate with the media.

5.7 **Review**

This policy and procedure will be reviewed by the GM Corporate Services and the WHS Manager annually or in the event of legislative change or as the need arises.

5.8 All records applicable to this management procedure shall be retained in accordance with WHS – 1.24 Records Management procedure.

6 DOCUMENTATION

| | | |
|-----|-------------------------------|--------------|
| 6.1 | Incident Report Form | SHRE SF 08 |
| 6.2 | Incident Reporting Flow Chart | SHRE SF 08.1 |
| 6.3 | Accident & Incident Register | SHRE SF 08.2 |

WHS PROCEDURE

First Aid

1.0 **PURPOSE**

To provide guidance in the provision and maintenance of first aid services and facilities to ensure that emergency treatment and life support is provided for persons suffering injury or illness at the Company sites.

The requirements for first aid facilities and trained first aid personnel are outlined for first aid treatment of employees, customers and visitors.

2.0 **SCOPE**

This procedure is applicable to all persons on-site and off-site within Belgravia Health and Leisure Group, including contractors and visitors.

3.0 **REFERENCES**

| | | |
|---|---|--------------|
| Work Health and Safety Act 2011 | - | NSW, QLD, NT |
| Work Health and Safety Regulations 2011 | - | NSW, QLD, NT |
| OHS Act 2004 | - | VIC |
| OHS Regulations 2007 | - | VIC |
| Workplace Health & Safety Act 1995 | - | TAS |
| Workplace Health & Safety Reg. 1998 | - | TAS |
| Occ. Health, Safety Welfare Act 1986 | - | SA |
| Occ. Health, Safety Welfare Reg 2010 | - | SA |
| OHS Act 1984 | - | WA |
| OHS Reg 1996 | - | WA |
| OHS-1.24 – OHS Records Management | | |
| OHS-1.07 – Incident Management | | |
| Code of Practice for First Aid in the Workplace | | |

4.0 **DEFINITIONS**

PCBU – Person Conducting a Business Undertaking - This can be an employer/owner, a Senior Manager and/or a Director of a company. (Self employed contractors may also be classified as PCBU). It relates to who has control of the work being carried out and they must ensure it is carried out in a safe manner and without risk to an employee (see definition below).

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Employee – Worker – A “worker” includes employees, a contractor or subcontractor, an employee of a contractor or subcontractor, an employee of a labour hire company, an outworker, an apprentice or trainee, a student gaining work experience and volunteers.

First Aid is defined as initial treatment of persons suffering from injury or illness in the workplace.

5.0 **PROCEDURE**

5.1 **Responsibilities**

Centre/Club Managers will

- Ensure appropriate first aid facilities and first aid personnel are provided at all facilities based on tasks and activities undertaken, number of employees in the workplace and workplace layout.
- Ensure first aid personnel register is maintained including the details of their first aid certificates.
- Nominate an employee to replenish first aid kits.

First Aid Officer/Nominated Employee

- Responsible for maintaining first aid facilities and notifying management when these facilities do not meet organisational service standards.
- Responsible for completing the first aid treatment register and notifying managers where medical referrals or hospitalisation is required.

Employees shall be shown the location of the first aid kits and the names of any first aid officers.

WHS PROCEDURE

5.2 ***First Aid Assessment***

First Aid procedures and facilities are to be assessed and implemented by the Centre/Club Manager in consultation with employees and take into account:

- hours and nature of our work;
- number of employees and others in the workplace(s) at any time;
- size and layout of the workplace(s);
- distance an injured or ill person has to be transported to first aid and medical care;
- hazards in the workplace(s) – for Hazardous Chemicals refer MSDS; and
- Past causes of injury and illness.

The Centre/Club manager is to refer to the Code of Practice for First Aid in the Workplace.

5.3 ***First Aid Kits***

Basic First Aid Kits are to be available at all facilities, plus additional modules such as Eye and Burns modules and additional quantities of dressings and bandaids as required by the assessment in 8.1 and as set out in the Basic First Aid Kit Standard Form.

Centre/Club Managers may need to refer to the following to ensure the appropriate first aid kits are installed and maintained in their Centre/Club.

- *Code of Practice for First Aid in the Workplace.*
- *Basic First Aid Kit – Standard Form.*
- *First Aid Kit Monthly Check List – Standard Form.*

First aid facilities will vary from one workplace to the next. The need at each workplace must be assessed and determined by the Centre/Club Manager.

Designated first aid personnel must ensure that the first aid kits are stocked at all times and that the contents list is current.

Every Belgravia Leisure registered vehicle is to have a first aid kit.

5.4 ***First Aid Rooms.***

Where provided will include as a minimum a Basic First Aid Kit (referred to above), as well as a sink and wash basin, kidney tray, medical examination couch with blankets and pillows and any additional requirements as assessed in 8.1 plus suitable oxygen equipment where required.

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5.5 ***First aid Practices and Records***

All First Aid Practices are to be recorded in a local work instruction.

5.6 ***First aid Training***

First Aid Training will form part of the Centre/Club training program.

All staff are to be provided with instruction in the nature of First Aid Facilities in the workplace. This will form part of their Induction Training.

Where it is a condition of employment the qualification must be updated and current.

5.7 ***Monitoring of First aid Facilities and Records***

The Centre/Club Manager will monitor First Aid Facilities and Equipment on a weekly basis and maintain a record having done so.

5.8 ***Provision of First Aid Treatment***

First aid treatment following an accident shall be conducted by a trained staff person within the limits of their training and accreditation.

First aid staff listings shall be maintained by the Centre/Club Manager.

5.9 ***Medical Treatment***

If immediate emergency treatment is required, personnel shall contact the emergency services on "000".

In situations which are not medical emergencies but require further specialised medical treatment the injured person will be referred to/transported to a medical practitioner.

5.10 ***First Aid Treatment Register***

The employee or first aid officer must register details of treatment provided in the First Aid Treatment Register kept in or next to the First aid kits.

First aid officers shall check the registers on a quarterly basis.

(a) Employee Injury/accident

The Work cover Injury Report Form shall be completed and reference made to the *Incident Management Procedure* when completing the Form and when conducting the investigation.

(b) Customer/Member/Visitor Injury/accident

The Company Accident/Incident Report Form shall be completed and reference made to the *Incident Management Procedure* when completing the Form and when conducting the investigation.

WHS PROCEDURE

5.11 All records applicable to this management procedure shall be retained in accordance with WHS -1.24 Records Management procedure.

6 DOCUMENTATION

6.1 Basic First Aid Kit SHRE SF 09.2