OVERVIEW OF OHS/WHS

WHAT IS OHS/WHS?

OHS stands for Occupational Health and Safety. WHS stands for Workplace Health and Safety. New national legislation renamed OHS to WHS in 2012, however, not all states have adopted the national legislation. That means in some states we call it OHS and in others it is called WHS.

WHY DO WE NEED TO WORRY ABOUT OHS/WHS?

All businesses need to ensure that their employees are safe at work. In addition, they must ensure the safety of others such as customers and contractors who might also come into the workplace.

The fitness industry is not considered to be a high risk industry, however, injuries sustained from incorrect lifting of heavy equipment, poor technique and unsafe use of equipment is a common occurrence.

WHAT DO WE NEED TO KNOW?

At the Certificate III of Fitness level our knowledge of OH&S ensures we are able to:

- Observe and follow OHS procedures.
- Raise OH&S issues
- Participate in OH&S management e.g. via meetings and consultation
- Carry out general maintenance procedures

In terms of risk we will be able to:

- Recognise hazards at work
- Report hazards
- Following procedures to control risk and deal with emergencies

OHS/WHS HEALTH & SAFETY LEGISLATION

At a Certificate III in Fitness level, you need to be aware of OHS legislation and your legal responsibilities as an employee. The majority of your responsibilities will be following the policies and procedures of the organisation you are working for.

NEW WORK HEALTH AND SAFETY (WHS) LAWS
New work health and safety (WHS) laws commenced on 1 January 2012 in most states. These laws were put in place to harmonise occupational health and safety (OH&S) laws across Australia. This ‘harmonisation’ was designed to make OHS consistent across Australia instead of having different laws in different states. At present, harmonisation is not complete.

WHS legislation includes:

1. A model WHS Act 2011
2. Regulations
3. Codes of Practice (industry or application specific guidance)
4. A national compliance and enforcement policy.

The model WHS Act is not significantly different from previous occupational health & safety (OH&S) laws, however, it will be easier to comply with requirements across different states and territories.

Safe Work Australia was established by the **SAFE WORK AUSTRALIA ACT 2008**. Its primary responsibility is to lead the development of policy to improve work health and safety and workers’ compensation arrangements across Australia. As a national policy body Safe Work Australia does not regulate work health and safety laws.

The **Commonwealth, states and territories** retain responsibility for regulating and enforcing work health and safety laws in their jurisdiction.

The following states and territories now use harmonised WHS legislation in place of previous OH&S laws:

- Australian Capital Territory (1\textsuperscript{st} January 2012)
- The Commonwealth of Australia (1\textsuperscript{st} January 2012)
- New South Wales (1\textsuperscript{st} January 2012)
- Northern Territory (1\textsuperscript{st} January 2012)
- Queensland (1\textsuperscript{st} January 2012)
- South Australia (1\textsuperscript{st} November 2012)
- Tasmania (1\textsuperscript{st} January 2013)

The following states support the principle of national harmonisation, however, at the time of print they had not yet adopted the national model. In fact the Victorian government has stated that it will not commit to the legislation in its current form.

- Victoria (no current plans)
- Western Australia (expected 2014)
OH&S ACTS

States and territories that have not yet implemented new WHS laws are still responsible for making and enforcing their own OH&S Act. These laws spell out the duties of different groups of people who play a role in workplace health and safety.

Safe Work Australia

Safe Work Australia deals with OHS and workers’ compensation policy development. They aim to reduce workplace death, injury and disease, and improve national workers’ compensation arrangements. ([www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au))

WorkCover (NSW)

WorkCover NSW manages the State's workplace safety, injury management, and workers compensation systems.

It enforces occupational health and safety legislation through:

1. education
2. inspections
3. investigations into incidents and complaints
4. and, when necessary, applies penalties and prosecutions

The Workplace Health and Safety Act 2012 (NSW)


- secure and promote the health, safety and welfare of people at work
- protect people at a place of work against risks to health and safety arising out of any activities of people at work
- promote a safe and healthy environment for people at work that protects them from injury and illness and that is adapted to their physiological and psychological needs
- provide for consultation and cooperation between employers and workers in achieving the objects of the Act
- ensure that risks to health and safety at a place of work are identified, assessed and eliminated or controlled
- develop and promote community awareness of occupational health and safety issues
- provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of changes in technology and work practices
- protect people (whether or not at a place of work) against risks to health and safety arising from the use of machinery that affects public safety
WorkSafe (WA)

WorkSafe is the Western Australian Government agency responsible for the administration of the *Occupational Safety and Health Act 1984 (WA)*. It is a division of the Department of Commerce. The principal objectives of the occupational safety and health laws are to promote and secure the safety and health of people in the workplace.

