



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Disclosure Log Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

Application Details	
Ref. No.	CMTEDDFOI 2026-006
Date of Application	6 January 2026
Date of Decision	27 March 2026
Processing time (in working days)	56
Fees	Waived
Decision on Access	Partial Release
Information Requested (summary)	Information relating to a WorkSafe ACT notification in July 2023.
Publication Details	
Original application	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Decision notice	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Documents and schedule	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Decision made by Ombudsman	N/A
Additional information identified by Ombudsman	N/A
Decision made by ACAT	N/A
Additional information identified by ACAT	N/A











From: no-reply@act.gov.au
To: [CMTEDD FOI](#)
Subject: CMTEDDFOI 2026-006 - Freedom of Information request
Date: Tuesday, 6 January 2026 2:42:51 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

Your details

All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.

Title: 
First Name: 
Last Name: 
Business/Organisation: 
Address: 
Suburb: 
Postcode: 
State/Territory: 
Phone/mobile: 
Email address: 

Request for information

(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)

Under the Freedom of Information Act 2016 I want to access the following document/s (*required field):

- All records relating to WorkSafe ACT Notification Reference Number 3J5ZLN5L, made on 5 July 2023 in relation to an injury sustained on 4 July 2023 at the Animal Referral Hospital, 364 Fairbairn Avenue, Pialligo ACT. - All records relating to any other notifications or reports made to WorkSafe ACT in relation to the Animal Referral Hospital, 364 Fairbairn Avenue, Pialligo ACT.

I do not want to access the following documents in relation to my request::

Thank you.
Freedom of Information Coordinator



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2026-006



FREEDOM OF INFORMATION REQUEST – NOTICE OF DECISION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 6 January 2026.

Specifically, you have sought access to the following information:

- *All records relating to WorkSafe ACT Notification Reference Number 3J5ZLN5L, made on 5 July 2023 in relation to an injury sustained on 4 July 2023 at the Animal Referral Hospital, 364 Fairbairn Avenue, Pialligo ACT.*
- *All records relating to any other notifications or reports made to WorkSafe ACT in relation to the Animal Referral Hospital, 364 Fairbairn Avenue, Pialligo ACT.*

Authority

I am an Information Officer appointed by the CMTEDD Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application within 30 days.

As this matter required third party consultation, the decision due date was extended by 15 working days, in accordance with section 40(2) of the Act.

On 11 February 2026 you agreed to a further extension of 15 working days.

Therefore, a decision is due by **2 April 2026**.

Decision on access

Searches within CMTEDD records have identified 63 documents and photos in scope of your request.

I have decided to grant **full access** to one document.

I have decided to grant **partial access** to 38 documents and various photos.

I have decided to grant **no access (nondisclosure)** to 23 documents.

The records identified as relevant to your application are listed in the schedule enclosed at **Attachment A**. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

Release of documents

The information being released to you is provided at **Attachments B-E**.

Statement of Reasons

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below. In reaching my access decisions, I have taken the following into account:

- the Act
- the information that falls within the scope of your request
- third party views
- the *Human Rights Act 2004*
- *Work Health and Safety Act 2011 (ACT) (WHS Act)*

As a decision maker, I am required to determine whether the information within scope is in the public interest to release. To make this decision, I am required to:

- assess whether the information would be contrary to public interest to disclose as per **Schedule 1** of the Act.
- perform the public interest test as set out in section 17 of the Act by balancing the factors favouring disclosure and factors favouring nondisclosure in **Schedule 2** of the Act.

Exemptions claimed

Schedule 1: section 1.3 - Information disclosure of which is prohibited under law

Twenty-three documents that were found to be within scope of your request I have decided to not grant access to the information or components of information found within these documents as they contain information which:

- *Section 1.3 - Information disclosure of which is prohibited under law.*

This information is information that is considered to be contrary to the public interest under Schedule 1, section 1.3(6) and 1.3(7) of the Act.

Section 1.3(6) states 'any other information the disclosure of which is prohibited by a secrecy provision of a law.'

Section 1.3(7) states:

secrecy provision—*a provision of a law is a secrecy provision if it;*

(a) applies to information obtained in the exercise of a function under the law; and

(b) prohibits people mentioned in the provision from disclosing the information, whether the prohibition is absolute or subject to stated exceptions or qualifications.

Some information in scope for this request was obtained via written notice served in accordance with section 155 - *Powers of regulator to obtain information* of the-WHS Act.

Section 271 - *Confidentiality of information* of the WHS Act applies to information obtained via the exercising of a function or power of the WHS Act, including section 155, to ensure that information cannot be disclosed.

The FOI Act, section 1.3(6) considers information contrary to the public interest to include information prohibited to be disclosed under law. Section 1.3(7) provides the definition of a secrecy provision which provides for section 155 of the WHS Act and further expands that the FOI Act deals with these provisions under schedule 1, 1.3 regardless of whether there is an exception.

Public Interest Test

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and nondisclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Schedule 2: Factors to be considered when deciding the public interest

Taking into consideration the information within scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure (Section 2.1)

- *Section 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest.*
- *Section 2.1(a)(iii) - inform the community of the government's operations, including policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.*
- *Section 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.*

Information within your requested scope involves material collected by WorkSafe ACT in its role as regulator for worker's health and safety matters. While your request does not focus on an individual, I am satisfied that release of some information would inform the community of government operations, advance the fair treatment of individuals and reveal measures undertaken related to worker's health and safety and I have given these factors moderate weight.

The release of information such as Improvement Notices and responses to these notices provides background information for government decisions made. I afford this factor for disclosure significant weight.

I am satisfied that these factors favouring disclosure carry some weight. However, these factors are to be balanced against the factors favouring nondisclosure.

Factors favouring nondisclosure (Section 2.2)

- *Section 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*
- *Section 2.2(a)(xi) - prejudice trade secrets, business affairs or research of an agency or person.*
- *Section 2.2(b)(v) - the information is about unsubstantiated allegations of misconduct or*

unlawful, negligent or improper conduct and disclosure of the information could prejudice the fair treatment of an individual.

Having reviewed the documents, I consider that the protection of an individual's right to privacy, especially in the course of dealings with the ACT Government is a significant factor as the parties involved have provided their personal information for the purposes of working with the ACT Government. This, in my opinion, outweighs the benefit which may be derived from releasing the personal information of the individual's involved in this matter.

Individuals are entitled to expect that the personal information they have supplied as part of this process will be dealt with in a manner that protects their privacy. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved. I therefore weigh the factor for nondisclosure more highly than the factor in favour of release in this instance. As a result, I have decided that release of this information (names, phone numbers, addresses, email addresses, signatures and identifying details of individuals not employed by the ACT Public Service) could prejudice their right to privacy under the *Human Rights Act 2004*.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury* [2005] AATA 898 the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person. The information withheld from release could reasonably be expected to unfairly prejudice the business affairs of a third party, along with unwanted commercial implications.

I have chosen to redact some information as WorkSafe ACT has no jurisdiction over a complaint report received. While we did cross-reference with colleagues in City and Environment Directorate, the allegations in the report are unsubstantiated and could cause harm to an individual. I have applied severe weight to this factor and in my opinion, this factor for nondisclosure outweighs those for disclosure.

Having applied the test outlined in section 17 of the Act and deciding that release of some information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Charges

Processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a [disclosure log](#).

Your original access application and my decision will be published on the CMTEDD disclosure log. Your personal contact details will not be published.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is provided to you, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact the CMTEDD FOI Team by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely



Katharine Stuart
Information Officer
Chief Minister, Treasury and Economic Development Directorate

26 March 2026



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
<ul style="list-style-type: none"> All records relating to WorkSafe ACT Notification Reference Number 3J5ZLN5L, made on 5 July 2023 in relation to an injury sustained on 4 July 2023 at the Animal Referral Hospital, 364 Fairbairn Avenue, Pialligo ACT. All records relating to any other notifications or reports made to WorkSafe ACT in relation to the Animal Referral Hospital, 364 Fairbairn Avenue, Pialligo ACT. 	CMTEDDFOI 2026-006

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
		BINDER Attachment B				
1	1-6	Email with attachment - WorkSafe ACT Notifiable Incident Report Form	5 Jul 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
2	7-9	WorkSafe ACT Smartform Report a Workplace Concern or Issue	5 Jul 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
3	10-12	Report a Workplace Concern or Issue – Submission confirmation	18 Jul 2023	Full release	N/A	Yes
4	13-14	Email trail	3 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
5	15-22	Email with attachment – HWS Serious Incident Investigation	4 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
6	23-24	Email trail	7 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
7	25-27	Letter re Notice to give information to produce documents.	1 Nov 2023	Partial release	Sch 1 s1.3 Sch 2 s2.2 (a)(ii)	Yes
8	28-32	Email trail	30 Oct 2023	Partial release	Sch 1 s1.3 Sch 2 s2.2 (a)(ii)	Yes
9	33-37	Inspector Notes (photos in separate binder)	7 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
10	38-40	Inspectors Notes (photos	7 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
11	41-44	Letter from Greencross	7 Nov 2023	Partial release	Sch 1 s1.3 Sch 2 s2.2 (a)(ii)	Yes
12	45	Email	18 Dec 2023	Partial release	Sch 1 s1.3 Sch 2 s2.2 (a)(ii)	Yes
13	46-48	Workplace Visit Report	7 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes

BINDER Attachment C						
14	1-3	Improvement Notice N-0000008288	8 Sep 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
15	4-6	Improvement Notice N-0000008289	1 Sep 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
16	7-9	Email with attachment	7 Sep 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
17	10-12	Email with attachment	31 Aug 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
18	13-15	Inspectors notes (photos separate)	21 Nov 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
19	16-18	Inspectors notes (photos separate)	21 Nov 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
20	19-22	Inspectors notes (photos separate)	2 Oct 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
21	23-26	Email with attachment – improvement notice N-0000011735	3 Oct 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
22	27-30	Email with attachment – Workplace Visit	3 oct 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
23	31-34	Inspectors notes (photos separate)	2 Oct 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
24	35-38	Email with attachment – Report a workplace Concern or Issue	27 Sep 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
25	39-43	Email with photos attached	29 Oct 2024	Partial release	Sch 2 s2.2 (a)(ii)	Yes
26	44-47	Inspectors notes (photos separate)	31 Mar 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
27	48-50	Inspectors notes (photos separate)	31 Mar 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
28	51-52	Email with workplace visit report attached	1 Apr 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
29	53-54	Improvement notice IMN-0000000394	1 Apr 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
30	55-56	Email trail	4 Apr 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
BINDER Attachment D						
31	1-4	Email re Psychosocial reporting form and information	16 Oct 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes
32	5-6	Inspector notes (photos separate)	17 Oct 2023	Partial release	Sch 2 s2.2 (a)(ii)	Yes

