



Crown Collie

Occupational Health & Safety Handbook

Reviewed: February 2025



Contents

Introduction	3
Food Service Roles and Responsibilities	Error! Bookmark not defined.
Food Handling	Error! Bookmark not defined.
Hazard Analysis	Error! Bookmark not defined.
Ordering and Deliveries.....	Error! Bookmark not defined.
Health and hygiene requirements.....	4
Waste disposal.....	5
Cleaning and sanitising	Error! Bookmark not defined.
Pest control	Error! Bookmark not defined.
Facility and equipment maintenance	Error! Bookmark not defined.
Use and accuracy of thermometers.....	Error! Bookmark not defined.
Food recall and food disposal.....	Error! Bookmark not defined.
Food safety program records.....	Error! Bookmark not defined.
Reporting, Investigating & Recording Food Safety Breaches.....	Error! Bookmark not defined.
Food safety program review	Error! Bookmark not defined.



Introduction

This Occupational Health & Safety Handbook provides a framework to identify risks and hazards in the workplace and helpful information on how to reduce them.

We recognise our moral and legal obligations to ensure so far as is reasonably practicable, the health and safety of workers (employees, apprentices, work experience students, contractors, volunteers, and labour hire employees).

We are committed to ensuring so far as is reasonably practicable, the health and safety of others, being our patrons, guests and visitors.

Risk assessment is the process of determining whether there is a risk associated with an identified hazard, that is, whether there is any likelihood of injury or harm. The process should include consultation with people involved in the task, as well as consideration of the experience and training of the operator, individual tasks to be performed and the length of time the operator is exposed to the identified hazards

We are committed to implementing and maintaining an Occupational Health & Safety Framework in consultation with workers.

So far as is reasonably practical we will:

- Provide a safe and healthy workplace for all workers
- Provide safe plant and systems of work
- Provide written procedures and instructions that ensure safe systems of work
- Ensure compliance with relevant legislation and current industry standards
- Provide relevant training, information, instruction, and supervision to workers and others to ensure their health and safety
- Provide assistance and ongoing support to employees regarding WHS issues
- Consult with all workers regarding work health and safety

All workers are responsible and will be held accountable for implementing those aspects of the framework for which they are responsible.

Workers are responsible for:

- Taking reasonable care for their own health and safety, as well as the health and safety of others
- Following all procedures detailed within this framework
- Report any injury, illness, hazard or unsafe work practice as they occur
- Participate in consultation regarding work health and safety



Slips, trips and falls

Slips, trips and falls are often due to poor housekeeping practices in the workplace such as water or oil spilt on the floor, or inappropriate placement of materials such as using passageways for storage can also cause slips, trips or falls.

When assessing the potential for slips, trips and falls, make sure you also look at out-of-sight areas such as freezers, cool and storage rooms and loading docks.

Tips to stop slips, trips and falls

- Prevent grease, water and foodstuffs from lying on floors
- Minimise the need to carry full pots or pans
- Clean up any spills immediately, followed by a dry mop to ensure the surface is not left wet
- Use the appropriate floor cleaning products to clean floors, remove oil and grease
- Reduce the number of people who walk through kitchen areas
- Use storage areas for equipment and supplies
- Do not leave boxes, rubbish, bags and furniture in passageways, entrances and exits
- Ensure adequate lighting
- Ensure floor surfaces stair and ramps are well maintained (e.g. broken or missing tiles are replaced)
- Wear suitable footwear, and keep treads clean to provide adequate slip resistance.

Manual Handling

Injuries from hazardous manual tasks (Musculoskeletal disorders) are the highest cause of lost time injury to employees working in hospitality. While many injuries are caused by using force to lift, carry, push or hold objects, repetitive actions and sustained or awkward postures are also significant risk factors.