WorkSafe’s vision is that workplaces in Western Australia are free of work-related death, injuries and disease. In accordance with national targets, WorkSafe aims to reduce workplace fatalities and injury and disease rates.

This will be achieved by:

- reducing high incidence/severity risks;
- improving the capacity of business operators and workers to manage occupational safety and health effectively;
- preventing occupational disease more effectively;
- eliminating hazards at the design stage; and
- Strengthening the capacity of government to influence occupational safety and health outcomes

WorkSafe (Victoria)

In Victoria, workplace health and safety is governed by a system of laws, regulations and compliance codes which set out the responsibilities of employers and workers to ensure that safety is maintained at work.

THE ACT

The *OCCUPATIONAL HEALTH AND SAFETY ACT 2004* (the Act) is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria.

The Act sets out the key principles, duties and rights in relation to occupational health and safety. The general nature of the duties imposed by the Act means that they cover a very wide variety of circumstances, do not readily date and provide considerable flexibility for a duty holder to determine what needs to be done to comply.

THE REGULATIONS

The *OCCUPATIONAL HEALTH AND SAFETY REGULATIONS 2007* are made under the Act. They specify the ways duties imposed by the Act must be performed, or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying certain matters.
GUIDANCE

Effective OHS regulation requires that WorkSafe provides clear, accessible advice and guidance about what constitutes compliance with the Act and Regulations. This can be achieved through Compliance Codes, WorkSafe Positions and non-statutory guidance (“the OHS compliance framework”). For a detailed explanation of the OHS compliance framework, see the:


FOLLOWING OHS PROCEDURES AS AN EMPLOYEE

All businesses must have OHS policies and procedures in place. It is the responsibility of the employer to ensure that the appropriate policies and procedures are documented and that staff is given the opportunity to discuss them to ensure that they are well understood.

YOUR RESPONSIBILITIES AS AN EMPLOYEE

In addition to an employee’s general OHS responsibilities is the responsibility to follow the policies and procedures of the organisation they work for. If you do not understand your responsibilities you must ask for help. Remember it is an employee’s responsibility to follow the organisations OH&S policies and procedures. If correct procedures are not followed and something goes wrong, there may be repercussions for the employee concerned.

The following points show how these responsibilities apply in a workplace:

OBSERVE HEALTH AND SAFETY PROCEDURES

1. Identify all relevant OHS policies and procedures. Some examples of policies and procedures you may encounter are:
   - Equipment maintenance
   - Duty of care
   - Emergency, fire and accident procedures
   - First Aid
   - General maintenance
   - Hazard identification and reporting procedures
   - Health and hygiene
   - Resolving issues
   - Manual handling
   - OHS policy and procedures
   - Personal safety
   - Security
2. You will be expected to follow and maintain safety procedures to achieve a safe work environment. This includes:
   - Work in a safe manner with concern for the safety of those around you.
   - Follow OHS laws, identify hazards, report incidents and injuries
   - Undertake OHS housekeeping
   - Update your own knowledge of OHS issues
   - Manage your own levels of stress and fatigue.

3. Identify safety issues such as:
   - Environmental conditions
   - Slippery surfaces
   - Toxic substances
   - Body fluids
   - Fire
   - Sharps
   - Faulty fitness related equipment
   - Faulty electrical equipment

4. Identify and report manual handling risks such as:
   - Movement and storage of weights
   - Movement and storage of fitness equipment

5. Report work related incidents, issues or accidents to designated personnel according to the policy of the organisation.

Onsite personnel could include:

- **General Manager** (GM) of the fitness complex – these individuals have the overall responsibilities of business. They are required to ensure all policies and procedures are adhered to.