33	7-11	Email with Smartform attached	7 Apr 2025	Partial release	Sch 2 s2.2 (a)(ii) Sch s2.2(b)(v)	Yes
34	12-14	Email trail with Smartform	7 Apr 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
35	15-17	Email trail – for HRC Consideration – ACT VPB	12 May 2025	Partial release	Sch 2 s2.2 (a)(ii) Sch s2.2(b)(v)	Yes
36	18-20	Email trail – Case closure request	21 Dec 2023	Partial release	Sch 1 1.3 Sch 2 s2.2 (a)(ii)	Yes
37	21	Email – Recommendations	9 Jan 2025	Partial release	Sch 2 s2.2 (a)(ii)	Yes
38	22-86	Salesforce screenshots	Various	Partial release	Sch 2 s2.2 (a)(ii) Sch s2.2(b)(v)	Yes
		BINDER Attachment E - Photos				
39	1-78	Various photos taken by inspectors	Undated	Partial release	Sch 2 s2.2 (a)(ii)	Yes
		EXEMPT				
40		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
41		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
42		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
43		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
44		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
45		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
46		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
47		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
48		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
49		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
50		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
51		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	

52		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
53		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
54		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
55		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
56		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
57		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
58		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
59		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
60		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
61		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
62		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
63		Documents produced under s155 WHS Act		Exempt	Sch 1, 1.3	
Total No of Docs						
63						

From: Sch 2.2(a)(ii)
Sent: 05/07/2023 4:57 PM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>
Subject: Serious Injury Notification
Attachments: Notifiable-Incident-Report-Form-WorkSafe Canberra.pdf

You don't often get email from Sch 2.2(a)(ii). [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hello
 Please find attached a completed notification

for a serious injury.
 Feel free to reach out if you have any queries.
 Thanks

Sch 2.2(a)(ii)
 Health, Safety & Wellbeing Business Partner - Vet Services
 Accredited Mental Health First Aid Officer
 Pet Parent to Corely & Rocky



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

Sch 2.2(a)(ii)



Confidentiality Note: This e-mail is sent to & intended for use by the named addressees only. It contains confidential information. If you receive this e-mail in error, please phone Greencross Pty Ltd on 61 2 8595 3333, then delete this message immediately. Further, you should not re-transmit, copy, store or reveal the contents of this message to any third party.



Important

Use this form to report a notifiable incident **that is not a** sexual assault incident under the *Work Health and Safety Act 2011* (the Act).

To report a **sexual assault incident**, you must use the [Sexual Assault Notifiable Incident Form](#).

This form is to be used to notify a serious event under the Act. You can access the Act at www.legislation.act.gov.au. You may also obtain further information and forms at www.worksafe.act.gov.au.

A person conducting a business or undertaking (PCBU) is required to provide details of notifiable incidents pursuant to sections 35-39 of the Act. Failure to comply with this provision may result in a fine of \$10,000 in the case of an individual or \$50,000 in the case of a body corporate.

Privacy

The Act authorises the regulator to collect the personal information required by this form. The regulator is bound to prevent any unreasonable intrusion into a person's privacy in accordance with the *Information Privacy Act 2014*. The Privacy Policy can be found on the WorkSafe ACT website at <https://www.worksafe.act.gov.au/privacy>. The regulator may provide identifiable information to law enforcement organisations and authorised organisations that have legal authority to request information under prescribed circumstances.

Reporting

After becoming aware that an incident has occurred, workplaces **must** report notifiable incidents to WorkSafe ACT **IMMEDIATELY, and by the fastest possible means**.

Instructions

- If completing this form by hand please use blue or black pen.
- Any alteration to information provided on this form must be struck through with pen. Substitute information must be clear and the person completing the form must sign in the margin. Do not use correction fluid or tape.
- Please complete all sections of the form. Please indicate if information requested on this form is not applicable or not known with the letters N/A or N/K respectively.
- Return completed forms by email worksafe@worksafe.act.gov.au or post, WorkSafe ACT, GPO Box 158, Canberra City, ACT, 2601.

Is reporting mandatory?

Yes. You are required to notify WorkSafe ACT, by telephone or in writing for:

- the death of a person (i.e. a worker or another person)
- a serious injury or illness of a person
- a dangerous incident
- workplace sexual assault (actual or perceived). **You must use the [Sexual Assault Notifiable Incident Form](#) to report sexual assault incidents.**

In accordance with sections 35 to 39 of the Act and the *Work Health and Safety Regulation 2011* (the Regulation) it is an offence to fail to make a report of a notifiable incident.

You must send WorkSafe ACT a report even if the person injured or killed is not a worker (e.g. a sales representative or a visitor).

Who must send in the notifiable incident report?

The PCBU is responsible for ensuring that WorkSafe ACT is notified immediately after becoming aware that a notifiable incident has occurred.

What workplaces are covered?

ALL places where people work within WorkSafe ACT's jurisdiction (Commonwealth and Comcare self-insured workplaces are not included) are covered by the Act and the Regulation. Workplaces includes any place where a worker goes, or is likely to be, while at work and includes accommodation provided by the workplace.

Is there a time limit for reporting?

Notifiable Incidents must be notified to WorkSafe ACT immediately after the workplace becomes aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

If the notification is made by telephone, WorkSafe ACT may require that written notice be provided within 48 hours of that requirement being made.

What is a serious injury or illness?

A serious injury or illness means an injury or illness requiring the person to have:

- immediate treatment as an in-patient in a hospital
Note: it is not necessary that the person was actually sent to or treated as an in-patient, it is sufficient that the injury or illness could reasonably be expected to warrant such treatment
- immediate treatment for an amputation, a serious head or eye injury, a serious burn, degloving or scalping, a spinal injury, the loss of a bodily function or serious lacerations
- medical treatment within 48 hours of exposure to a substance.

What dangerous incidents must you report?

A dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas, steam or a pressurised substance
- electric shock
- the fall or release from height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the Regulation
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- any other event prescribed by the Regulation.

Do you have to keep a copy?

You must keep a record of any Notifiable Incident notification that you make to WorkSafe ACT for at least 5 years after the day the notification is given.

Do you need to comply with any other incident report procedures?

You may have reporting obligations under other legislation including but not limited to the: *Scaffolding and Lifts Act 1912*, *Workers Compensation Act 1951*, *Machinery Act 1949* and/or the *Dangerous Substances Act 2004* in relation to the notifiable incident that you have told WorkSafe ACT about in this report.

Can you fax or phone in details?

Yes. When notifying by phone, you should ensure you receive and record the report number given to you by WorkSafe ACT. This report number needs to be kept with your records of the details reported to WorkSafe ACT.

Details of business or undertaking

Name of business or undertaking:

Animal Referral Hospital Canberra

Phone: 0262806344 Fax: Mobile:

Email:

Address of business or

364 Fairbairn Ave

City/Suburb: Pialligo State/Territory ACT Post Code: 2609

Details of the injured/involved person:

Sch 2.2(a)(ii)

Date of Birth: Sch 2.2(a)(ii) Gender: Sch 2.2(a)(ii)

Address of Injured/involved

Sch 2.2(a)(ii)

City/Suburb: Sch 2.2(a)(ii) State/Territory ACT Post Code: Sch 2.2(a)(ii)

Job

Contract cleaner

Main Duties:

Cleaning duties

Phone: Fax: Mobile: Sch 2.2(a)(ii)

Email:

Type of employment

- Full-time permanent
- Full-time casual
- Other (e.g. site visitor, student, etc)
- Part-time permanent
- Part-time casual

Type of worker

- Trainee
- Outworker
- Apprentice
- Pieceworker (other than an Outworker)
- Self-employed (Contractor or Subcontractor)
- Unpaid worker
- Work Experience
- Other (note: most employees will fall into this category)

Details of injury/illness/damage etc and any medical treatment

Hit head on concrete

Details of the incident:

Date of the incident:

Time of the incident

04-Jul-20

19:00

Witnesses/other involved persons:

Name:

Contact number:

Name:

Contact number:

Describe the incident: (attach additional information if more space is required)

Contract cleaner was taking out the rubbish to the main big bins and slipped on the ramp as it was wet due to rain

Name of supervisor or person in control of the site/location at the time of the incident:

Sch 2.2(a)(ii) Business Manager ARH Canberra

Address where incident occurred (if at a different location to business address)

364 Fairbairn Ave

Suburb: Pialligo

Post Code: 2602

Where did the incident occur (e.g. plant room, roof)

Back of building

Environment and workplace conditions

Describe the workplace conditions at the time of the incident (e.g. lighting, floor surface, weather, housekeeping etc)

Raining, Lighting, Concrete surface

Task and supervision

What task was being performed when the incident occurred?

Cleaner was taking out the rubbish to the main big bins. The ramp was wet due to the rain and as Sch 2.2(a)(ii) was walking down she slipped.

Plant, Equipment, Tools, Materials and Substances

What plant/substances were being used? (provide details, e.g. model serial number, registration number etc)

Cleaning trolley

Risk assessment and where required for high risk construction work, SWMS.

Was a risk assessment undertaken prior to commencing work?

Yes No

If No, please explain why:

Was a safe work method statement (SWMS) prepared if the work was high risk construction work?

Yes No

If No, please explain why:

Note: See the *Work Health and Safety Regulations 2011* s.299 for more information.

Outcomes – please complete relevant parts of this section

Estimated date of resumption of work:

To be confirmed

Action that has been or will be taken to prevent recurrence:

Investigation report will be completed to determine corrective actions

Details of person completing this form

Full name:

Sch 2.2(a)(ii)

Phone:

Fax:

Mobile:

Sch 2.2(a)(ii)

Email:

Job title/position:

HSW Business Partner - Vet Services

Clear Form

Submit Form

From: "smartforms@act.gov.au" <smartforms@act.gov.au>
Sent: 05/07/2023 12:29 PM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>
Subject: Report a Workplace Concern or Issue, 3J5ZLN5L, Notifiable W H & S incident
[SEC=UNCLASSIFIED, DLM=Sensitive: Personal]
Attachments: 3J5ZLN5L.pdf

Report a Workplace Concern or Issue

Form data summary

WorkSafe category	Notifiable W H & S incident
Workplace name	Greencross Vets
Reference code	3J5ZLN5L

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on *5 4607 or email smartforms.admin@act.gov.au.



Report a Workplace Concern or Issue - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

05 Jul 2023 12:29:11 PM

3152LN5L

WorkSafe ACT

PO Box 158
Canberra ACT 2601

Phone: 13 22 81
Email: worksafe@act.gov.au

Report a Workplace Concern or Issue

Concern/issue details

If this matter is a notifiable incident in accordance with sections 35 to 39 of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011* please complete the Notifiable Incident Report form (https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form-.pdf).

WorkSafe category *

Notifiable W H & S incident

Workplace name *

Greencross Vets

Please provide any additional information that may assist WorkSafe ACT in resolving your issue or answering your enquiry (for example: what, when, what you thought was wrong, who was involved) *

called to report that a contracted cleaner has fallen while cleaning last night and hit head. The cleaner is currently in hospital.

Attach an image or other information to support your report or enquiry

Workplace address (if known)

Enter the address or search/mark the location on the map

Address line 1

Address line 2

Suburb

State

ACT

Postcode



Your contact information

Submit anonymously

Title Given name * Family name *

Provide an email address and/or phone number: *

Phone number Email

Would you like to receive a response? *

Yes No

From: "smartforms@act.gov.au" <smartforms@act.gov.au>
Sent: 18/07/2023 5:24 AM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>
Subject: Report a Workplace Concern or Issue, W3JR9W34, Workplace Investigation
[SEC=UNCLASSIFIED, DLM=Sensitive: Personal]
Attachments: W3JR9W34.pdf
Categories: Baylee

Report a Workplace Concern or Issue

Form data summary

WorkSafe category	Workplace Investigation
Workplace name	Animal Referral Hospital Canberra
Submit anonymously	true
Reference code	W3JR9W34

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on *5 4607 or email smartforms.admin@act.gov.au.



