



Workplace Health and Safety Policy and Procedures

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WHS policy and procedure update requirements

All Policies and Procedures included within this document must be reviewed and updated as changes to relevant legislation and best practice occur, or every 2 years maximum.

Workplace Health and Safety Policy and Procedures

Scope

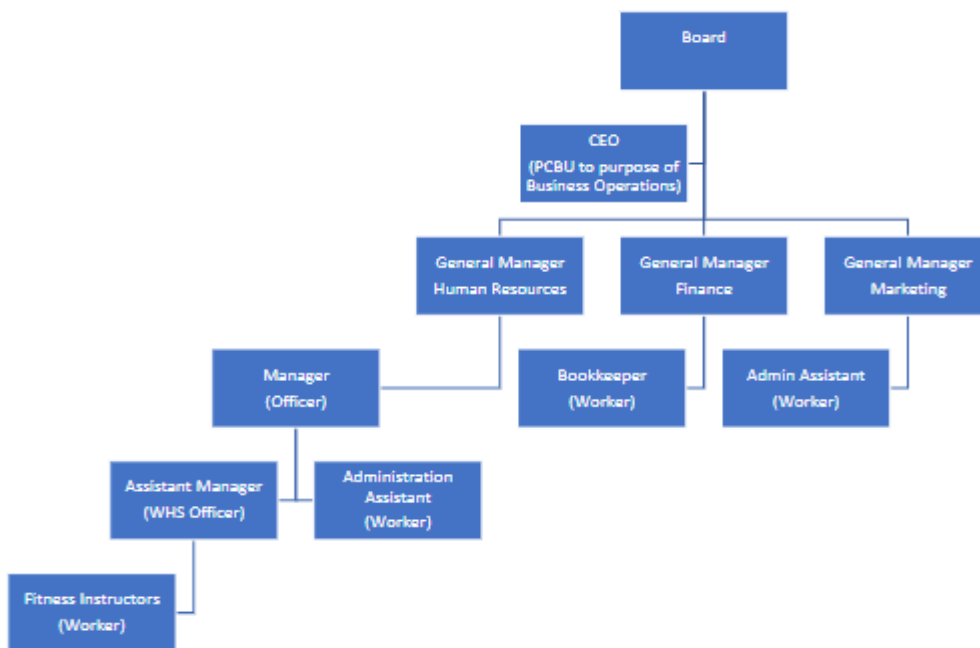
This policy applies to all employees, contractors and visitors at any Bounce Fitness Centre.

Current version date: 11/06/2020

Policy statement

Bounce Fitness recognises that the health and safety of all persons employed within the organisation and those visiting are of utmost importance. Resources, in line with the importance attached to workplace health and safety, will be made available to comply with all relevant Acts and Regulations and to ensure the workplace is safe and without risk to health.

WHS Structure and Duties



Duties

Title	Delegated Officer	Duties
Person Conducting Business	Board Members	<p>Provide an environment without risks to health and safety:</p> <ul style="list-style-type: none"> • Ensure that each piece of equipment is safe to protect staff and clients from injury and illness • Ensure building and structural environments are safe for workers and others accessing the sites. • Put in place systems linked to safety such as risk management, hazard identification and continuous improvement. • Train workers in the safe use, handling and storage of equipment, buildings and substances • Train workers on WHS policies and procedures, use of equipment, manual handling, and use of substances • Monitor and respond to all hazards and risks to eliminate or reduce risks to

		<p>all people accessing site including PCBUs, officers, supervisors, workers, contractors, clients and visitors</p> <ul style="list-style-type: none"> • Schedule regular safety checks for equipment and environment.
Officer	Centre Manager	<ul style="list-style-type: none"> • Ensure all emergencies, injuries, illnesses, incidents, hazards and risks (with current responses) are recorded and CEO informed who will then take to Board as relevant. • Respond and inform the CEO in a timely manner • Undertake Orientation to ensure staff have knowledge and skills of how to use the equipment, manual handling, use of PPE and safety processes. • Attends and runs WHS Committee Meetings with WHS officers • Collaborates in the implementation of WHS systems. • Complies with WHS policies and procedures. • Reviews work areas to ensure safety.
WHS Officer	Assistant Manager	<p>Works with Officer to acquire and keep up-to-date knowledge of public health and safety matters; and</p> <ul style="list-style-type: none"> • Reviews hazards and risks to gain an understanding of the nature of activities causing the issue in the workplace <p>Works with the Officer to ensure that workers have appropriate resources and processes available to eliminate or minimise risks to health and safety from the relevant activities; and</p> <ul style="list-style-type: none"> • Attend and run WHS Committee meetings. • Consult with Officer and PCBU in the establishment of safety systems and schedules. • Collaborate in the implementation of any new WHS systems. • Reviews environment reports to ensure workers are leaving work areas in a safe manner.
Worker	All staff	<ul style="list-style-type: none"> • Follow all WHS policies and procedures • Ensure all others are safe in the environment • Ensure own work area is left in a safe manner – putting away equipment, returning any chemicals to correct storage areas • Use equipment as per instructions • Return equipment to the required area. • Undertakes correct Manual Handling techniques • Use PPE equipment as required by procedures. • Report any hazard or risk to WHS Officer • Follow instructions set down by PCBU • Complete all training and follow instructions • Attend WHS Committee meetings • Collaborate with implementation to new WHS systems.