- **Duty Manager** – this is a member of the management team who is the point of individual who is the direct report when a senior manager (GM) is not available. They are also responsible of ensuring all policies and procedures are adhered to.
o **Supervisors/Team leaders** – a person in charge of a team or group of employees, this is the direct contact for the team. The team leaders will then communicate with supervisors or management.

o **OHS personnel** – an individual who is required to deal with all OHS situations. Required to deal with any OHS issues and limit the potential risk to staff and external individuals.

o **First Aid Personnel** – this is an individual who has been nominated as a qualified first aid person. They have the responsibility of administering first aid.

External services that may also be involve:

o **Local GP** – a local general practitioner (GP) is an individual who can be the first point of referral following an accident that does not require emergency treatment or attention.

o **Emergency services** – the specific type of emergency services will depend on the hazard or injury obtained but may include:
  - Fire service – this service mainly deals with fire and smoke emergencies.
  - Police – the police usually deal with crime and offenses.
  - Ambulance – deal with medical emergencies. They will be the first point of call following an injury or accident that requires urgent medical attention.

**HOW TO MAINTAIN THE SAFETY OF PEOPLE INVOLVED IN THE EMERGENCY**

When acting to protect individual who are part of an emergency, it is important to deal with them in the correct manner, this includes:

- Providing comfort and reassurance
- Informing help is on the way
- Inform emergency contact (i.e. next of kin, parents/guardian of children, carers of disabled individuals)
- Communicate in a correct and appropriate manner, suitable for the individual (i.e. use verbal communication to insure it is acknowledged or using language that children understand)
- Consider the appropriateness of physical contact, especially with children

**IMPORTANCE OF FOLLOWING EMERGENCY PROCEDURES**

As indicated earlier, all possible hazards or risks should have an emergency action plan (EAP), which states the actions that are required to be taken following an emergency. This EAP helps an individual act in an appropriate and efficient way; aiming to avoid panic and irrational actions.

As a result, the procedures ensure any individual involved with the emergency stays safe, and prevents other present staff members from being exposed to any danger or risk.
SECURITY PROCEDURE WITHIN THE FITNESS ENVIRONMENT

A fitness professional, at some point in their career, is likely to work within a gym or fitness complex and during this role; they are likely to come across varying security procedures. Fitness professional may be directly involved in managing some of these procedures and others they may just be aware of. They may consist of:

- **Controlled and recorded reception access/departure** – in case of an emergency the complex may monitor the individuals entering and leaving the complex. This enables them to know exactly the number of individual incase an evacuation is required.

- **CCTV coverage of public areas, entrances and exits** – this is to control the perimeter of the building for security purposes.

- **Locked storage or maintenance and cleaning products** – by ensuring the cleaning products are stored and locked in a safe location limits the risk of exposing chemicals to staff and customers.

- **Locked storage of client data records** – customer or client’s details is sensitive data and must not be accessible by anyone who is unauthorized and therefore is required to be locked in a safe location.

- **Open and closing procedures** – at the beginning and end of the day, there is likely to be specific processes to adhere to ensure the complex is opened and closed correctly. The opening procedure helps ensure the complex is prepared for customers and the closing procedure can prepare the complex for the next day and ensure everything is locked and safe.

- **Fire and evacuation procedures** – to ensure correct actions are taken during these emergencies it is vital to have specific procedures, which are to be followed.

- **Fire alarm testing** – a working fire alarm is a vital to alert all individuals within the complex that there is potentially a fire and the building must be evacuated. Without a fully functioning alarm, there is a high risk during a fire emergency.

**ACTIVITY**

Explain the specific OHS/WHS act that is relevant to where you live.
OCCUPATIONAL HEALTH & SAFETY POLICY RECORDING

An OHS policy is a statement of your commitment to ensuring a safe work place. A good OHS policy will state the safety outcomes and who is responsible for ensuring the quality of the system. Any business should have an OHS policy which is highly visible. Below is an example:

*Example workplace OHS Policy*

![OHS Policy Example](image)

At this fitness centre the OHS Policy is provided to staff upon induction in their staff induction manual, it is placed on their website and is placed in a prominent position in the centre for all clients to see.