Report a Workplace Concern or Issue - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

18 Jul 2023 5:23:56 AM

W3JR9W34

WorkSafe ACT

PO Box 158
Canberra ACT 2601

Phone: 13 22 81
Email: worksafe@act.gov.au

Report a Workplace Concern or Issue

Concern/issue details

If this matter is a notifiable incident in accordance with sections 35 to 39 of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011* please complete the Notifiable Incident Report form (https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form-.pdf).

WorkSafe category *

Workplace Investigation

Workplace name *

Animal Referral Hospital Canberra

Please provide any additional information that may assist WorkSafe ACT in resolving your issue or answering your enquiry (for example: what, when, what you thought was wrong, who was involved) *

Staff working 14 to 18 hour shifts - no support from management - there is no HR department

Staff chronically being underpaid and not repaid for worked hours. Most staff doing excessive overtime, of which is not paid for by the company - we are talking 16 to 18 hour days

Management lying to staff about support given

Please look into this business - if you look hard enough you will see staff hours are borderline illegal, breaking many safety codes - and management do not care

This place has been reported before, but it needs to be looked into seriously

Attach an image or other information to support your report or enquiry

Workplace address (if known)

Enter the address or search/mark the location on the map

Address line 1

Address line 2

Suburb

State

Postcode

Your contact information

Submit anonymously

From: Sch 2.2(a)(ii)
Sent: 03/08/2023 5:49 PM
To: "Fletcher, Jodie" <Jodie.Fletcher@worksafe.act.gov.au>
Cc: Sch 2.2(a)(ii)
Subject: RE: Notifiable Incident 05/07/2023

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Hi Jodie

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Hope you had a good break?

I am just finalising some details from the contractor and will get the investigation report to you tomorrow afternoon.

Thanks

Sch 2.2(a)(ii)
 Health, Safety & Wellbeing Business Partner - Vet Services
 Accredited Mental Health First Aid Officer
 Pet Parent to Corey & Rocky



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

Sch 2.2(a)(ii)



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From: Fletcher, Jodie <Jodie.Fletcher@worksafe.act.gov.au>
Sent: Thursday, August 3, 2023 11:36 AM
To: Canberra <Canberra@arhvets.com>
Subject: Notifiable Incident 05/07/2023

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Good Morning Sch 2.2(a)(ii)

Just following up from our last discussion on 10 July about the incident that occurred on the 5th at Pialligo.

Have you completed the internal investigation as yet, if so can you please forward me a copy to review and possibly close off the job.

Hope your cleaners is feeling better and has no lasting issues.

Regards

Jodie Fletcher | Inspector – General Inspectorate

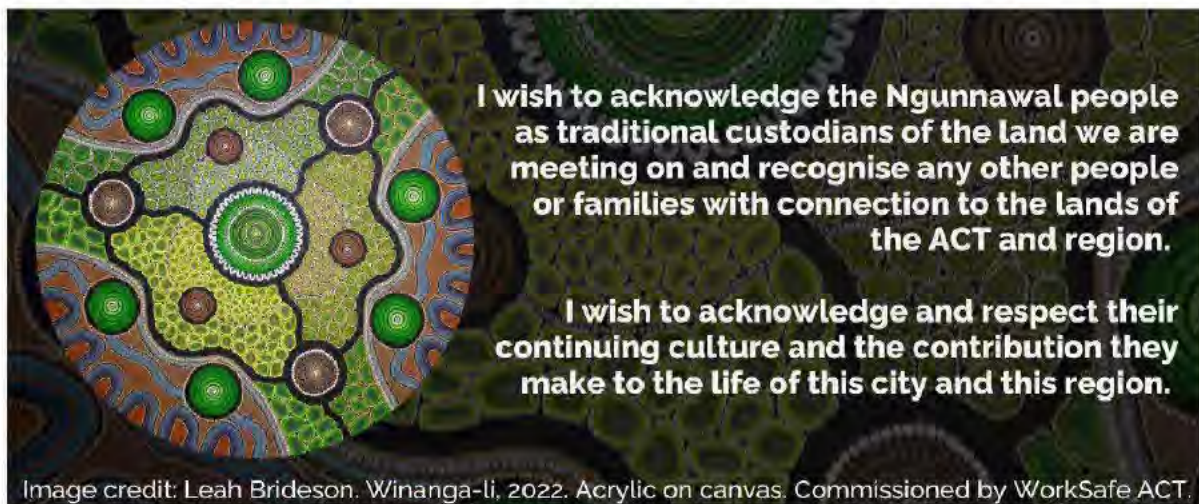
P: (02) 6205 3888 | Mobile: [Sch 2,2\(a\)\(f\)](tel:0412345678) | E: Jodie.Fletcher@worksafe.act.gov.au

Office of the Work Health and Safety Commissioner

WORKSAFEACT

GPO Box 158 Canberra ACT 2601

WORKSAFEACT



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From: Sch 2.2(a)(ii)
Sent: 04/08/2023 6:20 PM
To: "Fletcher, Jodie" <Jodie.Fletcher@worksafe.act.gov.au>
Cc: Sch 2.2(a)(ii)
 Sch 2.2(a)(ii)
 Sch 2.2(a)(ii)
Subject: RE: Notifiable Incident 05/07/2023
Attachments: 2023-07-04 ARH Canberra - Cleaner Fall.pdf

You don't often get email from Sch 2.2(a)(ii) . [Learn why this is important](#)

Hi Jodie

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Please find attached a copy of the

investigation report relating to the incident involving a contract cleaner falling at ARH Canberra.

If you need further information or wish to discuss please feel free to contact me.

Thanks

Sch 2.2(a)(ii)
 Health, Safety & Wellbeing Business Partner - Vet Services
 Accredited Mental Health First Aid Officer
 Pet Parent to Corey & Rocky



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

Sch 2.2(a)(ii)



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HSW Serious Incident Investigation

Incident Summary

Date of event	04/07/2023 at 19:00
Paws Up Incident No.	2744
Department	Vet Services
Facility	ARH Canberra
Brief description	Contract cleaner was taking out the rubbish using their cleaning trolley to the main big bins at the rear of the building. As they walked down the ramp, they slipped which was wet due to the rain.
Person(s) involved and role	Sch 2.2(a)(ii)
Witness(es)	No witnesses Incident caught on CCTV Camera
Responder(s)	Sch 2.2(a)(ii)
Regulator/ Authority notified	WorkSafe ACT
Task being conducted	Taking rubbish out to industrial bins
Activity part of normal duties	Yes
Immediate action(s)	Additional assistance from on site team member and ambulance called. Sch 2.2(a)(iii) remained in position where Sch 2.2(a)(ii) fell, was covered and made comfortable until ambulance attended.


Injury Summary

Was an injury sustained?	<input checked="" type="checkbox"/> Yes – complete this section <input type="checkbox"/> No –this section is not applicable, leave blank
Injury sustained	Head injury
Insurer notification	Not applicable - Workers compensation is covered through contractor's employment company, Sch 2.2(a)(xi)
Insurance policy	Not applicable - Workers compensation is covered through contractor's employment company, Sch 2.2(a)(xi)
Body part(s)	Head
Medical treatment	Immediate transport to hospital by ambulance and treatment as an in-patient

HSW Serious Incident Investigation

Return to work N/A

Investigation Details

Date of investigation	05/07/2023
Investigation team	Sch 2.2(a)(ii) SW Business Partner, Vet Services Business Manager, ARH Canberra
Events leading up to incident	Cleaner had collected rubbish from within the ARH Canberra facility and put bags in and on the cleaning trolley.
Incident description	<p>Details taken from Sch 2.2(a)(ii) over the phone:</p> <ul style="list-style-type: none"> - Sch 2.2(a)(ii) was taking the rubbish bags out to the big bins which is located at the rear of the building. - It was drizzling with rain and ground was wet. - Sch 2.2(a)(ii) was pushing Sch 2.2(a) cleaning trolley down the ramp and Sch 2.2(a) does not remember if Sch 2.2(a) slipped or the trolley got caught on something. - Sch 2.2(a)(ii) said Sch 2.2(a) fell but it happened so fast and the trolley landed on Sch 2.2(a) - Pema said that Sch 2.2(a) wears work boots as they are more comfortable and not slippery. - There were 6-7 rubbish bags loaded on the trolley. - Asked if Sch 2.2(a) had another trolley available that is more suitable to use for the rubbish bag. Sch 2.2(a)(ii) indicated that Sch 2.2(a) has been told to only use the cleaning trolley as the other soft lined waste trolley is too big. 
Events occurring post incident	Ambulance was called and cleaner transported to hospital
Internal notification	<ul style="list-style-type: none"> - On the 04/07/23 Sch 2.2(a)(ii) Business Manager contacted Sch 2.2(a)(ii) HSW Business Partner Vet Services about the incident. - Sch 2.2(a)(ii) incident was completed the next morning. - Notification was given from Sch 2.2(a)(ii) to ARH Canberra that Sch 2.2(a)(ii) would be admitted for in-patient treatment.

HSW Serious Incident Investigation

	<ul style="list-style-type: none"> - Sch 2.2(a)(ii) contacted Sch 2.2(a)(ii) HSWBP-Vet Services as cleaner was taken to the hospital. - Relevant senior leadership within Greencross were contacted to advise of incident. - Sch 2.2(a)(ii) contacted Sch 2.2(a)(ii) , Area Manager Sch 2.2(a)(xi) . Greencross Senior Leadership team advised of the hospital admission and WorkSafe ACT notification.
Review of legal notification requirements	<p>As per Part 3 of the WHS Act 2011, this incident was reported to WorkSafe ACT as it meets the following category(-ies):</p> <ul style="list-style-type: none"> • Serious injury requiring: <ul style="list-style-type: none"> • Immediate treatment as an in-patient in a hospital <p>WorkSafe ACT Notification Reference Number – 3J5ZLN5L on 5th July 2023.</p> <p>Sch 2.2(a)(ii) spoke with the inspector and provided details on the incident and that the investigation had commenced. Inspector requested a copy of the investigation report once completed.</p>
Work environment	<p>Ramp at rear of building which leads to the large bins, is a design of 1:8 gradient. Ramp gradient and anti-slip coating was assessed and approved by certifier who issued OC for this project 18 months ago. Copy of Certificate of Occupancy and Use available in Appendix A.</p> 

HSW Serious Incident Investigation

Working hours	Facility is open 24/7
Licence/ Experience	Cleaning Roster is 6-10pm Mon-Fri and 6-9pm Sat-Sun Not relevant to investigation
Procedure	Cleaning duties and disposal of rubbish into large industrial bins located at the rear of the property. Copy of the SOP requested from <small>Sch 2.2(a)(i)</small> but not received. CCTV shows the cleaner using the trolley to move multiple bags out the rear door and down the ramps.
Equipment & tools	Cleaners trolley as provided by the contract cleaning company. The trolley is only designed to collect rubbish at the bag at the back. Front section allows for mopping bucket and mop. The rest of the compartments are designed for cleaning products and supplies. Cleaners wears black work boots that are non-slip sole. Image below is an example of the boots worn by the cleaner. <small>Sch 2.2(a)(ii)</small> provided the cleaning supervisor a photo of the boots which <small>Sch 2.2</small> showed me on the 1/8/23.
CCTV	CCTV is available at the rear of the building and captured the cleaner using the cleaning trolley to take the rubbish down the ramp to the large bins. It was raining, the ground wet and as the cleaner walked around the corner <small>Sch 2.2(a)</small> falls. The incident occurred just around the bend where the CCTV does not cover so it's not possible to see <small>Sch 2.2(a)</small> on the ground. Refer to the photos on incident location.
Personal	Not relevant to investigation
Additional comments & findings	Nil identified