Examples of common hazardous manual tasks include:

- Accessing and storing food, plates and other items above shoulder height, below mid-thigh and away from the body
- Cleaning tables, work benches, kitchens and other service areas
- Washing pots and larger dishes which may require bending over and reaching into sinks, possibly with force while scrubbing
- Chopping and cutting food
- Lifting or carrying heavy, fragile and hot plates, food dishes or pots
- Lifting or carrying containers with liquids that may be hot (e.g. out/into fryers, stock)
- Handling awkward or heavy loads (including moving deliveries or stock, accessing stored items)
- Moving chairs and tables
- Reaching into chest freezers
- Prolonged or sustained postures can have a cumulative effect and lead to physical and mental fatigue and injuries

Tips to prevent injury from manual tasks

Your priority should always be to eliminate the hazardous manual tasks entirely if reasonably practicable. If the task cannot be eliminated, then modifying or redesigning the source of the risk will be the next level of control to consider.

Control measures that could be implemented to reduce the risk of injury:

Environment, space and lay-out

- Design activity and equipment placement for ease of movement, workflow and work activity
- Use workbenches of appropriate heights particularly for chopping and food preparation to reduce the risks associated with bending forward or reaching
- Place large mixers at a height that allows access to the mixing bowl handles between knuckle and elbow height - this will reduce bending at the waist
- Organise storage areas as close to the working area as possible to reduce carrying distances
- Keep food localised to working surfaces wherever possible
- Avoid reaching into a chest freezer use baskets or other storage options and ensure clear access around the chest freezer for easy access.



Equipment and mechanical aids

- Use wheeled dollies and trolleys to move heavy items stored at floor level
- Transfer food straight from a pot to the plate or into smaller containers to carry to the serving area
- Use personal protective equipment such as appropriate gloves and non-slip shoes where required - gloves should have extra grip on palms and fingertips to reduce the gripping force needed to handle greasy dishes
- Use utensils and knives with ergonomic handles and those that allow for power grips
- Use machines and tools to reduce manual chopping of vegetables or buy pre-cut vegetables
- Use long-handled brushes to reduce awkward postures when cleaning items or equipment.

Nature of load

- Ensure used oil is cooled down and moved in small containers with a secure lid and sturdy handle
- Break down trays of products before loading onto storage shelving
- Use smaller containers for cleaning chemicals and/or appropriate siphons or pumps to avoid handling bulk containers
- Do not overfill bins

Work organisation and practices

- Receive delivery of goods close to the storage area
- Where possible, limit repetitive tasks such as cutting and cleaning by having varied tasks, job rotation and frequent breaks
- Keep a maintenance schedule of equipment such as knives and trolleys
- Store heavy items on shelves at waist height. Use of bulk storage bins on casters for items such as flour and rice
- Avoid twisting, reaching and other awkward postures
- Wear uniforms and PPE provided, and slip-resistant footwear



Knives and sharp tools safety

Cuts from knives and sharp instruments can cause serious injuries to workers.

Tips to use knives and sharp tools safely

- Keep knives sharp, maintained and in a good working condition
- Ensure slicing machines and butchers' steels for knife sharpening have hand guards
- Use the correct knife for the task
- Cut on a suitable cutting board placed on a firm surface
- Avoid placing knives near the edge of the table or with the blade facing outwards
- Keep knives on a suitable knife shelf, in a knife block or sheath or on a suitable magnetic strip mounted against the wall when not in use
- Knives should be washed separately to other utensils or instruments
- Wear protective clothing such as gloves and aprons when handling sharp implements



Hot conditions

Working in hot conditions, such as kitchens, can lead to heat stress, especially if there is a low level of air movement or poor ventilation.

When working in a hot environment, the body needs to disperse heat more effectively.

Signs of heat stress include profuse sweating, thirst, headache, dizziness, muscle cramps, nausea, fainting or dizziness, rapid heart rate, or fast and shallow breathing. If left untreated, heat stress can lead to life-threatening heatstroke.