As previously stated, all staff members have an obligation to inform their supervisors of any hazards they encounter or incidents they witness. The following forms represent the formal reporting of these. Once the forms have been completed and bear the signature of the Director, the person reporting the hazard has fulfilled their legislative obligations.
OTHER EXAMPLE POLICIES AND PROCEDURES IN THE WORKPLACE

Example Health & Safety Guidelines

Red Mountain Fitness Centre
Health and Safety Guidelines

The Health and Safety of both staff and clients in our centre is of paramount importance.
Report anything you believe to be a hazard to your supervisor.

General Health & Safety

- Take care with clients getting on and off the equipment, provide assistance if required
- All staff members must wash their hands thoroughly before and after physical contact with clients.
- If you have any skin breaks and will be physically touching a client, you must use an occlusive bandage such as Op-Site (available from admin) to cover your cut.
- Staff who are sick with a contagious disease or condition must not attend work.
- To protect your own health, you should not be dealing with clients with contagious conditions. If you have reason to believe a client has a condition that may pose a threat to your own health, approach your supervisor immediately for guidance.

Staying Alert to Health and Safety Hazards

If staff members can see any hazards to the health and safety of anyone in the centre (including themselves), they must report these immediately to their supervisor.

Examples may include things like:
- Someone falls and starts bleeding
- You notice faulty fitness equipment
- An electrical switch is burnt out
Example Workplace Conduct Policy

The Workplace Conduct Policy is designed to protect staff from any workplace violence especially in relation to harassment, bullying and victimisation. This not only covers OHS commitments but also addresses the responsibility of the business under Anti-Discrimination laws. Please note that these laws mean that the workplace bullying that was so frequent in the past (especially between bosses and their staff) is now illegal. Unfortunately most cases are unreported as victims feel too threatened to act.

Red Mountain Fitness Centre
Workplace Conduct Policy
(Against Workplace Harassment, Bullying and Victimisation)

It is the policy of the Red Mountain Fitness Centre to promote a workplace environment based on respect, professionalism, care and acceptance. The centre will not tolerate any behaviour that results in the harassment, bullying or victimisation of any other person, be they staff, clients or the general public.

Any staff member involved in harassment, bullying or victimisation of others will be considered to be acting in breach of anti-discrimination legislation and the centre’s conduct and anti-discrimination policies. The staff member will be disciplined and may risk their employment.

Any staff member who is involved in abusive behaviour be it sexual, physical or verbal, will be asked to leave the premises immediately.
**Example Fire Evacuation Procedure**

An employer must have an evacuation procedure in place. The fine for failing to have an evacuation plan for your place of business is $27,500.

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**Red Mountain Fitness Centre**

**Fire Evacuation Procedure**

**Chief Fire Warden:** Jane Brown  
**Floor Warden:** Jo Smith  
**First Aid Officer:** All fitness trainers  
**Emergency Assistance:** Call “000”  
**Assembly Point:** Café across the road on Safety Street  

- Alert the Fire Warden and other staff of the fire  
- Call 000 and ask for Fire Police or Ambulance  
- Explain to staff/students where to assemble i.e. Mona’s Café  
- Evacuate staff, clients and visitors via the FIRE STAIRS ONLY, in the following order:  
  1. out of immediate danger (e.g. out of room)  
  2. out of compartment (e.g. to a lower level of the building)  
  3. total evacuation of the building  
- Check ALL rooms are empty - Offices, Staff rooms, exercise rooms, Consultation rooms, change rooms, Kitchen  
- Save records if possible - **ONLY if it is safe to do so**  
- Do a head count of all staff, clients, visitors and contractors  
- Report to the Chief Warden and notify emergency services of any people not accounted for.

**Remember the RACE rule**

**RESCUE** any people in immediate danger (only if safe to do so)  
**ALARM**  
Raise the alarm  
Ring the Fire Brigade on 000  
Notify the Staff Member in Charge  
**CONTAIN**  
If practicable close all doors and windows to contain the fire **ONLY if it is safe to do so**  
**EXTINGUISH** Try to extinguish the fire using appropriate firefighting equipment **ONLY if you are trained and it is safe to do so**
CONTRIBUTE TO THE MANAGEMENT OF OHS

All employees are expected to contribute to the management of OHS. You will be expected to:

- Raise OHS issues
- Contribute to workplace consultation or meetings and assist others to contribute
- Make suggestions for improving workplace safety.
- Share information on safe work practices.
- Monitor less experienced employees and offer them guidance and assistance.