Photos

Attach photos	Available in relevant sections
---------------	--------------------------------

HSW Serious Incident Investigation

Root Cause/ Contributing Factor Analysis

<p>Summary considering:</p> <ul style="list-style-type: none"> - Process/ Method - Plant & Equipment - Materials - Training - Workplace - Environment - Personnel 	<p><u>Process/Method</u></p> <p>The process of moving rubbish from the building to the industrial bins at the rear of site.</p> <p>Contract cleaning company guidelines for staff on method of collecting/ transporting rubbish from inside the building to the industrial bins.</p>
	<p><u>Plant / Equipment</u></p> <p>Cleaner was using a standard cleaner's trolley to move rubbish to industrial bins at rear of building, as provided by the contract cleaning company.</p> <div data-bbox="603 792 1358 1267">  </div>
	<p><u>Environment</u></p> <p>It was raining at the time that the cleaner was walking down the ramp and without overhead protection the ramp would have been wet.</p> <p>With the facility only being opened 18 months prior, the ramp gradient and surface condition were confirmed to meet compliance prior to opening. Inspections of the area after the incident do not identify any areas of concern (e.g. deterioration) in the condition of the ramp surfacing.</p>
	<p><u>Personnel</u></p> <p>Footwear worn by cleaner is suitable to ensure they prevent slips trips and falls.</p>

HSW Serious Incident Investigation

Corrective Actions

Area of focus	What's required
Process/Method	<p><u>Action required:</u> . Requested procedure from Sch 2.2(a)(xi) on correct handling, movement and disposal of rubbish. Procedure to be displayed in cleaners room and signed off by cleaner as understanding of cleaning and waste movement.</p> <p><u>Responsible:</u> Sch 2.2(a)(xi)</p> <p><u>Due date:</u> Follow up action scheduled 14/8/23</p>
Plant/Equipment	<p><u>Action required:</u> Availability of scissor waste trolley so that the cleaner can collect and take rubbish to the industrial waste bins.</p> <p><u>Responsible:</u> ARH Canberra</p> <p><u>Due date:</u> 14/8/23</p>

HSW Serious Incident Investigation

Appendix A



ACT
Government

Certificate of Occupancy and Use

Certificate No.: **B20201886C3**

**Access Canberra Land, Planning and
Building Services**

ABN 16 479 763 216
8 Darling Street Mitchell
GPO Box 158 ACT 2601
www.act.gov.au/accesscbr

This Certificate is issued in accordance with Section 69 (2) of the Building Act 2004.

The building work listed on this certificate has been completed substantially in accordance with the prescribed requirements and is considered fit for occupation and use.

Unit	Block	Section	Division (Suburb)	District	Jurisdiction
	17	2	PIALLIGO	MAJURA	Australian Capital Territory

Plans
B20201886/A
B20201886/B

Building Works

Class of Occupancy	Nature of Work	Project Item Description	Other Description	Type Of Const.	Unit	B/CN ID	Builder
5	New	OFFICE BUILDING	Professional suite/vet hospital including single Class 3 unit on upper floor	C	1	B20201886N1	MONARCH BUILDING SOLUTIONS PTY LTD
7a	New	CAR PARK	Lower storey carpark	C	1	B20201886N1	MONARCH BUILDING SOLUTIONS PTY LTD
7b	New	STORAGE BUILDING	Lower storey storage	C	1	B20201886N1	MONARCH BUILDING SOLUTIONS PTY LTD
10a	New	DECK	Access ramp, verandah and stairs	NA	1	B20201886N1	MONARCH BUILDING SOLUTIONS PTY LTD

Comments

Important Note:

Note: The installation of medical equipment is not included in this Building Approval.

The issue, under this Part, of a certificate in respect of a building or portion of a building does not affect the liability of a person to comply with the provisions of a law of the territory (including this Act) relating to the building or portion of the building.

Issued by: Carl Bunk

Delegate of the ACT Construction
Occupations Registrar.

Issued on: 25/10/2021

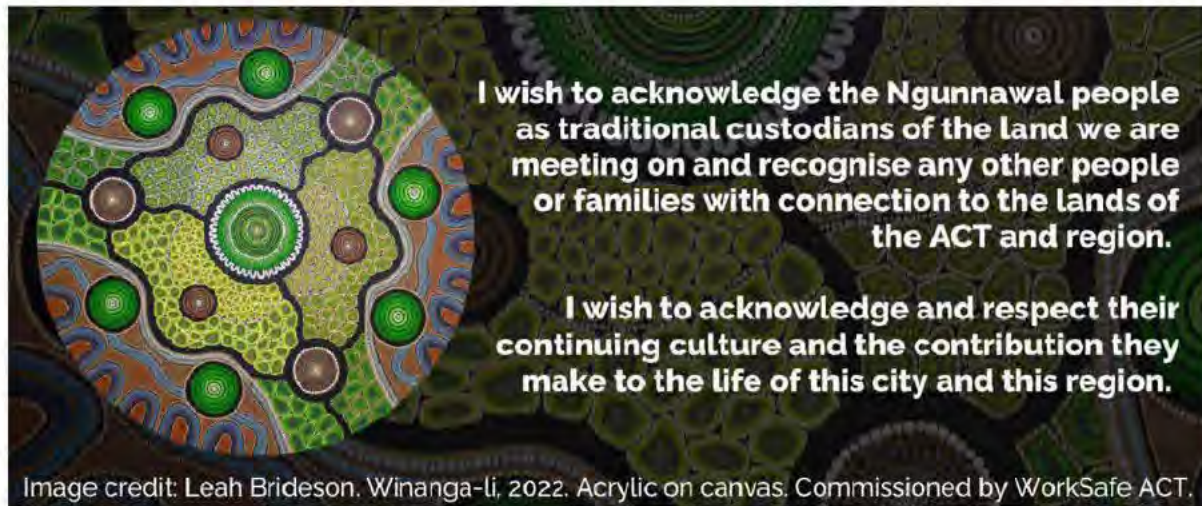
From: "Fletcher, Jodie"
Sent: 07/08/2023 9:33 AM
To: Sch 2.2(a)(ii)
Subject: RE: Notifiable Incident 05/07/2023

Good Morning Sch 2.2(a)(ii)

Thankyou for the report. I have reviewed and placed on file. No further action required by WorkSafe.

Regards

Jodie Fletcher | Inspector – General Inspectorate
P: (02) 6205 3888 | Mobile: Sch 2.2(a)(ii) | E: Jodie.Fletcher@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601



From: Sch 2.2(a)(ii)
Sent: Friday, 4 August 2023 6:20 PM
To: Fletcher, Jodie <Jodie.Fletcher@worksafe.act.gov.au>
Cc: Sch 2.2(a)(ii)
Subject: RE: Notifiable Incident 05/07/2023

You don't often get email from Sch 2.2(a)(ii). [Learn why this is important](#)

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Hi Jodie
Please find attached a

copy of the investigation report relating to the incident involving a contract cleaner falling at ARH Canberra.

If you need further information or wish to discuss please feel free to contact me.

Thanks

Sch 2.2(a)(ii)
Health, Safety & Wellbeing Business Partner - Vet Services

Accredited Mental Health First Aid Officer
Pet Parent to Corely & Rocky

Greencross Pet Wellness Company



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

Sch 2.2(a)(ii)



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Work Health and Safety Act 2011

Section 155(2)

NOTICE TO GIVE INFORMATION, PRODUCE DOCUMENTS OR APPEAR IN PERSON TO GIVE EVIDENCE AND PRODUCE DOCUMENTS

To: [Redacted]

Health, Safety & Wellbeing Business Partner - Vet Services
Animal Referral Hospital Canberra

I, Inspector Jenny Nguyen, Psychosocial Inspectorate Team, WorkSafe ACT

- pursuant to subsection 155(2)(a), require you to give a written statement signed by you [or a competent officer of the body corporate] setting out the information of which you [or the competent office of the body corporate] have knowledge in the attached schedule to me by 04:00 pm Friday 03 November 2023. The documents can be delivered by email to my work email address JennyK.Nguyen@worksafe.act.gov.au.

As this Notice requires you to either provide information via a statement, produce documents, or appear in person to give information and to produce documents, you are entitled to attend WorkSafe ACT's premises with a legal practitioner to provide the statement or produce the documents, including where this Notice does not require you to appear in person. If you wish to attend with a legal practitioner, please advise me by contacting me on 0403 723 842 or JennyK.Nguyen@worksafe.act.gov.au and suitable arrangements for your attendance will be made.

Sch 2.2(a)(ii)

Signed.. [Redacted]

Delegate of Work Health and Safety Commissioner / Regulator

Date: 01/11/2023

WARNING

This warning and information forms part of the Notice under section 155(2) of the *Work Health and Safety Act 2011 (WHS Act)*.

Provision of information and documents

Under 155(5) of the WHS Act, a person who refuses or fails to comply with this Notice without a reasonable excuse commits an offence. The maximum penalty is \$10,000 for individuals and \$50,000 for a body corporate. The *Criminal Code 2002*, chapter 2, applies to all offences under the WHS Act.

Pursuant to section 172 of the WHS Act, a person is not excused from answering a question or providing information or a document on the grounds of self-incrimination or on the grounds that it may expose that person to a penalty. However, any information provided by an individual is not admissible as evidence in criminal or civil proceedings against that individual, other than proceedings arising out of the false or misleading nature of the answer, information or document.

Section 268 of the WHS Act notes that it is an offence under sections 338 or 339 of the *Criminal Code 2002* to give false and misleading information and/or produce a document that is false or misleading. The maximum penalty is 100 penalty units, imprisonment for 1 year, or both.

Legal Privilege

This Notice does not require a person to produce a document that would disclose information, or otherwise provide information, that is subject to legal professional privilege – see section 269 of the WHS Act.



Schedule 1 – Required information regarding the Animal Referral Hospital Canberra located at 364 Fairbairn Ave, Pialligo ACT 2609

The information you are required to produce pursuant to this written requirement are:



From: Sch 2 2(a)(ii)
Sent: 30/10/2023 12:54 PM
To: "Nguyen, JennyK" <JennyK.Nguyen@worksafe.act.gov.au>
Subject: RE: Response to Section 155 Notice dated 18 September 2023 Notice Reference Number: S155N/PSY-2023-27

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Dear
Inspector
Nguyen

I acknowledge receipt of your email and request for further information.

Could you please confirm that this information is being compelled under section 155 as a supplementary request to the initial notice (Reference Number: S155N/PSY-2023-27)? This is to confirm that the relevant protections under the legislation apply.

I am currently working on locating and collating the information in response to the supplementary request.

However, there are some challenges in completing and finalising a response in the requested timeframe due to:

- information being collated from a number of sources within the business
- one of the key stakeholders with knowledge and capacity to assist in collating the information is currently on leave, and
- my commitment to ensuring a comprehensive and fulsome response.