Legislation

- *Model Work Health and Safety Act 2011*

Model WHS laws

In 2011, Safe Work Australia developed a single set of WHS laws to be implemented across Australia. These are known as 'model' laws. For the model WHS laws to become legally binding, the Commonwealth, states and territories must separately implement them as their own laws.

The model WHS laws in Australia include:

- the model WHS Act
- the model WHS Regulations
- model Codes of Practice
- Standards

Relevant WHS Regulations

- Trade Practices (Consumer Product Safety Standard) (Treadmills) Regulations 2009

Relevant Codes of Practice

- Work Health and Safety Code of Practice (How to Manage Work Health and Safety Risks) 2015
- How to Manage Work Health and Safety Risks Code of Practice 2021
- Work Health and Safety (Hazardous Manual Tasks) Code of Practice 2015
- Work Health and Safety (First Aid in the Workplace) Code of Practice 2015
- Work Health and Safety (Managing Electrical Risks in the Workplace) Code of Practice 2015

Relevant Standards

- ISO 45001:2018 Occupational Health and Safety Management Systems - Requirements with Guidance for use
- ISO 9001
- ISO 31000 2018
- AS 1428, Design for access and mobility
- ISO 45001:2018 Occupational Health and Safety Management Systems - Requirements with Guidance for use

For more information on [Model WHS Laws](#) from Safe Work Australia.

Hygiene Policy and Procedure

Scope

This policy applies to all employees, contractors, clients, and visitors at any Bounce Fitness Centre.

Current version date: 18/03/2020

Policy

- Bounce Fitness recognises the need for extensive hygiene procedures to ensure that all employees, contractors, clients, and visitors can train with confidence and avoid exposure to viruses.
- Bounce Fitness will consult with workers and health and safety representatives on health and safety matters relating to viruses, including what control measures to put in place. For example, equipment will not be shared unless disinfected between uses.
- Bounce Fitness will ensure that all staff, clients and professional cleaners are trained to thoroughly clean all equipment on the gym floor and at the end of every class using biodegradable antibacterial wipes.
- Bounce Fitness will increase safety measures, including the provision of hygiene stations near all high-touch area that include hand sanitizer and disinfectant for wiping gyms, decommissioning water bubblers (until further notice) and having cash free purchases.
- Bounce Fitness will allow sufficient time between group fitness classes and personal training sessions so all equipment can be properly cleaned after use, and if members are required to clean gym or fitness equipment after use, provide sufficient supplies of cleaning products and provide instruction and supervision by gym managers to make sure that equipment is properly cleaned.
- Bounce Fitness will ensure that all procedures are written in plain English with minimal use of technical terms. Simple graphics will be used as appropriate.
- Bounce Fitness expects all staff to attend training and information sessions related to hygiene or virus control initiatives.
- All staff, clients, contractors and any other visitor to a Centre must follow all procedures related to personal hygiene and cleaning gym equipment

Procedures

- Cleaning Equipment Maintenance Procedure – under development
- Hand Hygiene Procedure – under development

Note: These procedures will be posted in all public spaces.

Risk Management Policy and Procedure

Scope

This policy applies to all employees, contractors, clients, and visitors at any Bounce Fitness Centre.

Current version date: 1/07/2020

Policy

- Bounce Fitness recognises the need for risk management in consideration to day-to-day operations, strategic and operational planning and decision making in all levels in the organisation.
- Bounce Fitness is committed to managing and minimising risks by identifying, analysing, evaluating and treating threats to achieving the goals of the organisation.
- Bounce Fitness staff will implement risk management in accordance with relevant legislative requirements and appropriate risk management standards.
- Bounce Fitness will provide a framework for continuous improvement to ensure compliance of the model WHS Act 2011.
- Bounce Fitness is committed to ensuring that all staff, most especially those with managerial duties, obtain a clear understanding of the principles of risk management and the requisite skills to implement risk management effectively.
- Risks that must be addressed by recruitment, efficiency and organizational development measures must be forwarded to the Centre Manager. Risks that must be addressed by staff, training and customer relations must be forwarded to the Assistant Manager. Tasks must be addressed by equipment maintenance must be forwarded to the Fitness instructors. Risks beyond this scope will be addressed directly to the Centre Manager for evaluation.
- To maintain order and reduce confusion, all must be addressed by the appropriate personnel assigned to it.

Procedure

- All employees are obligated to comply with the work health and safety policies, procedures, and instructions to ensure a safe workplace for all.
- The Centre Manager and, if applicable, the Assistant Manager, delegate responsibilities for the management of workplace health and safety
- All individuals have an obligation to guard against or protect others from any hazards or incidents as soon as they are recognised. If the hazards or incidents cannot be rectified immediately, the person must report the hazards or incidents to the Centre Manager or Assistant Manager and refer to and/or complete any of the appropriate form/s below:

Forms and logs

- *Bounce Fitness Risk Assessment Form*
- *Bounce Fitness Incident Reporting Form*
- *Bounce Fitness WHS Issues Management Log*
- *Bounce Fitness Hazard Reporting Form*

Procedures

- *Bounce Fitness Hazard Reporting Procedure*
- *Bounce Fitness Worker and Visitor Hygiene Procedure*
- *Bounce Fitness Hand Hygiene Procedure*
- *Bounce Fitness Risk Management Procedure*
- *Bounce Fitness Risk Management Plan*
- *Bounce Fitness Incident Investigation Procedure*
- *Reporting Notifiable Incidents*

Bounce Fitness follows these steps to ensure that all risks, injuries and illnesses are properly identified, analysed, evaluated, treated, and monitored.