Fitness professional usually work in the direct environment that customers or members are present so will often see risks or hazards before the management staff. As a result it is important for all fitness professional working within a fitness complex to be aware and report an OHS risks immediately.

CARRY OUT GENERAL MAINTENANCE PROCEDURES

You will be required to monitor cleanliness, safety and tidiness of the workplace. This will depend on the type of facility you work in. It could include:

- Lost property
- Wet floors
- Sweat on equipment
- Equipment left out or stored incorrectly
- Rubbish
- Trip hazards such as cables or unsafe flooring

Understanding of the common issues and considerations for fitness equipment you need to be aware of and constantly monitor include:

- General wear and tear such as upholstery
- Hygiene of equipment
- Cable and connector breakages
- Hydraulic bleeding i.e. gas loss
- Power cords on electronic equipment
- Lubrication of machines
- Control panels are functioning correctly
- Safe storage of equipment i.e. free weights on racks correctly
- Hazards i.e. equipment misplaced or positioned as general hazard
These days with fitness equipment becoming more advanced and sophisticated it is rare for a fitness professional to undertake serious maintenance of machines such as replacing treadmill tracks.

A second issue is warranty. Often manufacturer’s place restrictions on what gym personnel can and cannot do in terms of maintaining their equipment. Why? The manufacturers does not want non-experts to fix their machines in an incorrect manner, which could ultimately lead to further malfunction, damage to the machine or accident to the user.

You will also be required to remove general waste as required. This could include:

- Food waste
- Office wastes
- Garbage
- Packaging and recyclables
- Biohazards such as bandages, blood, vomit, bodily spills
- Spillages or breakages

**OHS/WHS RESOURCES**

Below you will find a list of useful websites

- Safe Work Australia - www.safeworkaustralia.gov.au
- WorkCover New South Wales - www.workcover.nsw.gov.au
- Department of Fair Trading - www.fairtrading.nsw.gov.au
- Standards Australia - www.standards.org.au
- Australian Chamber of Commerce and Industry (ACCI) - www.acci.asn.au
- Workers Compensation Commission - www.wcc.nsw.gov.au
- Comcare - www.comcare.gov.au
UNDERTAKE RISK ANALYSIS OF ACTIVITIES

OVERVIEW OF RISK MANAGEMENT

Risk Management is the process of

1. identifying hazards
2. assessing the risk
3. eliminating or controlling the risk and
4. monitoring and evaluating the process you put in place to control the risk
5. documenting the incident

By law, businesses are required to identify, assess and eliminate/control risks every three months. It is an important element of your Occupational Health and Safety Management System. As an employee in a facility, you will be required to contribute to risk management.

The words **identify, assess** and **eliminate/control** have a particular legal meaning.

MANAGING RISKS IN THE WORKPLACE

In order to be able to contribute to managing risks, you must first understand what risks have already occurred and what processes are in place for risk management.

1. **Access the Equipment maintenance procedures and history**

You will need to access these policies in order to determine:

- the frequency of equipment maintenance
- the schedule of maintenance
- incident reports
- failure reports

2. **Obtain technical documentation**

You will need to access technical documentation for equipment.

3. **Obtain risk management policies and procedures**

You must be familiar with the risk management policies and procedures put in place by the organisation you work with.
IDENTIFYING HAZARDS

The OCCUPATIONAL HEALTH AND SAFETY REGULATION 2001 defines a hazard as ‘anything (including work practices or procedures) that has the potential to harm the health or safety of a person’. Hazards have the potential to cause harm, injury, illness or disease. But this definition can be expanded to something that has the ability to affect property, people or the business.

A hazard can be something straightforward such as an untidy cable for someone to trip over, or it can be a dangerous risk such as exposure to a harmful chemical, which only shows up with symptoms many years after the exposure.

Types of Hazards

As a Certificate III student there are a number of hazards or potential sources of risk that you must be aware of. Some hazards may fall into more than one category.