Accordingly, I respectfully request a 2 week extension to Wednesday, 15 November 2023 to provide a response to the supplementary request.

I appreciate your consideration of this request and would be grateful if you could confirm at your earliest convenience whether the extension is granted.

Kind regards

Sch 2 2(a)(ii)

**Health, Safety & Wellbeing Business Partner - Vet Services
 Accredited Mental Health First Aid Officer**

Pet Parent to Corely 🐱 & Rocky 🐱

**Greencross
 Pet Wellness
 Company**  **Greencross
 Vets**



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

Sch 2 2(a)(ii)



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From: Nguyen, JennyK <JennyK.Nguyen@worksafe.act.gov.au>

Sent: Friday, October 27, 2023 4:01 PM

To: Sch 2.2(a)(ii)

Subject: RE: Response to Section 155 Notice dated 18 September 2023 Notice Reference Number: S155N/PSY-2023-27

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OFFICIAL

Hi Sch 2.2(a)(i)

Thank you for your assistance with the case.

Sch 1 1.3

It would be great if you could get back to me by 4pm next Wednesday 01 November 2023.

Please reach out if you have any inquiries.

Kind regards.

Jenny Nguyen (she/her) | Inspector – Psychosocial
M: Sch 2.2(a)(ii) | E: JennyK.Nguyen@worksafe.act.gov.au
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

WORKSAFEACT



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From: Sch 2.2(a)(ii)

Sent: Thursday, October 5, 2023 4:51 PM

To: Nguyen, JennyK <JennyK.Nguyen@worksafe.act.gov.au>

Subject: RE: Response to Section 155 Notice dated 18 September 2023 Notice Reference Number: S155N/PSY-2023-27

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Thanks Jenny for your

acknowledgment.

Sch 2.2(a)(ii)

Health, Safety & Wellbeing Business Partner - Vet Services
Accredited Mental Health First Aid Officer

Pet Parent to Carely 🐾 & Rocky 🐾



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

M: Sch 2.2(a)(ii)



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From: Nguyen, JennyK <JennyK.Nguyen@worksafe.act.gov.au>

Sent: Thursday, October 5, 2023 4:27 PM

To: Sch 2.2(a)(ii)

Subject: RE: Response to Section 155 Notice dated 18 September 2023 Notice Reference Number: S155N/PSY-2023-27

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OFFICIAL

Hi Sch 2.2(a)(ii)

Thank you for your email and assistance with the case.

I have received the requested information and documents. I will let you know if anything else needed.

Kind regards.

Jenny Nguyen (she/her) | Inspector – Psychosocial
 M: [REDACTED] | E: JennyK.Nguyen@worksafe.act.gov.au
 Office of the Work Health and Safety Commissioner
 GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

WORKSAFEACT



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From: Sch 2.2(a)(ii)

Sent: Thursday, October 5, 2023 4:04 PM

To: Nguyen, JennyK <JennyK.Nguyen@worksafe.act.gov.au>

Subject: Response to Section 155 Notice dated 18 September 2023 Notice Reference Number: S155N/PSY-2023-27

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Dear Inspector Nguyen

I refer to the notice issued under section 155 of the Work Health and Safety Act 2011 to myself, dated 18 September 2023 (no. S155N/PSY-2023-27).

Please find **attached** my response to the notice. All documents referred to can be found via this link: <https://sparkeinstructions.sharefile.com/d-sc342f269e9c54e4380a64ea8a2915586>

Please note that for security purposes, this link will expire in 30 days so please download all files for your records. If you have any trouble accessing the link, please let us know.

If you require any further information regarding the response, please do not hesitate to contact us.

Kind regards
Sch 2.2(a)(i)

Sch 2.2(a)(i)
Health, Safety & Wellbeing Business Partner - Vet Services
Accredited Mental Health First Aid Officer

Pet Parent to Carely  & Rocky 



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113
M: Sch 2.2(a)(i)



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7/8/23

L NPV, Animal Referral Hospital Canberra.
11.06am.

364 Fairbairn Avenue, Pillago ACT

- Sch 2.2(a)(ii) on Teams, Sch 2.2(a)(ii), Health Safety & Wellbeing. ^{offense.} _{business partner.}
- Sch 2.2(a)(ii) on business manager, on leave.
- Sch 2.2(a)(ii), Practice manager.
- In attendance: Sch 2.2(a)(ii) on Teams and Inspector Nguyen (I.N).
- Inspector Nguyen informs what WorkSafe's ACT's role is. & informs what psychosocial hazards are.
- Sch 2.2(a)(ii) informs in pursuit of fitting risk assessment in places
- I.N informs complaint is regarding role overload & poor practical & emotional support.
- Business manager Sch 2.2(a)(ii), shareholder.
Vets, about 20-25 Sch 2.2(a)(ii) reports to Sch 2.2(a)(ii),
Under Sch 2.2(a)(ii) is reception team, about 10
nursing teams, approximate 50x., team leader for
medicine team, team L in surgery & reception TL.
- All employees directly employed by work place.
- All teams have full time, part time, casual employees
- cleaners are contractor
- The work place has vulnerable workers; one worker
mental health concerns.

1 Canberra

CT

Health Safety & Wellbeing
Officers
Business Partner

s and Inspector

WorkSafe's ACT's
a hazards at
incident in

ole involved &
at.

holder.
to Sch 2.2(a)(ii)
about 10
leader for
a reception TL.

work place.

casual employees

s; one worker

- In last 3-4 months, about 2x workers have left
workplace

- Sch 2.2(a)(ii) injurs not comfortable to disclose information
Key reason for leaving, wants to contact
the staff members to decrease their consent
to see provide such information.

- IN injurs will send out 5155 to see
information.

- There is an exit interview that is conducted.

- Induction process; general admin set up,
recruitment coordinator will introduce to work
team, emergency processes, injurs of CT & MCI
modules, showing employee resources etc.
Provided other modules; safety, etc.

- Sch 2.2(a)(ii) strong online training portal

- Manager will manage team's training.
Mandatory training completion will be
recorded to individual.

- There is an induction checklist

- Recruitment coordinator or team leader will assist
with induction.

- Additional modules for managers; conflict management,
how to do probation reviews & performance management.

- sometimes Sch 2.2(a)(ii) will sit down with managers.

- 'Pans up reporting', team members will lodge a report.

- HSW team will then get a notification & the HSW team will renew it.
- Workplace has grievance, workplace & bullying policies
- HRC team, that worker can raise issues to
- code of conduct that is provided to employees
- There's risk registers for the centres, not as specific to Canberra, just a general register.
- Engagement survey, was released today, for all employees, each clinic.
- Reception staff meeting, once a month.
- Weekly team leader meeting
- Informal meetings, Sch 2.2(a)(ii) has records.
- Performance management if consistent issue, 3-3 informal conversations. Formal documented convo. PIP,
- 1, 3, 6 & 12 month reviews for employees
- shifts, 4 days 8-6pm is common. or 5 days 4-15.
- If someone calls in sick, the shift will be offered to someone else in team.
- a kronos, biomechanics scanner, & overbite log that they can write when they are loc.

- workers need approval to work outside zone
- TL or manager
- passed internet 12:08pm. covered red circle sign on teams which signifies necessary.

- continue 12:20pm.

Sch 2.2(a)(ii) informs previous meeting not needed. I do not need to record unless suggest content

Sch 2.2(a)(ii) informs unaware on how to record on teams.

Sch 2.2(a)(ii) shows how to access policies & procedures on internet.

- OK done as note for minor complaints

- That HR will receive records

- I.N informs will report details in 5155 document.

- Would like to talk to PCBV, Sch 2.2(a)(ii)

Sch 2.2(a)(ii) is area manager

Sch 2.2(a)(ii) operations director, specialty & emergency Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

- Will send Sch 2.2(a)(ii) email with our availability.

- Sch 2.2(a)(ii)

- Sch 2.2(a)(ii)

end 12:36pm.

50

We conducted a workplace walk around.

- Multiple first aid items out of date.
- no evacuation plan was present

End approx 12:50 pm.

WPU at Animal Referral Hospital Canberra 11:06 AM
 364 Fairbairn Ave, Pinallo; ACT 2609. 07/05/2023

Anonymous concerns re. Role Overload; Lack of support

Sch 2.2(a)(ii) Heats and safety wellbeing business partner
 Practice manager

Business Manager

Sch 2.2(a)(ii)

Sch 2.2(a)(ii) Shareholder

They report to each other

↳ Vets ≈ 20-25 vets

Sch 2.2(a)(ii)

reports to Sch 2.2(a)(ii)

↳ Reception team: ≈ 10 with casual w. 02 R in Reception

Nursing team: ≈ 50 workers.

↳ TL in medicine team

↳ TL in surgery team

↳ TL in emergency team

All directly employed by the workplace

All teams; FT/PT/casual workers

Cleaner team / workers are subcontractors.

Have a few workers (< 25; Vets; diverse background; lpr on-going mental health concern.

Sch 2.2(a)(ii)

- been at work for 3-4 months
- Since then = 2 workers that left. Reasons that left the workplace.
- When asked about reasons will send out SXX (P)
- Exit Interviews offer to workplace but not mandate.
- Induction - In process to update.
- Occur - to get their personal detail.
- list - introduce to all teams; their team.
- taking them through Exit Interview plans; procedures;
- to work - getting copy for the update, letter - to team.
- Provided with other Modules - clinical Modules; safety Modules.
- The Cage - training sessions by the own email address.
- MGR / TL - get notification abt training; request train.
- MGR / TL get date on program on how they go
- Included also get notification on their training status
- there's checklist to go through on 1st day induction.
- 1st day induction run by recruitment coordinator or their TL
- Additional training provided to MGR / TL: Conflict MGR, loss reporting; how to do a PA; probation review, performance manager.
- MGR / TL also going through law section w. Sch 2.2(a)(ii) on any aspect that they need support of incident reporting.
- Same platform to report / lodge the incident / accident report.
- They can lodge themselves or request MGR / TL to report.
- HSW team get notification of the incident so they can follow / chase / monitor the situation.
- These MGR / Regional MGR / also get notifications, Area. General MGR.
- Had grievance PIP in place; covers & induction / online platform
- They're also call HR who to raise any concerns.
- HR looks after different units in different area.
- CoC covers in induction / what expected / not expected;
- B-H - D are merged in 1 doc.
- There're PR that comes from the business: that always open.
- There's no particular PR for the clinic.
- Engagements survey that's been release today for all employees.
- Outcomes will be putted down for each clinic
- Have rather reception staff meet; once a month
- starting to weekly meet w. TL
- Dupondal bus Sch 2.2(a)(ii) has a note for weekly.

* PEP / PMP = If have complains / feedback abt 2/3 system conversation -> panel also squarations -> run through step / step w HR.

* PEP: 1 3-6 - R MDS

Sch 2.2(a)(ii)

* will do PEP w. her reception staff.

for candidate w. PL s. Loop To In the loop

* Roles: up to each person.

Common: 4 days / week from 8-6.

Some work: 5 days / week from 9-5

PPE: 38 hours / week.

* If someone calls or ask they will try to call some one to cover the ship or ask someone who's already on to cover the ship.

* Has kronos that has digital scan the finger in/out.

Has OT log that document OT / actual work hours.