Risk management procedure

Step	Description																		
Step 1: Establish the context - Identify the hazard/s	<p>Bounce Fitness considers the nature of the risks when identifying and managing risks associated with strategic and operational objectives.</p> <p>Use the <i>Bounce Fitness Risk Assessment Form</i> for this procedure.</p> <p>Identifying hazards involves recognising things which may cause injury or harm to the health of a person, for instance, unguarded machinery.</p>																		
Step 2: Assess the risk	<p>The overall process of risk identification, risk analysis and risk evaluation is assessed using the Risk Assessment Form.</p> <p>a) Identify risk: Identifying risk sources, areas of impacts, causes and possible consequences to form a comprehensive list of risks that will negatively or positively affect the organisation's objectives.</p> <p>b) Analyse the risk: Considering the range of causes, sources of risk, consequences (<i>refer to the first diagram below labelled 'Consequence'</i>) and likelihood (<i>refer to the second diagram below labelled 'Likelihood'</i>)</p> <p>c) Evaluate the risk: Using the Risk Matrix (<i>refer to the third diagram below labelled 'Risk Matrix'</i>) calculate the level of risk <i>by</i> finding the intersection between the likelihood and the consequences. This information from the Risk Matrix will help you identify the risk level/rating and actions (<i>refer to the fourth diagram labelled 'Risk Level/Rating and Action'</i>)</p> <p>Consequence - Evaluate the consequences of a risk occurring according to the ratings in the left- hand column</p> <table border="1"> <thead> <tr> <th>Descriptor</th> <th>Level</th> <th>Definition</th> </tr> </thead> <tbody> <tr> <td>Insignificant</td> <td>1</td> <td>No injury</td> </tr> <tr> <td>Minor</td> <td>2</td> <td>Injury/ ill health requiring first aid</td> </tr> <tr> <td>Moderate</td> <td>3</td> <td>Injury/ill health requiring medical attention</td> </tr> <tr> <td>Major</td> <td>4</td> <td>Injury/ill health requiring hospital admission</td> </tr> <tr> <td>Severe</td> <td>5</td> <td>Fatality</td> </tr> </tbody> </table>	Descriptor	Level	Definition	Insignificant	1	No injury	Minor	2	Injury/ ill health requiring first aid	Moderate	3	Injury/ill health requiring medical attention	Major	4	Injury/ill health requiring hospital admission	Severe	5	Fatality
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Major	4	Injury/ill health requiring hospital admission																	
Severe	5	Fatality																	

Likelihood - Evaluate the likelihood of an incident occurring according to the ratings in the left-hand column

Descriptor	Level	Definition
Rare	1	May occur somewhere, sometime ["once in a lifetime / once in a hundred years"]
Unlikely	2	May occur somewhere within the Department over an extended period of time
Possible	3	May occur several times across the Department or a region over a period of time
Likely	4	May be anticipated multiple times over a period of time May occur once every few repetitions of the activity or event
Almost Certain	5	Prone to occur regularly It is anticipated for each repetition of the activity of event

Risk Matrix – Use the matrix to calculate the level of **risk** by finding the intersection between the likelihood and the consequences

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	Medium	High	Extreme	Extreme	Extreme
Likely	Medium	Medium	High	Extreme	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

Risk Level/Rating and Actions - Based on the level of risk you identified in the Risk Matrix determine the appropriate action.