➢ Environmental hazards

This group of hazards is concerned with the environment in which you work. Things like lighting, ventilation, furniture, temperature, pollutants, natural light, noise, space, workstation, computer set up, can all be classed as environmental hazards.

➢ Physical hazards

Physical hazards are the most common form of hazard and generally include those things that can physically harm us. Some things that we consider to be physical hazards will also appear under other categories.

▪ Exposed cables, unsafe flooring
▪ unguarded equipment, free weights not stored correctly
▪ excessive noise
▪ exposure to excessive heat or cold (air conditioning faulty)
▪ working in an unsuitable outdoor area (needles, uneven surfaces, unsafe swimming area)
▪ blocked walkways, poor storage, overcrowding of equipment areas

➢ Behavioural hazards

People and relationships can cause a lot of stress. It is important to know how to relate best with people to reduce the risk on a business. How can relationships create a risk for a business? What if a mistreated client told all their friends to avoid your facility or worse, deliberately sabotaged some equipment.

➢ Psychological hazards
Work systems, overtime, unrealistic deadlines, pressure to work, staff shortages, unreasonable workloads, lack of adequate breaks, shift work, bullying, vilification, lack of casual staff for busy periods will all have a psychological risk on staff.

- **Postural hazards**

Examples of physical hazards include any task involving lifting, moving load, repetitive movements, fatigue, boredom, excessive force, crushing, twisting, constrained movements, long periods standing.

- **Chemical Hazards**

These include poisons and other chemicals. It is important that any hazardous substances are identified and managed appropriately. They must be properly stored and properly labelled.

- **Financial, Commercial and Legal Hazards**

These hazards affect your organisation’s ability to operate. They may include things like bad weather for an outdoor PT business, a law suit from an injured client or a competitor opening up next door.

**Reporting hazards** will be different depending on the organisation. For instance, if you work from home, you will not go through an extensive reporting process regarding a risk you have identified, you will simply fix it. As an employee in a larger organisation, you may be asked simply to report any risks verbally or there may be a document that you are required to fill in. It is important to ensure that any risk you identify is reported. It is not only good practice, but it also prevents personal liability.

### ASSESSING RISK

1. **Assessing Risk**

To objectively assess the risk of a hazard being a danger to health or safety you must consider the **consequences** of the hazard happening against the **probability** of it happening.

If a light switch was broken what might be the consequences of someone using the light switch? Electrocution? Death?

How likely might that be if there are wires showing? Very likely? Likely?

To help estimate the risk for a particular hazard we can use a **hazard matrix** (see table 2). It gives a measure of probability against consequence. Have a close look at the hazard matrix.
How dangerous is the hazard identified? For each hazard, think about:

**Table 2 - Hazard Matrix**

| How severely could it hurt someone or how ill could it make someone? | HOW LIKELY IS IT TO HAPPEN? |
| --- | --- | --- | --- | --- |
| Kill or cause permanent disability or ill health | Very likely | Likely | Unlikely | Very Unlikely |
| It could happen at any time | It could happen some time | It could happen but very rarely | It could happen but probably never will |
| Kill or cause permanent disability or ill health | 1 | 1 | 2 | 3 |
| Long term illness or serious injury | 1 | 2 | 3 | 4 |
| Medical attention required with several days off work | 2 | 3 | 4 | 5 |
| First Aid required | 3 | 4 | 5 | 6 |

Using the Hazard Matrix

The intersecting number shows you how important it is to do something. 1= High priority, do something immediately. 6= Lowest priority, do something when possible.

A **category 1** risk is very likely to kill or seriously injure someone. This kind of risk should be rare in a fitness industry setting but may still exist. An example of a category 1 risk may be a blocked fire exit. If a fire was to break out, it is very likely that people may die.

A **category 2** risk is serious and demands immediate action. It suggests that a serious injury or long-term illness will eventuate. An example of this is a computer at work with a non-adjustable chair. The incorrect chair must be replaced to comply with law.

A **category 3** risk suggests that someone is likely to be injured and require first aid. For instance, if a cable is laying across the floor in such a way that someone might trip and hurt themselves. This is not an acceptable risk and needs to be fixed promptly.

A **category 4** risk means that injury could occur if action is not taken to rectify the situation.