* Worker get approval for OT from TL; MGT;

Sch 2.2(a)(ii)

* Was asking Sch 2.2(a)(ii) abt if the meeting was being recorded

confirmed that the meeting had not been recorded.

Sch 2.2(a)(ii) advised there should be a message come up to advised

Sch 2.2(a)(ii) gets permission to be recorded

confirmed she has not seen any notification coming up abt the record permission.

- MGT-man one note: to record of minor grievance.

- for serious incident / grievance / HR process abt records concern / grievance

- One Note also get passed to HR for follow up.

Sch 2.2(a)(ii): operations Director / Specialty & Emergencies

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

- Side walk: Electrical items list / tag: upto date

1st and 2nd (reception): a few items out of date

firefighting equipment: serviced

Eva cracker Diagram: Not displayed.

- Concluded: 12:50 pm



Quarter One, Level 2,
1 Epping Rd, North Ryde,
NSW, 2113
02 8595 3333

7 November 2023

Jenny Nguyen
Inspector | Psychosocial Inspectorate Team
WorkSafe ACT

By email:
Jennyk.Nguyen@worksafe.act.gov.au

Dear Inspector Nguyen

Supplementary request for information from Section 155 Notice dated 18 September 2023

Notice Reference Number: S155N/PSY-2023-27

I refer to the notice to give information and produce documents (Notice Reference Number: S155N/PSY-2023-27) issued under Section 155 of the *Work Health and Safety Act 2011 (ACT) (the Act)* and directed to **Sch 2.2(a)(ii)** I note that we complied with the notice and provided our response on 5 October 2023. On 27 October 2023, you requested further documents and we have outlined these requests below.

I confirm I am compelled to provide the following answers, information and documentation pursuant to section 155 of the Act. In accordance with section 172 of the Act, I claim protection from self-incrimination.

Item	Requested item	Information / Documents produced and/or relevant comments:
<h1>Sch 1 1.3</h1>		

Sch 1 1.3



Sch 1 1.3

I confirm the information compiled in this letter and the **enclosed** documents have been identified following extensive enquiries and searches by relevant persons. Accordingly, it is true and accurate to the best of my knowledge, understanding and belief.

If you have any questions or concerns in relation to this response, please contact me to discuss further.

Greencross Pet Wellness Company

Quarter One, Level 2,
1 Epping Rd, North Ryde,
NSW, 2113
02 8595 3333

Yours faithfully

Sch 2.2(a)(ii)

Health, Safety & Wellbeing Business Partner - Vet Services

Encl

From: Sch 2.2(a)(ii)
Sent: 18/12/2023 6:15 PM
To: "Nguyen, JennyK" <JennyK.Nguyen@worksafe.act.gov.au>
Subject: Response to Section 155 Notice - Notice Reference Number: S155N/PSY-2023-27 - Request for Psychosocial Training

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Hi Jenny

Sch 1 1.3

I look forward to your response.

Regards

Sch 2.2(a)(ii)

Health, Safety & Wellbeing Business Partner - Vet Services
Accredited Mental Health First Aid Officer

Pet Parent to Corely 🐱 & Rocky 🐱



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

M: Sch 2.2(a)(ii)



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WORKPLACE VISIT REPORT

Initial Information

Inspection Number: 00169918
Lead Inspector: Jenny Nguyen
Inspector ID: P60771
Lead inspector email address: jennyk.nguyen@worksafe.act.gov.au
Is there any accompanying inspectors? Yes
Tatiana Lim P60773
Date visit commenced: 7 August, 2023
Legislation visit conducted under: WHS

Entity Information

Type of entity: Business Entity
Name of individual or registered company: The Animal Referral hospital Canberra Pty Limited
Trading as:
ACN:
ABN: 74601920807
Industry Group: Other
Address: 364 Fairbairn Avenue Pialligo ACT 2609
Contact Name: The Animal Referral hospital Canberra Pty Limited
Contact Number: (02) 62806344
Contact Email: info@animalreferralhospital.com.au

Details of Visit:

Address: 364 Fairbairn Avenue Pialligo ACT 2609
Notification of entry to (as required by s164): PCBU

Inspector Notes:

On Monday 07 August 2023 at approximately 11:06 am, WorkSafe ACT Inspectors Jenny Nguyen and Tatiana Lim, attended the Animal Referral Hospital Canberra, located at 364 Fairbairn Avenue, Pialligo ACT 2609, for the purpose of undertaking a workplace visit regarding psychosocial safety concerns. Upon arrival, Inspectors identified themselves as being from WorkSafe ACT. During the workplace visit, Inspectors met with:

- **Sec 2.2(a)(1)** – Practice Manager who presented on site
- **Sec 2.2(a)(2)** – Health Safety and Wellbeing Business Partner who joined the meeting via Teams

Information and discussions received during the workplace visit included:

- The senior management team includes the Business Manager and workplace Share Holder.
- There are approximately 20-25 vets who report directly to the senior team.
- The Practice Manager oversees the reception team, including 01 team leader and 10 receptionists.
- There are approximately 50 nurses in the nursing team with 01 team leader each in the medicine, surgery and emergency teams.
- These workers are directly employed by the workplace as full-time, part-time and casual employees.
- The workplace also utilises subcontractors, such as cleaner.
- There are workers who are under 25 years old, who are from culturally and linguistically diverse backgrounds. There is 01 worker with alleged mental health concern.
- The Practice Manager had been working for the workplace for approximately 3-4 months. Since then, there have been a couple of workers who left the workplace. When asked about the reason, the workers spoken with were not comfortable to disclose the details. They advised that they would like to reach out to HR for further advice and seek for former workers consent prior to disclosing any information. The inspectors advised the workers on the general powers on entry under the Work Health and Safety Act 2011, including making inquiries at the workplace. The inspectors also advised the workers that a section 155 notice under the Work Health and Safety Act 2011 will be issued to the workplace to formally request for the information.
- The workplace offers exit interview to workers who leaving the workforce but it is not mandatory.
- Induction process has been in process of updating and includes a site walkthrough, introduction to other teams, going through emergency evacuation plans and procedures, etc. The induction checklist is used to ensure all relevant topics being covered.
- New workers spend the first week to settle in with the workplace and their teams.
- New workers are provided with online learning modules which covering clinical and safety sessions. Workplace policies and procedures are also available and accessible through this online platform, such as behaviour standards policies, grievance policy, and HR policies and procedures
- Additional training sessions are offered to manager and team leader positions, such as dealing with workplace conflict, WHS reporting, probation and performance review processes.
- Managers and team leaders can have 01 on 01 sessions with the Health Safety and Wellbeing team if needed.
- Managers can monitor their team members' training status.
- Any incident and accident can be lodged via the same system where the worker's manager, Health Safety and Wellbeing team, regional manager and area manager will be automatically notified.
- Workplace grievances can be raised to the direct team leaders or managers, business manager, or escalated to the arear or regional managers if needed. Workers are also encouraged to raise any issues directly to the Health Safety and Wellbeing team or HR.
- There is a risk register that available at the whole organisational level. There is no risk register available at the workplace/ clinic level.
- Engagement survey had been released recently and the outcome report can be filtered down to workplace/ clinic level.
- The practice manager runs monthly team meeting and documents any important notes and information for their reference. There is weekly meeting organised between the practice manager and the reception team leader.
- Performance improvement plan is provided for all workers and conducted between workers and their managers every 03 months.
- Workplace roster is based on individual's preference. Workers commonly work 4 days a week from 8-6 and 5 days a week from 9-5.
- If a worker calls in sick, the workplace will try to look for a replacement or seek for assistance from the other workers who are already on shift.
- The workplace utilises Kronos for biometric digital scan in and out every shift. The workplace also has overtime log that records the overtime and actual working hours.
- Workers need to seek for approval to work overtime from their team leaders, managers, the business manager or the workplace share holder.
- There was a discussion regarding confidentiality as the Inspectors held concerns that the conversation was being recorded.
- Managers and team leaders use one note to document any minor grievances that being raised to them. Any serious workplace concerns and grievances are managed and tracked by HR team. The one note also gets forwarded to HR for monitoring.
- The Inspectors conducted a site walkthrough and observed:
 - Electrical items are tested and tagged.
 - Firefighting equipment is up to date for its scheduled service.

The first aid kit located in the front desk area contained multiple out of date items, such as eyewash saline tubs, wound dressings, burn gel sachets and a first aid spray.

No emergency evacuation diagram could be demonstrated.

The workplace visit concluded and the Inspectors vacated the site at 12:50 pm on the same day 07 August 2023.

Disclaimer: The issues identified during this inspection are only indicative of compliance with the Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011, the Dangerous Substances Act 2004 and the Workers Compensation Act 1951 on the date of the inspection. If compliance is identified during this inspection, it does not remove the obligation of any person to comply with any further requirement of the above mentioned Acts and Regulations.

Previous Action

Previous notice/s issued (either written or verbal)?

Recipient/s of this form:

Email: [Redacted]

Email 2: [Redacted]

Privacy Notice: The information collected for the purpose of the Work Health and Safety Act 2011 and is in accordance with the Information Privacy Act 2014. WorkSafe ACT prevents any unreasonable intrusion into person's privacy in accordance with the Privacy Act 1988 (C'Wlth) and Information Privacy Act 2014. WorkSafe ACT provides identifiable information which can be disclosed to other law enforcement agencies and authorised organisation that have legal authority to request information under prescribed circumstances.



IMPROVEMENT NOTICE

This notice is issued under section 191 of the *Work Health and Safety Act 2011*. Section 210 requires that the person to whom an improvement notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace at which work is being carried out that is affected by the notice.

You must comply with this notice within the period specified. Failure to comply may incur a maximum penalty of \$50,000 for an individual and \$250,000 for a body corporate.

Notice issued to:

Legal name of person/business or undertaking: The Animal Referral hospital Canberra Pty Limited

Address: 364 Fairbairn Avenue, Pialligo, ACT, 2609

Due Date: 8 September, 2023

Details of contravention:

Site location: 364 Fairbairn Avenue, Pialligo ACT 2609

I, Jenny Nguyen formed a reasonable belief on Monday 07 August 2023 at approximately 12:50 pm that the Animal Referral Hospital Canberra Pty Limited have contravened a provision of the Work Health and Safety Act 2011, section 19. The workplace has failed to provide an adequate safe system of work when it was reasonably practicable to do so exposing workers to a risk of significant stress that can cause a further risk to their health and safety, the hazard low role clarity has not been controlled.

Brief description of how the provision is being or has been contravened:

Workers and others are required to undertake work at the workplace and may be exposed to the hazard of low role clarity regarding an adequate emergency evacuation diagram not being displayed and accessible at the workplace.

During the workplace visit, inspectors conducted a site walkthrough and identified that there had been no emergency evacuation diagram being displayed and accessible for workers and others at the workplace. The workers spoken with could not demonstrate that a safe system in relation to emergency evacuation diagram had been provided and available to workers and others.

The workplace has failed to provide workers with adequate protection to control the risk of significant stress, as a result of not providing a safe system of work to ensure that workers and others are directed on what to do in the event of an emergency.

Directions as to the measures to be taken to remedy or prevent the contravention or likely contravention: *(it is mandatory to comply with these directions)*

You must ensure, so far as reasonably practicable, the health and safety of workers by providing adequate protection against the risk of significant stress that can cause a further risk to their health and safety by:

1. Prepare an effective emergency evacuation diagram, map and review within every five years.
2. Display the emergency evacuation diagram, map in the workplace.
3. Provide information, training and instruction that is necessary to protect all workers from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking to control those risks.