Tips to keep cool

- Ensure adequate exhaust and ventilation to remove steam in the kitchen and remove heat from stoves.
- Drink plenty of non-caffeinated drinks to replenish fluid
- Locate work stations away from heat sources
- Provide rest breaks for workers in a cool area, and ensure they have access to cool drinking water
- Ensure air conditioning and ventilation systems are serviced on a regular basis

What to do if you show signs of heat stress

1. Move to a cool place
2. Lie down
3. Remove excess clothing
4. Cool down with a cool shower, bath, or sponge bath
5. Place cool, moist cloths on your forehead, wrists, neck, underarms, and groin
6. Fan yourself continuously
7. Drink small sips of cool water, diluted fruit juice, or cordial
8. If you have muscle cramps, gently stretch the affected muscles

If your symptoms worsen or don't improve within an hour, contact your doctor. If someone you're with is experiencing heat stress, seek immediate medical help if they become confused, lose consciousness, or are unable to drink.



Hazardous Substances

Chemicals, or hazardous substances, are used every day in our workplace and often have the potential to cause injury or illness. Some common chemicals used include cleaning products, oven and toilet cleaner and dishwashing detergents.

Tips to identify, control and safely use hazardous substances

- Ensure chemical containers have a label to identify the chemical and the safety information about the chemical (e.g. flammable, toxic if swallowed and avoid contact with skin).
- Store chemicals in approved containers; do not use old drink or food containers.
- Refer to the material safety data sheet (MSDS) from the chemical supplier for all hazardous substances at the workplace
- Ensure adequate ventilation to remove chemical fumes. Some have little or no odour so can be difficult to identify through smell.
- Limit exposure to hazardous substances through the use of protective personal equipment and work practices.
- Clean up any spills immediately, having reference to the MSDS for the substance.

Fire

There is a significant risk of fire in the food retail industry, particularly in kitchens.

Tips to reduce fire risk

- Ensure gas equipment is in a well-lit and draught-free area with a gas shut-off valve so the supply can be stopped if necessary
- Install, use and maintain electrical appliances properly
- Inspect and maintain gas equipment and the fuel supply system regularly
- The switch for the gas supply should be accessible and clearly labelled
- Ensure gas bottles are chained at all times
- Clean exhaust fans and hoods regularly to prevent build-up of residue.
- Store flammable materials, clothes and paper appropriately and away from sources of heat
- Ensure fire safety services are regularly maintained by qualified personnel.
- Provide prompt treatment for burns and smoke inhalation.



Machinery and Equipment

Caterers, chefs and kitchen staff often use machinery and equipment such as slicers, mincers, knives or mixers that can cause cuts, lacerations and amputations

Tips to operate machinery and equipment safely

- Guard sharp edges and moving parts and ensure workers use guards when operating equipment.
- Ensure off buttons are easily accessible.
- Make sure pressure vessels, such as coffee machines, are fitted with a low-level cut-off device.
- Make sure equipment is fitted with safety valves, water level and pressure gauges where required.
- Ensure equipment is securely fixed to the bench.
- Regularly inspect and have your equipment serviced to make sure it has not been damaged (this may also improve productivity by reducing downtime of equipment).
- Provide appropriate safety instructions and signs for equipment.
- Develop safe systems of work and train workers in them (e.g. explaining why workers should not wear jewellery when operating machinery and equipment).
- Ensure workers know what to do if someone gets caught in a machine.
- Report any equipment that is not working properly.
- Follow manufacturers' instructions for cleaning equipment.
- Ensure you are trained in the safe use of machinery, including what equipment is used for specific tasks and the functions of controls and guards.



Working from Height

The primary risk of working at height is falling from an elevated position, which can lead to serious injuries or death due to the impact force, particularly if the fall is from a significant height. Other potential risks include being struck by falling objects, working on unstable surfaces, and exposure to weather elements such as strong winds.

Whenever feasible, try to complete tasks from the ground to minimise the need for working at height.

Tips to reduce the risk of working from height

- Before starting any work at height, identify potential hazards like unstable surfaces, weather conditions, and equipment issues.
- Make sure all workers are adequately trained in safe working practices at height, including the use of equipment and fall protection systems.
- Select the right equipment for the job, such as scaffolding, ladders, aerial lifts, and safety harnesses, and ensure they are properly maintained.
- When climbing ladders, maintain three points of contact (two hands and one foot or one hand and two feet).
- Regularly check all safety equipment for damage or defects before use.
- Be aware of weather conditions and postpone work if necessary due to high winds or slippery surfaces.
- Use a proper fall protection system including a harness, lanyard, and anchor point when working at heights where a fall could occur.