If you find risks at your workplace that are Category 1, 2, 3 or 4 you must take steps to eliminate them or reduce their impact.
Different companies will use different versions of hazard or risk matrices. You will need to become familiar with the one your organisation uses.

**Example of a RISK MATRIX**

<table>
<thead>
<tr>
<th></th>
<th>Negligible</th>
<th>Marginal</th>
<th>Critical</th>
<th>Catastrophic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certain</td>
<td>High</td>
<td>High</td>
<td>Extreme</td>
<td>Extreme</td>
</tr>
<tr>
<td>Likely</td>
<td>Moderate</td>
<td>High</td>
<td>High</td>
<td>Extreme</td>
</tr>
<tr>
<td>Possible</td>
<td>Low</td>
<td>Moderate</td>
<td>High</td>
<td>Extreme</td>
</tr>
<tr>
<td>Unlikely</td>
<td>Low</td>
<td>Low</td>
<td>Moderate</td>
<td>Extreme</td>
</tr>
<tr>
<td>Rare</td>
<td>Low</td>
<td>Low</td>
<td>Moderate</td>
<td>High</td>
</tr>
</tbody>
</table>

The Consequences can be defined as:

- **Catastrophic** - Multiple Deaths
- **Critical** - One Death or Multiple Severe Injuries
- **Marginal** - One Severe Injury or Multiple Minor Injuries
- **Negligible** - One Minor Injury

2. **Eliminate/Control the risk**

Once hazards are identified and it is established that they put people at risk of injury or illness, there is a legal obligation for employers to control them using a ‘risk treatment option’

When controlling risks employers are bound to use a **hierarchy of control** to “minimise the risk to the lowest level practicable”.

**HIERARCHY OF CONTROL – ELIMINATE THE RISK**

I. Substitute the hazard with a less risky alternative. E.g. if older treadmills are less safe, replace them with upgraded alternatives.

II. Isolate the hazard from the person put at risk. E.g. An older person is likely to be at risk from injury from a smith machine, so avoid that piece of equipment.

III. Minimise the risk by engineering means. E.g. if support cables on a lat pull down machine does not appear strong enough call the service person to fix the cable to reduce the risk of the injury.

IV. Minimise the risk by administrative means such as training and instruction. E.g. train staff to check equipment for faults.
V. Use personal protective equipment. E.g. if cleaning up a bodily spill in the change rooms, wear disposable gloves.

3. **Monitor and Review**

It’s important to monitor and review the control measures you put into place. You are obliged to ensure that risks are minimised. You must be sure that control measures are working effectively and this requires careful monitoring and making changes if necessary.

A good way to monitor and review risk management is to schedule reviews at the same time that control measures are implemented.

4. **Document**

It is important to **document** the measures you have taken to control risks. The responsibility is on the business owner to prove that they have taken steps to control risks. In order to prove this, you must be able to show that you have records of these steps. A sample template for documenting control procedures is shown below.

**EXAMPLES OF RISK MANAGEMENT**

*You are assessing a personal training centre where there are two reception staff on computers. One of the staff members tells you that he has a head and neck ache. He has been on the computer since 8.30am and it is now 10.30am. He will have a break in half an hour.*

**Identify the hazard**

What can happen? Occupational Overuse Syndrome
How can it happen? Incorrect workstation set up. Poor work practices.
Consultation. What does the reception staff say?

**Assess the Risk**

What are the consequences? Occupational Overuse Syndrome – Category 2 risk.
How likely is it to happen? We need to inspect the workstation to fully answer this question. If the workstation was well set up the risk of OOS is less likely. However, in this case the receptionist has been working at his computer for two hours without variance of task. This may be associated with the onset of occupational overuse syndrome. What is the likelihood of OOS occurring? Relatively high.

**Elimination/Control**

Ensure the workstation complies with guidelines. (Refer to National Code of Practice for Prevention of Occupational Overuse Syndrome). Set the maximum time at the computer before variance of task at 45 minutes.
Training Needs Assessment. Who needs training? The receptionist is missing information. Establish skills gap about prevention of OOS and workstation set up. Then conduct training.

**Monitor/Review**

Review control measures one week after training, then at one month and again at three months after training.

**Document**

Document incident in an incident log.