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice.

Recommendations (if any): *(it is not an offence not to comply with these recommendations)*

1. Confirm that you are in receipt of this Improvement Notice via email to jennyk.nguyen@worksafe.act.gov.au.
2. Refer to the WHS Act 2011, Section 19 "Primary Duty of Care".

- 3. Refer to the WHS Regulation 2011, Section 43 "Duty to prepare, maintain and implement emergency plan".
- 4. Please contact the inspector who issued this notice to confirm compliance prior to the day by which the person is required to remedy the contravention or likely contravention.

Issuing Details

Issued by: Jenny Nguyen
ID number: P60771
Date issued: 16/08/2023

Service method: Email
Notice emailed to: [Soh Chuan](#)

Improvement Notice issued under section 191 of the Work Health and Safety Act 2011 - further information

If you have any questions you may contact the inspector who issued this notice.

Display of Notices

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice (s 210(1)). A person must not intentionally remove, destroy, damage or deface a notice displayed under s 210(1) while the notice is in force (s 210(2)). The maximum penalty for failing to comply with these provisions is \$5,000 for an individual or \$25,000 for a corporation.

Compliance with direction or notice

The person to whom an improvement notice is issued must comply with the notice within the period specified in the notice.

Maximum penalty:

- (a) in the case of an individual—\$50 000; or
- (b) in the case of a body corporate—\$250 000

Contents of Notice

This Notice may state one or more of the following: (a) a workplace, or part of a workplace, at which the activity is not to be carried out; (b) anything that is not to be used in connection with the activity; (c) any procedure that is not to be followed in connection with the activity (s196(3)).

Directions and recommendations

A direction may refer to a code of practice and may offer the person a choice of ways in which to remedy the contravention (s 204). A Improvement notice may include recommendations. It is not an offence to fail to comply with recommendations in a notice (s205).

Changes to notice by inspector

An inspector may make minor changes to a notice for clarification, to correct errors or references, or to reflect changes of address or other circumstances (s206).

Privacy statement

WorkSafe ACT may obtain personal information about you in connection with this notice. The information may be collected and stored using the powers, and to carry out functions or activities, under the Work Health and Safety Act 2011 and related work safety laws. Under that Act, the information can be disclosed to other ACT Government agencies or non-government organisations, and other Australian work safety enforcement agencies. WorkSafe ACT is obliged to handle your information openly, transparently and in accordance with the Territory Privacy Principles set out in the Information Privacy Act 2014. For more information about how WorkSafe ACT will collect, use, share, and store your personal information and how you can access and correct the information, please see the Privacy Statement at www.act.gov.au/privacy.

Review of this Work Health and Safety Act notice

If you have any questions or need more information you may contact the inspector who issued this notice, or email worksafe@act.gov.au.

You, or another person whose interests are affected by the decision, may apply for an internal review of the decision to issue this notice.

A review may be sought within 14 days, or in the case of an improvement notice within the compliance date period specified in the notice, whichever is lesser. You may also make an application for the reviewer to stay the operation of the Improvement notice.

Please ensure you include the notice number in your application for a review, together with the applicant's name and address, and the reason you are seeking the review.

An application for a review can be made in writing to: The Work Health and Safety Commissioner WorkSafe ACT, GPO Box 158 Canberra City ACT 2601 or by email: worksafe@act.gov.au.

You may then seek a review of an internal reviewer's decision in the ACT Civil and Administrative Tribunal (ACAT). Information about that process can be found at www.acat.act.gov.au.

The decision to issue this notice is also reviewable under the *Administrative Decisions (Judicial Review) Act 1989* on application to the ACT Supreme Court.

Further, a person may make a complaint to the ACT Ombudsman about the issue of this notice.

WorkSafe ACT contact details

PO Box 158, Canberra ACT 2601

Email: worksafe@act.gov.au

Phone: (02) 6207 3000

Fax:(02) 6205 0336

Translating and Interpreting Service

Phone: 131 450



IMPROVEMENT NOTICE

This notice is issued under section 191 of the *Work Health and Safety Act 2011*. Section 210 requires that the person to whom an improvement notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace at which work is being carried out that is affected by the notice.

You must comply with this notice within the period specified. Failure to comply may incur a maximum penalty of \$50,000 for an individual and \$250,000 for a body corporate.

Notice issued to:

Legal name of person/business or undertaking: The Animal Referral hospital Canberra Pty Limited

Address: 364 Fairbairn Avenue, Pialligo, ACT, 2609

Due Date: 1 September, 2023

Details of contravention:

Site location: 364 Fairbairn Avenue, Pialligo ACT 2609

I, Jenny Nguyen formed a reasonable belief on Monday 07 August 2023 at approximately 12:50 pm that the Animal Referral Hospital Canberra Pty Limited have contravened a provision of the Work Health and Safety Act 2011, section 19. The workplace has failed to provide a safe working environment when it was reasonably practicable to do so exposing workers to further injury, the work environment was not maintained to be without risks to the health and safety of workers.

Brief description of how the provision is being or has been contravened:

Workers and others are required to undertaken work at the workplace where the working environment had not been adequately maintained, exposing them to further injury.

During the workplace visit, inspectors conducted a site walkthrough and identified that the first aid kit located in the reception area had multiple items that were out of date, such as an antiseptic spray bottle with the expiry date in 2021, multiple burn gel sachets with the expiry date as of April 2023, several saline eyewash tubs with the expiry date as of May 2023 and wound dressings with the expiry date as of April 2023. The workers spoken with confirmed that the checked first aid kit was not the only first aid kit available and provided within the workplace.

The workplace has failed to provide workers with access to a first aid kit that is adequately stocked and maintained, this may expose workers to further injury through missing and the use of out of date first aid equipment.

Directions as to the measures to be taken to remedy or prevent the contravention or likely contravention: (it is mandatory to comply with these directions)

You must ensure, so far as is reasonably practicable, the health and safety of workers and others by:

1. Ensure that all first aid kits within the facility are adequately stocked and maintained, including that all first aid items are in working order, have not deteriorated, are within their expiry dates and that sterile products are sealed and have not been tampered with.
2. Develop a process to ensure the on-going maintenance of the first aid kit and its items.

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice.

Recommendations (if any): (it is not an offence not to comply with these recommendations)

1. Confirm that you are in receipt of this Improvement Notice via email to jennyk.nguyen@worksafe.act.gov.au.
2. Refer to the ACT Work Health and Safety (First Aid in the Workplace Code of Practice Approval 2020).
3. Contact the issuing Inspector jennyk.nguyen@worksafe.act.gov.au and provide evidence of compliance with the above directions.

Issuing Details

Issued by: Jenny Nguyen

ID number: P60771

Date issued: 16/08/2023

Service method: Email

Notice emailed to: [Sim & Truyen](#)

Improvement Notice issued under section 191 of the Work Health and Safety Act 2011 - further information

If you have any questions you may contact the inspector who issued this notice.

Display of Notices

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice (s 210(1)). A person must not intentionally remove, destroy, damage or deface a notice displayed under s 210(1) while the notice is in force (s 210(2)). The maximum penalty for failing to comply with these provisions is \$5,000 for an individual or \$25,000 for a corporation.

Compliance with direction or notice

The person to whom an improvement notice is issued must comply with the notice within the period specified in the notice.

Maximum penalty:

- (a) in the case of an individual—\$50 000; or
- (b) in the case of a body corporate—\$250 000

Contents of Notice

This Notice may state one or more of the following: (a) a workplace, or part of a workplace, at which the activity is not to be carried out; (b) anything that is not to be used in connection with the activity; (c) any procedure that is not to be followed in connection with the activity (s196(3)).

Directions and recommendations

A direction may refer to a code of practice and may offer the person a choice of ways in which to remedy the contravention (s 204). A Improvement notice may include recommendations. It is not an offence to fail to comply with recommendations in a notice (s205).

Changes to notice by inspector

An inspector may make minor changes to a notice for clarification, to correct errors or references, or to reflect changes of address or other circumstances (s206).

Privacy statement

WorkSafe ACT may obtain personal information about you in connection with this notice. The information may be collected and stored using the powers, and to carry out functions or activities, under the Work Health and Safety Act 2011 and related work safety laws. Under that Act, the information can be disclosed to other ACT Government agencies or non-government organisations, and other Australian work safety enforcement agencies. WorkSafe ACT is obliged to handle your information openly, transparently and in accordance with the Territory Privacy Principles set out in the Information Privacy Act 2014. For more information about how WorkSafe ACT will collect, use, share, and store your personal information and how you can access and correct the information, please see the Privacy Statement at www.act.gov.au/privacy.

Review of this Work Health and Safety Act notice

If you have any questions or need more information you may contact the inspector who issued this notice, or email worksafe@act.gov.au.

You, or another person whose interests are affected by the decision, may apply for an internal review of the decision to issue this notice.

A review may be sought within 14 days, or in the case of an improvement notice within the compliance date period specified in the notice, whichever is lesser. You may also make an application for the reviewer to stay the operation of the Improvement notice.

Please ensure you include the notice number in your application for a review, together with the applicant's name and address, and the reason you are seeking the review.

An application for a review can be made in writing to: The Work Health and Safety Commissioner WorkSafe ACT, GPO Box 158 Canberra City ACT 2601 or by email: worksafe@act.gov.au.

You may then seek a review of an internal reviewer's decision in the ACT Civil and Administrative Tribunal (ACAT). Information about that process can be found at www.acat.act.gov.au.

The decision to issue this notice is also reviewable under the *Administrative Decisions (Judicial Review) Act 1989* on application to the ACT Supreme Court.

Further, a person may make a complaint to the ACT Ombudsman about the issue of this notice.

WorkSafe ACT contact details

PO Box 158, Canberra ACT 2601

Email: worksafe@act.gov.au

Phone: (02) 6207 3000

Fax:(02) 6205 0336

Translating and Interpreting Service

Phone: 131 450

From: Sch 2.2(a)(ii)
Sent: 07/09/2023 5:59 PM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>; "Nguyen, JennyK" <JennyK.Nguyen@worksafe.act.gov.au>
Subject: ARH response to Improvement Notice N-0000008288
Attachments: Response to IN N-0000008288 - WorkSafe ACT - 2023-08.pdf

You don't often get email from Sch 2.2(a)(ii) . [Learn why this is important](#)

Hi Jenny
 Please find our response to

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

the improvement notice issued to ARH Canberra on the 7 August 2023.

Feel free to contact me if you require further information and look forward to your response to these actions.

Regards

Sch 2.2(a)(ii)
 Health, Safety & Wellbeing Business Partner - Vet Services
 Accredited Mental Health First Aid Officer
 Pet Parent to Corely & Rocky



EAP is rebranding: LifeWorks is now TELUS Health
 Same phone number, same app, same professionals – 1300 361 008

A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

M: Sch 2.2(a)(ii)



Confidentiality Note: This e-mail is sent to & intended for use by the named addressees only. It contains confidential information. If you receive this e-mail in error, please phone Greencross Pty Ltd on 61 2 8595 3333, then delete this message immediately. Further, you should not re-transmit, copy, store or reveal the contents of this message to any third party.