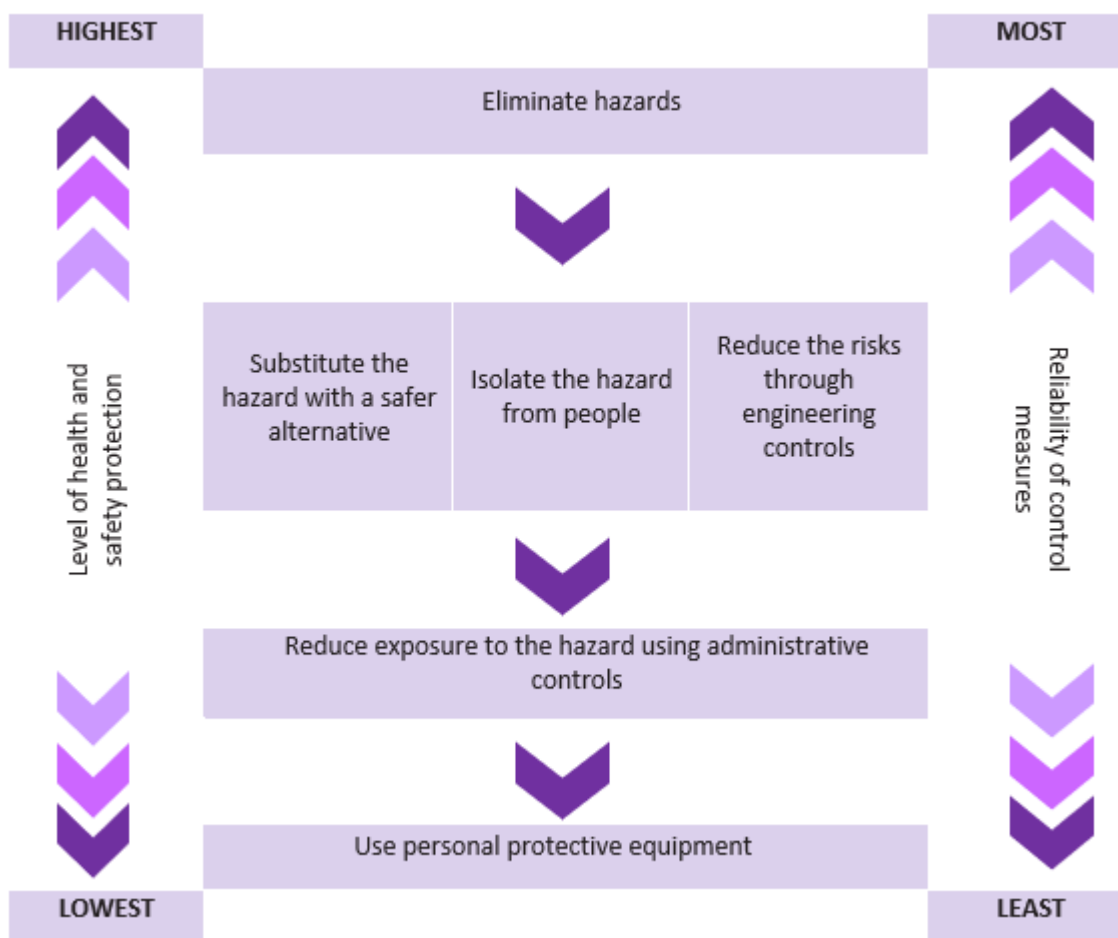
Descriptor	Definition
Extreme:	Notify Workplace Manager and/or Management WHS/OHS Nominee immediately. Corrective actions should be taken immediately. Cease associated activity.
High:	Notify Workplace Manager and/or Management WHS/OHS Nominee immediately. Corrective actions should be taken within 48 hours of notification.
Medium:	Notify Nominated employee, HSR / HSC . Nominated employee, WHS/OHS Representative / HSC is to follow up that corrective action is taken within 7 days.
Low	Notify Nominated employee, HSR / HSC . Nominated employee, HSR / HSC is to follow up that corrective action is taken within a reasonable time.

This information is used to identify the most appropriate control measure to control the risk called the 'Hierarchy of Control Measure'.

Step 3: Communicate and consult	Effective communication, consultation and education in risk management are necessary to achieve a successful integration of the risk processes into the organisation.
Step 4: Treat and control risk	The Hierarchy of Control Measures as provided below is used to select one or more options for treating and controlling risks including funding and other resource considerations.
Step 5: Monitor and review	Continual monitoring and reviewing of risk profiles using aggregate data collected in the reporting stages are essential to maintain the effectiveness and appropriateness of the treatment applied by management.

Hierarchy of Control Measures

As mentioned above the results of a risk assessment are used to identify the most appropriate control measure to control the risk called the ‘Hierarchy of Control Measure’. These are shown in the following diagram.



Process to apply Hierarchy of Controls

You apply the Hierarchy of Controls using the following series of questions:

1. Can the hazard be eliminated? Can you remove it? E.g. Remove faulty equipment.
2. Can you substitute the process or equipment with a safer alternative? Eg. Replace faulty equipment.
3. Can you isolate the hazard? Eg. Put up barricades/ warning tape to limit access.
4. Can you implement engineering controls/change your processes? Eg. Change process so equipment is plugged in directly at wall, without extension cord used or crossing pathways.

5. Can you change administrative controls? Eg. Change the policy to require all extension cords in use in the workplace to have been tested and tagged annually.
6. Can you use PPE to improve safety? Eg. Use of ergonomically designed office chair in the workplace to support posture.

Hazard identification

Hazard identification involves finding things and situations that may potentially cause harm to people. Hazards, in general, arise from the following aspects of work:

- physical work environment
- equipment, materials and substances used
- work tasks and how they are performed
- work design and management.