Electrical Safety

Electrical equipment is widely used in cafes and restaurants. Frequent, long-term use or use other than that intended by the manufacturer can make electrical equipment unsafe and cause serious injury such as burns, electric shock, eye damage, partial loss of limb function or memory loss. to prevent injury and death from electrical equipment

- Remove faulty electrical equipment immediately from service and attach a warning label to it.
- Never attempt to install or repair electrical equipment without the appropriate training and qualifications. It is dangerous, illegal and could be fatal to attempt this work yourself.
- Only use power boards fitted with overload protection. The use of extension leads or double adaptors is not recommended.
- Be aware of the locations of all safety switches and what equipment they cover.
- Avoid the use of electrical appliances not designed for use in the workplace environment (eg splash-proof or waterproof). Turn off power to electrical equipment not designed for the workplace environment immediately if the area becomes wet.
- Ensure electrical equipment is regularly inspected, tested and maintained by competent people.
- Report faulty electrical equipment (e.g. when cords are frayed or bare wires are exposed, smoke is coming out of the equipment, or the equipment cuts out for no obvious reason).
- Store extension cords and electrical leads away from water, chemicals, hot surfaces and walkways.
- Use childproof plastic plug covers.
- Ensure workers wear appropriate footwear and are trained in working safely with electrical equipment (eg correct ways to use electrical equipment, function of controls and guards).

Hot liquids, surfaces or steam

Burns are common injuries in the food industry. Workers are at risk from burns and scalds when cooking food or removing food from elements such as ovens, deep fryers or grillers. Urns and espresso machines can also cause burns.

To reduce the risk of burns:

- Use safe work procedures (e.g. patting food dry before dipping in fat to reduce spitting or allowing fat to cool before draining it into a container).
- Wear appropriate personal protective equipment such as aprons, boots and gloves.
- Avoid carrying around hot liquids.
- Use vegetable oil instead of animal fat – it remains in liquid form when cool.
- Where possible, use alternative cooking methods to deep frying (e.g. microwaving, grilling or baking).
- Maintain equipment to ensure lids are fitted, handles are secure, and seals are intact.
- Open doors and lids of steam heated equipment away from the body.
- Keep pot handles away from the stove's edge.
- Use dry cloths to pick up hot items to avoid steam burns.
- Remove trays from hot ovens with care.
- Keep a first aid kit accessible.
- Install a fire extinguisher for fat fires in an easy to reach location.

First aid for burns

1. Remove clothing and jewellery
2. Cool for 20 minutes with running water (no ice)
3. Cover loosely with a wet towel or cloth
4. Keep patient warm and seek medical help

Vehicle Safety

Vehicle safety hazards in the workplace include being struck by a moving vehicle, getting caught between vehicles or machinery, slips and trips around vehicles, improper loading and unloading, lack of proper vehicle maintenance, fatigue, distracted driving, working in hazardous weather conditions, and not wearing appropriate personal protective equipment (PPE) when working near vehicles.

Key categories of vehicle safety hazards

Collision hazards:

- Being struck by a moving vehicle, including forklifts or other industrial vehicles
- Vehicle backing accidents
- Collisions due to poor visibility or obstructed pathways
- Improper lane changing or merging

Loading and unloading hazards:

- Manual handling injuries from lifting heavy objects
- Falling objects from vehicles during loading/unloading
- Improper securing of loads, leading to shifting or falling cargo

Vehicle maintenance hazards:

- Working under a vehicle without proper safety supports
- Exposure to fluids and chemicals during maintenance
- Improper tire inflation or alignment.

Driver-related hazards:

- Fatigue from long driving hours or shift work
- Distracted driving due to mobile phone usage or other distractions
- Driving under the influence of drugs or alcohol.