Common hazards are identified in the following table:

Hazard	Example	Potential harm
Manual tasks	Tasks involving sustained or awkward postures, high or sudden force, repetitive movements, or vibration	Musculoskeletal disorders such as damage to joints, ligaments, and muscles
Gravity	Falling objects, falls, slips and trips of people	Fractures, bruises, lacerations, dislocations, concussion, permanent injuries, or death
Psychosocial	Excessive time pressure, bullying, violence and work-related fatigue	Psychological or physical injury or illness
Electricity	Exposure to live electrical wires	Shock, burns, damage to organs and nerves leading to permanent injuries or death
Machinery and equipment	Being hit by moving vehicles, or being caught in moving parts of machinery	Fractures, bruises, lacerations, dislocations, permanent injuries or death
Hazardous chemicals	Acids, hydrocarbons, heavy metals, asbestos and silica	Respiratory illnesses, cancers, or dermatitis
Extreme temperatures	Heat and cold	Heat can cause burns and heat stroke or injuries due to fatigue. Cold can cause hypothermia or frostbite
Noise	Exposure to loud noise	Permanent hearing damage
Radiation	Ultraviolet, welding arc flashes, microwaves and lasers	Burns, cancer, or blindness
Biological	Micro-organisms	Hepatitis, legionnaires' disease, Q fever, HIV/AIDS or allergies

Sourced from *Model Code of Practice: How to manage work health and safety risks*, used under CC BY 4.0. *Safe Work Australia*.

Hazard reporting procedure

The objective of hazard reporting is to give a consistent approach so that everyone in the business can follow and understand. It also means that hazard reporting can be linked with hazard management, WHS planning and evaluation. This will assist in the continuous improvement of WHS performance at Bounce Fitness.

The steps for hazard reporting are described in the following table.

Step	Description	
Step 1: If possible, fix hazard and tell the Centre Manager	<ul style="list-style-type: none"> • If possible, fix the hazard immediately and safely and tell the Centre Manager as soon as is practicable. • Enter the details in the worker's section on the Hazard Reporting Form. • If the hazard resulted in an incident, illness or injury, then an Incident Reporting Form should also be filled out. 	
Step 2: Complete the Hazard Reporting Form	<ul style="list-style-type: none"> • If you were able to correct the hazard, describe what you did. If you were unable to correct it, describe what you think should be done. • Complete an Incident Reporting Form if necessary. • Give the form/s to your manager. • The Manager must review the employee's input for completeness and review any action. 	
Step 3: Manager will develop and document a WHS Risk Management Plan	<p>The Manager must develop and document a WHS Risk Management Plan, based on outcomes of the Hazard Reporting Form, Incident Reporting Form and the Risk Assessment Template, in consultation with employees that incorporates the identification, assessment and control of risks arising from work. Particular attention should be paid to:</p> <ul style="list-style-type: none"> • Areas/activities identified as high risk • Hazardous substances/chemicals. 	
What needs to be done	By whom	By when

Consultation

Consultation is a legal requirement and an essential part of managing health and safety risks. Everyone must be involved to ensure safe working conditions for all, especially in a fitness centre that requires extensive manual handling and the potential for injuries is high. Regular consultation and cooperation between management and workers will be integral in finding suitable solutions that will benefit the organisation as a whole.

Drawing on the knowledge of all workers will assist in making more informed decisions for carrying out work safely.

Effective health and safety consultation also has other benefits:

- Greater awareness and commitment – because workers who have been actively involved in how health and safety decisions are made will better understand the decisions.
- Positive working relationships – because understanding the views of others leads to greater co-

operation and trust.

- Identifies training needs and learning opportunities.

We shall consult workers when:

- identifying hazards and assessing risks arising from work carried out or to be carried out
- making decisions about ways to eliminate or minimise those risks
- making decisions about the adequacy of facilities for the welfare of workers
- proposing changes that may affect the health or safety of workers
- making decisions about procedures for consulting with workers
- resolving health or safety issues
- monitoring the health of workers.

Consultation mechanisms

Some examples of how the work team can contribute to managing work area hazards through consultation are as follows:

Consultation mechanism	Role of work team
Meetings	To attend all meetings that discuss WHS concerns that may affect their health or safety, such as safety talks and resolving issues To raise concerns based on their experience and knowledge as a member of the work team
Health and safety committees and representatives	To elect the appropriate health and safety committee members and representatives To consult with the committee and representatives regarding safety issues
Individual performance management processes	To ensure that their performance is following the organisation's WHS policies and procedures and WHS laws To review feedback given to them by management regarding health and safety
Reports	To file reports with relevant information regarding risks in their work area To ensure that they file a report as soon as a risk is identified so that it may be managed.

Whom to consult

In the event that the Centre Manager or Work Health and Safety Officer identifies a risk that may affect the health and safety of workers, they must consult the workers who will be directly affected by the risk to discuss suitable means of controlling it.

In the event that a worker identifies a risk that may affect their or other's health and safety, they must immediately raise the concern to the Centre Manager to deal with the risk promptly.

On what to consult

Workers are not limited to raising concerns about foreseeable risks; they are also highly encouraged to: ask

questions about health and safety raise concerns and report problems make safety recommendations be part of the problem-solving process.