Environmental hazards:

- Driving in adverse weather conditions (rain, snow, fog)
- Working in poorly lit areas
- Exposure to extreme temperatures

Tips to reduce vehicle safety hazards

- Ensure you have a good understanding of safe driving practices, vehicle inspection procedures, and proper loading/unloading techniques
- Regularly inspect and maintain vehicles to ensure they are in good working order
- Use clear signage to indicate potential hazards and safety procedures.
- Ensure you are not driving while fatigued, including ensuring you are fit for work and take scheduled breaks.



Alcohol and Other Drugs

Alcohol and other drugs can cause increased workplace accidents, injuries to staff and customers, poor customer service, damage to property, reduced productivity, negative impacts on workplace relationships, and potential legal issues due to impaired employees affecting their ability to perform their duties safely, particularly when serving food and drinks to patrons.

Key risks associated with alcohol and other drugs

- Impaired employees may have poor coordination, decreased alertness, and impaired judgment, leading to slips, falls, spills, and accidents while handling equipment or serving customers.
- Alcohol and drug use can contribute to aggressive behaviour, verbal abuse, and physical altercations between staff or with customers.
- Employees under the influence may be less efficient, miss shifts, or have difficulty completing tasks.
- Incidents related to alcohol and drug use can damage the reputation of a hospitality business.
- Employers and employees can face legal repercussions if an impaired employee causes an accident or harm to others.

Tips to reduce risk from alcohol and other drugs

Ensure you are fit for work, including

- All employees are expected to present fit for work, including being free of the influence of alcohol or other drugs.
- Ensure you understand signs of impairment, reporting procedures, and responsible alcohol service practices.
- Actively monitor your colleagues' behaviour and raise any concerns promptly.

Needlestick Injuries

Workers can be injured by needles and other sharp objects when handling rubbish bags and cleaning rubbish in toilet areas.

The most serious risks are acquiring a blood borne infection from contact with contaminated needles and sharps. The main infections of concern are the human immunodeficiency virus (HIV) and hepatitis B and hepatitis C viruses.

The waiting period for results of blood tests following an exposure can cause anxiety and stress for the worker and their family.

The risks of needlestick injury can be eliminated or reduced by implementing the following control measures:

- Using long tongs or litter pickers for use when picking up needles and other sharp instruments
- Using a long-handled dustpan with broom/brush for needle collection (biohazard pan)
- Using puncture-proof gloves
- Using appropriate sharps container to dispose of needles/sharps
- Adherence to regular cleaning schedules to prevent overfilling of bags and receptacles
- Ensuring adequate lighting for cleaning
- Wearing appropriate footwear to cover feet/toes

Hepatitis

Hepatitis B is an infectious disease that is commonly transmitted through blood-to-blood contact. It is a virus that can slowly damage the liver over many years and is potentially life threatening.

Signs and symptoms of Hepatitis B

Many people with Hepatitis B are unaware of their status. There are often no symptoms for years on end. The most common symptoms occur within the first few months of being infected, after which most people may go through long periods of looking or feeling fine. Common symptoms may include:-

- Fever (high temperature)
- Extreme tiredness for weeks or months
- Loss of appetite, nausea (feeling sick) and vomiting
- Joint pains
- Eyes or skin turning yellow (jaundice).

The majority of adults who are infected with Hepatitis B do not go on to suffer a serious illness and may not develop jaundice. If an illness does develop, the severity can vary but it may result in serious liver conditions such as cirrhosis (scarring), liver cancer or liver failure. Some of those infected may never recover and become long term carriers of the disease.

Hepatitis B in the workplace?

Hepatitis B is easier to contract than most other blood borne viruses. It is mainly spread through:

- Direct contact with infected blood and blood products, but a person can also be infected through sexual fluids such as semen and vaginal fluid
- Material contaminated with infected blood or blood products or sexual fluids such as soiled linen, sanitary waste, or used needles and other sharps such as broken glass, blades, etc.

Hepatitis B can be contracted from a tiny amount of blood, too small to see. The virus can live for up to seven days outside the body even in dried blood. The most common route of infection is via a break or cut in the skin.

Who is at risk?

Any employee who is likely to come into contact with blood, blood products, sexual fluids or contaminated materials in the workplace is at risk, including guest services and cleaning staff.

Preventing exposure in the workplace

The risk of infection in the workplace can be reduced by taking reasonably practicable measures to minimise the likelihood of exposure and of harm from exposure, including:



- Minimising exposure to blood and other body fluids/substances
- Treat all blood products and potentially contaminated materials as infectious.
- Cover all breaks and cuts in the skin with waterproof dressings.
- Good housekeeping and personal hygiene.
- Appropriate waste management, including sharps handling and disposal.

What should be done in the event of an exposure?

Exposure in the workplace may occur through a needlestick or sharps injury. It may also occur through splashes involving contact with the eyes, mouth or nose with blood or other body fluids.

Where a needle stick injury has occurred:

1. Promptly flush the wound under running water using warm water and liquid soap (except for the eyes, mouth and nose)
2. Thoroughly pat-dry the area.
3. Apply a sterile waterproof dressing (such as an adhesive plaster), as necessary, and apply pressure through the dressing if bleeding is still occurring.
4. Collect the needlestick or sharp appropriately. It should be handled only using the designated equipment such as gloves or tongs and placed in a sealed container.
5. Seek immediate medical advice by a registered health professional. Go straight to a doctor or to the emergency department and provide them with a sealed container with the sharp inside.

Where a splash exposure has occurred:

1. Remove contaminated clothing.
2. Promptly flush cuts or broken skin and treat as for needlestick injuries.
3. If the eyes, nose or mouth are affected, rinse thoroughly with warm water (without soap) or saline.

Seek immediate medical advice by a registered health professional.

Cash handling and transportation

Handling and transporting cash can arise from manual tasks, worker fatigue, remote or isolated work and violence from robberies and armed hold-ups.

Small and medium sized businesses are often the target of robberies because they usually have less security in place compared to banks. Service stations, chemists and liquor stores are often targeted but people walking retail takings to the bank and even schools are also at risk.

The risk of cash-related incidents increases:

- When there are inadequate barriers or security to prevent unlawful access to cash
- When a person is working alone e.g. in a service station or walking to the bank
- When the worker handling cash is not visible to people outside the workplace e.g. windows are blocked with posters or shelves
- When the worker handling cash cannot see other people in the workplace
- When a person can enter the workplace undetected
- During opening and closing times, and
- When it is dark.

To reduce the risk of cash-related incidents:

- Ensure security devices and alarms are utilised
- Plan transport routes and times to minimise predictability
- Ensure confidentiality about procedures and security devices
- Practice good situational awareness to identify suspicious behaviour
- Open the cash drawer only when in use e.g. when a customer is paying for goods
- Close the cash drawer before merchandise is packaged
- Leave the register empty and open overnight.
- Lock the safe at all times when in use.
- Change the combination to the safe often and after staff changes.
- Move cash from a register during low risk times.
- Count cash in the office in view of cameras and away from the public.

Opening and closing

- Ensure more than one worker opens and closes the business.
- Be aware when entering the workplace. Look for anyone loitering around and check for any signs of attempted entry.
- At the end of the working day before cashing up and securing the premises, check everywhere for potential offenders including toilets, store rooms, domestic areas and other concealed areas where a person could hide.
- Before leaving the workplace take note of anyone loitering. If suspicions are aroused, inform the police.

Transporting cash

Moving cash from a workplace to a bank exposes workers to the risk of robbery.

- Vary the route and time of day when the person goes to the bank so movements cannot be predicted.
- Avoid using quiet streets and alleyways.
- Only make the journey when other people will be around.
- Use a busy route and walk in the centre of the pavement facing oncoming traffic.
- Establish vulnerable spots en route and maintain extra vigilance in those areas.
- Check the area outside the premises and any transport before leaving the premises or bank. Be aware of people around the workplace and suspicious vehicles.