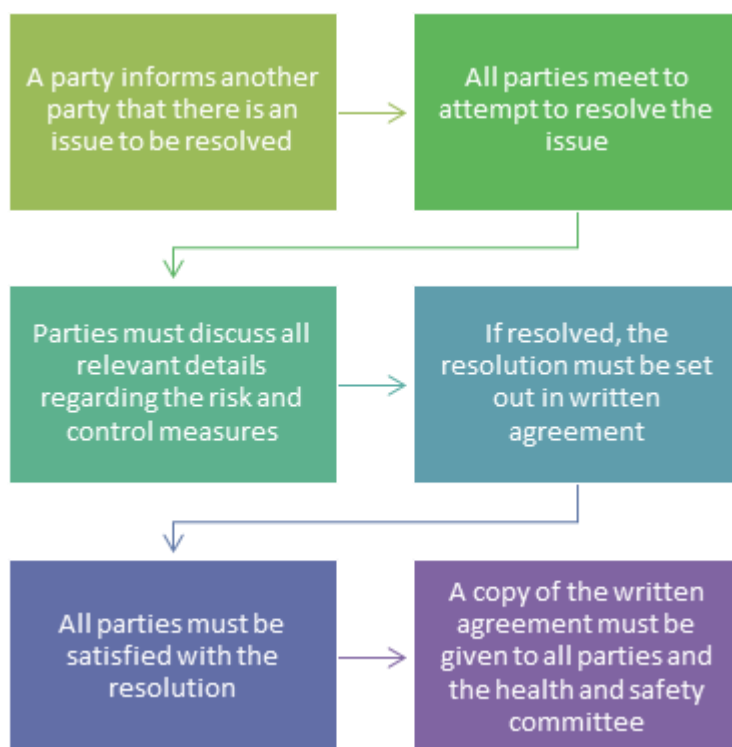
Workers and health and safety representatives are consulted on health and safety matters including matters relating to virus control and what control measures to put in place in the workplace.

Bi-Monthly WHS Committee Meetings

Bounce Fitness puts the work health and safety of its workers and members as one of its main priorities. To keep fitness centres safe for all, we conduct bi-monthly WHS Committee meetings with the workplace staff to identify changes and improvements to improve the health and safety of the workplace.

Managing issues raised through consultation

Bounce Fitness uses the following procedure to manage issues identified through consultation based on the Work Health and Safety Regulation provisions. The default procedure is as follows:



Incident Management Policy and Procedures

Scope

This policy applies to all employees, contractors and visitors at any Bounce Fitness Centre.

Current version date: 12/06/2020

What to do when an incident occurs

When an incident occurs, there are specific steps to be taken to support the injured party, record the incident details, report on and communicate as needed to minimise the risk of the incident recurring.

The steps to take when responding to an incident are as follows:

- (1) Attend to the needs of injured persons.
- (2) Secure the incident scene to prevent further injury or loss.
- (3) Decide who will investigate the incident for the company.
- (4) Record the incident in the incident register.
- (5) Identify the hazards involved in the incident.
- (6) Evaluate the hazard controls in place.
- (7) Decide on future action.
- (8) Inform all those affected.
- (9) Follow up with monitoring of any new or altered hazard controls.

When is an investigation performed?

Upon receiving a complaint or a verbal or written report concerning an incident, near miss or a hazard, the Centre Manager or Work Health and Safety (WHS) Officer will determine if an investigation is required. This may be based on: severity, or potential severity of the incident (including illness or injury). The level of risk involved and the complexity of contributing factors may impact the number of stakeholders involved. Note: all notifiable incidents will be investigated.

An investigation can be requested by any of the health safety and well-being committees. If an investigation is required, it should commence as soon as is practicable.

Why it is important to investigate near misses in the workplace?

It is important to investigate near misses in workplace to prevent injuries, illness or accident in the future from similar event, to evaluate what can be learned from the incident so that the organisation and workers can learn from the incident and put in place appropriate control measures and to meet the requirements of WHS legislation.

Who should be involved in the investigation of near misses?

The investigation process should include people involved in the near miss incident, those people who may have been impacted by the near-miss incident, WHS representatives, external advisors if needed and using aggregate data if needed.

Who conducts the investigation?

The investigation is conducted by the Centre Manager, or WHS Officer may assemble a team to assist with the investigation, which may include, but is not necessarily limited to: Local supervisor or manager of the persons involved in the incident.

Notifiable incidents

If an incident, injury or illness is deemed to be a notifiable incident in accordance with the *Model Work Health and Safety Act 2011*. The manager or supervisor will notify the regulator within the required timeframe or as soon as is possible.

As far as is reasonably practicable, the person in control of the work area must ensure that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time as directed by an inspector.

Note: More details can be found in the Incident Reporting Procedure.

Procedure

The procedure assessing the implications of near misses in relation to incidents, injuries, illnesses and near misses is detailed on the following page.

Incident investigation procedure

Step	Description
Step 1: Establish background	<p>This involves the compilation of information (using aggregated data from reports and so on) to establish the sequence of events that lead to the incident, near miss or hazard, to assist in determining the cause or contributing factors and involves:</p> <ul style="list-style-type: none"> • Investigation of the incident/near miss or hazard site • Interview of relevant people • Review of documents including risk assessments, incident reports, safety audits and Material Safety Data Sheets, relevant codes of practice and/or standards and any relevant aggregated data • Determine risk rating of near miss, hazard or incident being investigated.
Step 2: Determine contributing factors	<p>Contributing factors are determined in accordance with root cause analysis principals and grouped into three categories:</p> <ul style="list-style-type: none"> • People/organisational/procedural/task • Equipment/materials • Environmental conditions/physical environment.
Step 3: Make recommendations	<p>Recommendations are made to address the contributing factors and are aimed at eliminating or minimizing risks associated with this or similar incidents, near misses or hazards.</p> <p>Recommendations should:</p> <ul style="list-style-type: none"> • Consider WHS Regulations, Codes and Practice, and Industry Standards • Be feasible and within the management's control to fix • Give both short and long-term actions, if required • Where possible give alternate approaches to addressing contributing factors.
Step 4: Develop an action plan	<p>An action plan must be developed to follow the recommendations and to eliminate or reduce the risk of the incident occurring again.</p> <p>This incorporates a stakeholder meeting which should include, but not necessarily be limited to:</p> <ul style="list-style-type: none"> • Centre manager • HR representative • WHS Officer or representative • Union representative.