Armed hold-ups

Most people who carry out armed hold-ups look for premises that are isolated, easy to enter and leave and where the worker will offer little resistance, for example lone or less experienced workers.

Workplaces particularly at risk are solitary liquor stores or service stations located on a main road, open late at night and staffed by a single worker.

Be aware of people coming into the shop, browsing at length and then leaving or purchasing a cheap and obvious item from the counter. Also be aware of cars driving past slowly more than once.

Suspicious activities and people should be reported to police immediately.

Procedures during an armed hold-up

- **Stand still.** Keep your hands where they can be seen and do not make any sudden or quick moves. Stand slightly side on to the offender – a submissive position. Only activate alarms if it is safe to do so.
- **Obey the offender's instructions.** Do exactly what you are told. Speak only when spoken to and do not provoke the offender. Explain in advance any movements you are going to make e.g. 'I am going to open the cash register now'.
- **Try to remain calm and quiet.** Be submissive and avoid drawing attention to yourself. Avoid staring or making eye contact.
- **Observe, if you can, safely.** Make a mental note of the offender's appearance, age and type of weapon. Try to remember identifying characteristics.
- **Stay out of the danger area.** Keep your distance from the offender. When asked to hand over cash place it on the counter and take a step back.
- **Allow the offender to leave.** The sooner they leave the safer you will be.



- **Stay where you are.** Do not chase. If safe to do so, after the offender leaves activate the alarm system. Note which way the offender left and write down the details of the getaway car.
- **Call 000.** When it is safe, call emergency services on 000.
- **Do not disturb evidence**

Post hold-up procedures

An armed hold up or other violent incident is dangerous and frightening for all involved. Following an armed hold-up:

- Call emergency services as soon as it is safe to do so. Ring police and ambulance if necessary using the emergency number 000.
- Provide first aid to injured or traumatised workers and members of the public.
- Assist the police – workers should be given guidance on what they can expect from contact with police after the incident e.g. leaving evidence undisturbed and reporting what and who they saw.
- Complete a comprehensive incident report, detailed what and who you saw.
- Participate in debriefings to share information about the incident.
- Participate in post-traumatic stress counselling.



Emergency Procedures

Although emergencies are by nature unplanned, the process of identifying hazards, designating evacuation routes, proper communication with guests, and ensuring everyone is safely evacuated is key to reducing harm in the event of an emergency.

To reduce the risk of harm or injury during an emergency

- All staff should have knowledge of basic first aid, CPR, and emergency evacuation procedures, including the location of exits and assembly points.
- Refer to the evacuation plan for clearly marked escape routes and designated assembly points outside the building to ensure efficient evacuation.
- Calmly inform guests about the emergency, provide clear instructions, and guide them to safety using designated exit routes.
- Regularly assess potential hazards within the property and implement preventative measures.
- Readily accessible first aid kits, fire extinguishers, and other necessary emergency equipment must be maintained in good working order.
- All incidents and near misses must be reported to identify potential issues and improve safety protocols.

Key categories of emergencies

- **Fire:** Initiate immediate evacuation, use fire extinguishers if trained and safe to do so.
- **Medical Emergency:** Provide first aid as needed, call for professional medical assistance, and ensure the guest is comfortable until help arrives.
- **Natural Disaster:** Follow local emergency guidelines, secure the premises, and communicate with guests about potential evacuation plans.
- **Active Shooter:** Immediately evacuate guests and staff to a safe location, follow instructions from local authorities, and if necessary, shelter in place.

Emergency contacts

- Emergency: 000
- Police (non-emergency): 131 444
- SES Emergency Assistance: 132 500
- State Emergency Service: (08) 9734 5204
- Western Power: 13 13 51
- Water Corporation: 13 13 75
- DFES: 9395 9300
- Collie Hospital: (08) 9735 1333
- Collie River Valley Medical Centre: (08) 9734 4111
- On Call Doctor: 0418 922 237
- Collie Medical Group: (08) 9734 1233
- Poison information line: 13 11 26
- Taxi: (08) 9734 1428

Evacuation Plan