	<p>The purpose of this meeting is to review the recommendations made in the Incident Investigation Report and develop an action plan for the implementation of recommendations. This action plan MUST include:</p> <ul style="list-style-type: none"> • Details of which recommendations are to be implemented and how they are to be implemented/actioned • Details of any additional actions arising from the discussions by the stakeholder group • Individuals who will be accountable for the implementation and monitoring of each recommendation • Completion dates for the implementation of each recommendation • Dates for follow up and/or review of actions. <p>Note: Responsibility for actioning an item cannot be referred to another person without prior notice.</p> <p>Implementing an action plan</p> <p>The manager/supervisor must ensure the implementation and monitoring of recommendations on the action plan by the dates stipulated on the plan.</p>
<p>Step 5: Review action plan</p>	<p>The recommendations/actions must be reviewed post-implementation to: ensure that they are effective in reducing risks, ensure that the implementation has not created additional hazards, that the manager/supervisor must ensure that this review takes place, and that the date of the review is documented on the action plan</p>

Implementing an action plan for notifiable incidents

The manager/supervisor must ensure the implementation and monitoring of recommendations on the action plan by the dates stipulated on the plan.

The recommendations/actions must be reviewed post-implementation to:

- Ensure that they are effective in reducing risks
- Ensure that the implementation has not created additional hazards
- The manager/supervisor must ensure that this review takes place and that the date of the review is documented on the action plan.

Reporting notifiable incidents

The person in charge of the risk management must report status of risk during each step of the process.

The following reporting processes must be done within the initial 24 hours of action: All escalations of hazard identification and risk assessment to management. Actions discussed and agreed upon during consultation must be actioned within the next 24 hours after consultation. Results of risk treatment upon initial implementation

According to the Model Workplace Health and Safety Act (2011), it is the responsibility of the Person Conducting a Business or Undertaking (PCBU) to report all notifiable incident resulting in serious injuries or illnesses.

- In the event of a notifiable incident, a manager or higher must report the incident to the management. In the case that no manager is present during the incident, the incident must be reported to a manager in the soonest time.
- The manager who will report the incident must contact the regulator assigned to each State/Territory.
- Notice of incident must be reported as soon as the circumstances permit. The notice must be given by the fastest possible means—which could be by telephone or in writing.
- The incident site must be preserved until an inspector arrives or directed otherwise.

The report sent to the regulator must contain the following:

- An overview of the incident
- The type of incident
- Date and time
- Incident address
- Detailed description of the notifiable incident
- Information on the person/s involved in incident, including: name, date of birth, address, contact number, occupation, relationship to entity notifying the incident.

If person/s is being treated, the following must be presented:

Description of injury or illness, initial treatment, where person is being treated, legal and trading name of business, business address, action being taken or intended to take to prevent recurrence (if any), notifier's information, name, contact phone number, position in workplace, information of person to contact (if different from notified), name, phone number, position in workplace.

For more information on notifiable incidents, please refer to the link below:

Incident Notification Information Sheet

<<https://www.safeworkaustralia.gov.au/system/files/documents/1702/incident-notification-fact-sheet-2015.pdf>

Record-keeping requirements

The Code of Practice for managing health and safety risks states that you must keep records of all WHS operations. At Bounce Fitness, all records must be kept for at least seven years after the event and stored securely in locked office filing cabinets and online. Recordkeeping requirements are found in the WHS Regulations and are based on the hazard. There is a wide range of reasons for the documents to be kept.

- First, it demonstrates we comply with WHS legislative requirements. Some are required for legal reasons, and some will be required for quality management purposes, incident investigations, auditing, and the like.
- Second, keeping WHS records is also useful in the identification of health and safety issues in the workplace, and of course, in remedying these situations.

What needs to be stored?

The following documentation must be stored securely:

- instructions, procedures, and organisational policies
- WHS training programs and plans
- audit and inspection reports
- Safety Data Sheets (SDS) for all raw materials and supplies used by the organisation
- dangerous goods listings
- first aid and medical records (as appropriate)
- hazard and incident investigation reports
- issues management logs
- maintenance records
- minutes of WHS committee meetings, work team meeting agenda items and outcomes
- risk assessment reports
- aggregate data reports
- inspections
- training and licensing records.

Aggregating and data collection

Characteristics and requirements of aggregate data:

Aggregate data refers to numerical or non-numerical information that is:

- collected from multiple sources and/or on multiple measures, variables, or individuals
- compiled into data summaries or summary reports, typically for reporting or statistical analysis related to managing workplace health and safety including workplace risks and hazards.

Data can be aggregated (collected) from the following sources:

- instructions, procedures, and organisational policies
- WHS training programs and plans
- audit and inspection reports
- first aid and medical records (as appropriate)
- hazard and incident investigation reports
- maintenance records
- minutes of WHS committee meetings, work team meeting agenda items and outcomes
- risk assessment reports
- issues management logs
- inspections
- training and licensing records.

Identifying hazards and managing risks using workplace data (work area and aggregate data)

By collecting aggregate and work area data we can capture the details of:

- work area processes,
- work area demographic,
- accidents,
- incidents,
- risks,
- hazards,
- solutions applied (action taken),
- success of outcomes.

We can use this data through reporting and analysis to identify common work health and safety issues (risks, hazards and incidents) that occur or recur in the workplace as they relate to:

- work areas/locations, eg. Staff are continually tripping on a specific printer cable in an area where the cords cross the corridor walkway.
- tasks/activities, eg. Staff using heavy workout equipment incorrectly (not following manufacturers specifications) causing lift injuries.

By identifying these issues we can work to reduce, minimise and even eliminate the risk to our staff going forward through the implementation of proven safety measures such as the relocation of cables (not across walkway) and training on manual handling techniques.

Keeping up to date: Training and WHS programs

To implement the general provisions of this policy, programs and procedures will be set up, continually updated and effectively carried out. These programs will include the following:

- WHS training and education, including First Aid and accredited courses
- annual refresher training in cardiopulmonary resuscitation (CPR)
- providing information to employees, contractors and those attending the Centre for its intended purpose
- developing and updating safe work procedures
- emergency procedures and drills
- provisions of WHS equipment, services, and facilities
- regular workplace inspections and evaluations
- reporting and recording incidents, accidents, injuries, and illnesses
- ensuring all staff are kept updated with changes to WHS laws and workplace policies and procedures
- on-the-job training
- mentoring and coaching programs.

Coaching and Mentoring

Providing coaching and training to staff members.

Coaching is a training method wherein a trainer supervises an **individual or group** to improve their performance. It refers to support provided which will encourage one to achieve **specific goals** and can be facilitated **whenever training needs are identified**.

The coach would have to be a **WHS expert** tasked with ensuring that your work team has the skills and competencies to practice work health and safety in their workplace.

Coaching is used when:

- a company undergoes changes that affect work health and safety
- some workers do not meet work health and safety requirements
- an individual or group in the work team needs improvement in performing work health and safety task.

One instance where coaching may be useful, is when employees need support and training in first aid. Coaches can help employees gain new information about first aid. This would include knowledge on the location of supplies, and this learning will be done through a **structured format**. Along with the knowledge, employees would also be able to develop and improve skills to provide first aid through instruction and feedback from the coach.

Mentoring

Mentoring is a form of **long-term support** given to employees. This encourages them to improve their work performance. As with coaching, the mentor would have **expertise in WHS** and would provide personal and in-depth support to employees for their holistic improvement.

This training method is useful in several scenarios. One instance where it may be particularly useful would be when an employee has a need to learn about WHS reporting. Through mentoring, an employee can develop and maintain interest in improving their understanding of WHS reporting, possible through the continuous guidance given by the mentor. Mentoring would also help ensure that the employee is able to demonstrate the correct WHS reporting processes by supervising them.

Job training

Teams and individuals within an organisation will require specific training that targets their specific roles. The training they participate in should assist them in overcoming any gaps that may exist in their work performance because of a lack of skills and/or knowledge. Such training can take several forms.

For example, you may:

- conduct training in the safe use of a specific piece of machinery
- conduct training for all individuals who will be supervising juniors or conducting on-the-job training which emphasises safe working practices
- conduct first aid training to those responsible within the organisation
- conduct training on how to be a WHS representative
- conduct training in specific areas of WHS such as risk assessment, hazard identification and emergency procedures

Accessibility

Each Bounce Fitness Centre has at least three (3) hard copies of the Bounce Fitness WHS Policy and Procedures.

All WHS policies, procedures and reports (including risk assessment template, incidence reports, issues management logs, hazard reporting forms) are in hard copy and in the administration office of each Bounce Fitness gym.

The Bounce Fitness WHS Policy and Procedures and fillable templates can also be accessed by employees in the Bounce Fitness' intranet site.

Emergency Procedures

This information is posted in every public space and office.

Scope

This procedure applies to all employees, contractors and visitors at any Bounce Fitness Centre.

Current version date: 11/06/2020

Fire

To ensure that the environment is safe for employees and customers alike, there are provisions and procedures followed to manage fire safety.

Fire is a major threat to all establishments, and an outbreak of even a small fire may risk life, property and the environment. It may also compromise day-to-day activities.

Bounce Fitness will ensure, so far as reasonably practicable, that risk associated with fire will be managed in compliance with the Model Workplace Health and Safety Act (2011).

Emergency

Bounce Fitness assures that it prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. Bounce Fitness acknowledges that the prevention and effective management of emergency situations can minimize the negative impact of unexpected events.

Evacuation

In the event of an emergency or fire, set guidelines of evacuation procedures have been enforced to help reduce the negative effects of unexpected, unplanned event that requires immediate action to prevent harm.