Inspector Jenny Nguyen
WorkSafe ACT

Dear Jenny,

Response to Improvement Notice N-000008288 (issued 7 August 2023)

On Monday 7 August 2023, Greencross Pty Ltd (Greencross) was issued Improvement Notice N-000008288, following a site visit to the Animal Referral Hospital (ARH) Canberra at 364 Fairbairn Avenue, Pialligo.

The Improvement Notice referred to a site walkthrough and identification that there was no emergency evacuation diagram displayed or accessible and workers could not demonstrate that a safe system in relation to emergency evacuation was provided.

The directive for the improvement notice was for ARH Canberra to *ensure that an emergency evacuation diagram is prepared and displayed in the workplace and reviewed every five years. ARH Canberra is also to provide information, training and instruction necessary to protect workers from risk to health and safety arising from work carried out as part of the conduct of the business.*

In response to this improvement notice ARH Canberra has obtained the emergency evacuation diagrams and the maps are now displayed within the workplace. The diagrams were issued on the 12/4/2022 and the expiry is 12/4/2027. (Appendix A)

ARH Canberra has also obtained the assistance of Guardian Safety Solutions who attended the hospital and carried out a basic fire drill which involved alerting all team members, clients and patients. Training was also provided on the use of a fire extinguisher to key team members.

Following these improvements ARH Canberra believes we have met the requirements of the notice and look forward to hearing from WorkSafe ACT in response to these actions.

Thanks kindly,

Sch 2.2(a)(ii)

HSW Business Partner – Vet Services

Sch 2.2(a)(ii)

APPENDIX A – Samples of Evacuation Diagrams

Emergency Evacuation Diagram	Locations of the Evacuation Diagram
	
	
	

From: Sch 2.2(a)(ii)
Sent: 31/08/2023 7:38 PM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>; "Nguyen, JennyK" <JennyK.Nguyen@worksafe.act.gov.au>
Cc: Sch 2.2(a)(ii)
Subject: ARH response to Improvement Notice N-0000008289
Attachments: Response to IN N-0000008289 - WorkSafe ACT - 2023-08.pdf

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TELUS
 EAP is rebranding: LifeWorks is now TELUS Health
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In response to this improvement notice ARH Canberra has completed an assessment of the first aid requirements against the First Aid in the Workplace Code of Practice 2020, and the first aid kit contents have been replaced. The first aid kit has been relocated to the treatment area (Appendix A) which is central and accessible to all team members and a sign is prominently displayed.

For the second directive, a process is now in place to ensure that all the contents are checked by the first aiders on a quarterly basis, identifies all the contents, expiry dates, person completing the review and the date of completion. These checks will be retained on a SharePoint drive that will be accessed by Team Leaders, First Aiders and the Business Manager, and a copy will be retained in the first aid kit.

Following these improvements ARH Canberra believes we have met the requirements of the notice and looks forward to hearing from WorkSafe ACT in response to these actions.

Thanks kindly,

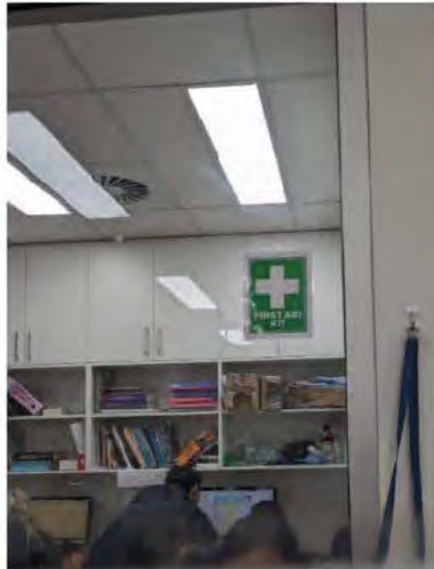
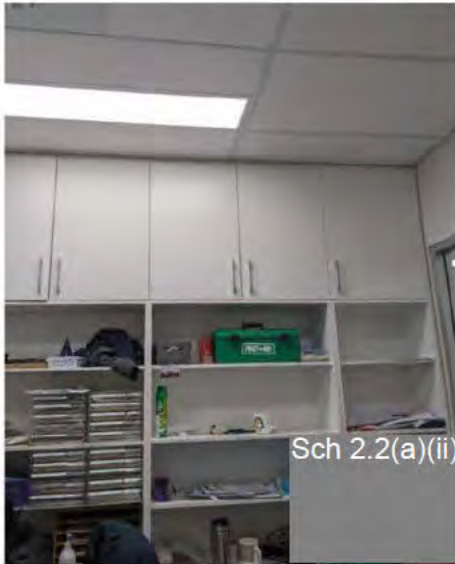
Sch 2.2(a)(i)

HSW Business Partner – Vet Services

Sch 2.2(a)(ii)

APPENDIX A

Treatment room first aid kit and signage



Sample of additional location signs within the hospital



0926

21-11-2023

Animal Referral Hospital.

- 364 Fairbairn Ave

Pialligo Act 2609

02 6280 6344

ABN 74 601 920 807

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Business Minutes 4 years

Sch 2.2(a)(ii)

Strace Holder / PCBV.

Record of Training for Fire Exting

- looking at Fire Evacuation training

- Fire Safety Drill was conducted

Visitors recorded.

- All Short Stay

- Noise survey not conducted.

- Rotation of staff in recovery area -

- Behaviour of animals conducted and treated appropriately

- Consulting Rooms used as triage areas. Clients given options for outside waiting areas -

- 2 First aiders

- Cat Bite or Scratches policy is proceed to hospital.
- Copy to be requested.

- Paws up - Demonstrated
- Medical treatment is flagged when Cat or Dog Bite or Scratch is entered

- Feral Cats are within cage

- Induction Process

- 132 employees -

- SDS SHEETS -

Drugs on line

- Chemicals

- 50/50 split casual & Permanent

- 10 employees

- Dispensing Guidelines -

- On Call managers -

- Electrical test & inspection

- Fire Ahd Extinguisher inspected

Sch 2.2(a)(ii)

- Off Boarding process
- Performance reviews
 - HR help implement changes
- 3 month Performance Review
- * 3 performance plans 2 years
- 2 recent
- 1 started 3 weeks ago.
- Whole Staff meeting
 - P
 - HR Meeting
- Team Meetings conducted
 - Training in Triage for Reception on case load ongoing.
- Vet leader makes call on case load.
- EAP services offered.
- Dress Button installed for ease of aggravated client.
- Grievance Policy: workers can go up line or direct to HR.

Sch 2.2(a)(ii)

HLIS Business Partner Vet Services

Sch 2.2(a)(ii)

- Onology team leader
- 6 years employed.
- Work conditions -
 - Training ongoing.
 - Has login for Pawsup
- Heard of workplace bullying
- Team members workplace bullying between members
- Has had issues with her team with way communication is being done
- Team rotation in future avoided
- New Staff within Team.
- Past 6 months -
 - Demonstrated - use and knowledge of Cat & Dog Health Search function
- SDS Register is not available at time of inspection
- STAFF OR MANAGEMENT COULD NOT DEMONSTRATE AVAILABILITY.

Sch 2.2(a)(ii)

Reception team leader
March 2023 -

- [Sch 2.2(a)(ii)] feels that [Sch 2.2(a)(ii)] is receiving training and is comfortable
- [Sch 2.2(a)(ii)] is usually [Sch 2.2(a)(ii)] manager
- [Sch 2.2(a)(ii)] left last November due to bullying.
- Issue has now been resolved
- Training sessions ongoing
- Paws & P - Now well aware on system and how works
- In 2022 [Sch 2.2(a)(ii)] went on m/flat leave.
- Had discussions with management regarding issue.
- [Sch 2.2(a)(ii)] left due to issue.
- felt unsupported.
- No feeling or concerns to role overload.
- [Sch 2.2(a)(ii)] feels [Sch 2.2(a)(ii)] is being supported in Team Leader.
- Being trained in difficult conversations and difficult situations
- ([Sch 2.2(a)(ii)] is on extended leave)

- Requested From PCBU
 - WC Policy cert of Currency
 - Induction Process
 - Record of Fire Safety
 - Elect inspection & Test
 - Fire extinguisher Test
 - Fire extinguisher Training
 - Policy on Cat & Dog Bites scratch.
 - Record of inductions
 - Improvement Notice For SDS - Sheets
 - For SDS - Register.
- Advised PCBU Rep that the emergency signs need to be fixed in a better way as coming loose.
- 11:35 OFF SITE.

23

Conducted:

WRV Animal Regional Hospital

21/11/2023 : 09:26 AM

General Inspection.

ABN: 74 601 520 807

Sch 2.2(a)(ii)

Business Manager,

4 years. - Care + vision only / No funds

Sch 2.2(a)(ii)

Share holder → Clinical Director,

→ Medical Director,

- Fire trainings - completed a couple of months ago
- Looking at fire leaders training w the team
 - ↳ completed for all workers.
- Guardian Safety Solutions (conducted training)
- Digital records to manage visitors in case of emergency evacuation.
- Occasionally have animals stay overnight. Otherwise short stay.
- Noise Screening: Rooms are sound proof.
 - ↳ Haven't done but
- Most of staff are trained on behaviours of animals
 - ↳ report any suspects to medical staff.
- Animals stay longer for 1 week
- Waiting room: Staff rotation.
- If animals get bad from barking. There's another waiting room or outdoor areas or clients wait in the cars
- 2 first aiders
 - ↳ none using undertake training.
- Care bites scratches: straight to the hospital.
- (Pause by: Incident reporting system.
 - ↳ follow up phone call.
- Get next both incident admitted as outpatient / day surgery.
- 132 workers from bus
 - ≈ 120 xh.
- 10/10 PFE
- 50% Care / PFE

- Diverse background.
- SDS: Drug; Dogs/cats scratches/bites; sharp policy.
- Night shifts
- Fatigue / Manager Policy / procedures
- On call for maloc. **Sch 2.2(a)(ii)**
- 21-22 turnover
- Oper exp to work to ↑ PD / training / experimenter / performance & w. corrective steps w HR, L&D teams.
- 2 Performance Plans in 2 years
- 2 are quite recent recently. (1 occurred 3 weeks ago)
- While step meeting next week. **Sch 2.2(a)(ii)** Come down next week for whole team meeting.
- Patience
- Not in charge. have authority to decide full capacity. Not receiving any more patients. Care load, Ask for more steps coming. Cost - reduce the workplace.
- ↓ traumatic events.
- ↑ physical impact due to abusive clients / stress don't want to keep deescalation going / human safety / BHP / the dog while they're hurting
- Grievance → **Sch 2.2(a)(ii)**
- **Sch 2.2(a)(ii)** reported to HR To keep them in the loop
- **Sch 2.2(a)(ii)**
- * WMS service partner for vets services.

① **Sch 2.2(a)(ii)** TL: (6yrs)

- Fine General.
- Received adequate sup / training / support
- aware of active system to report incident / P/R.
- Aware of inappropriate behaviour from workers in her team.
- Lo power / Gr HR. → dealt w. properly.
- Fatigue Manager: Have a few concerns but daily w. properly. Other support. / time off / break.
- Aware of cat dog scratches / bites. P/R.
- SDS: Med available
- confirmed or I was as reception.
- a lady from front desk could not tell where SDS register.
- observed 3 admin at the front desk.

25

* **Sch 2.2(a)(ii)**; Reception II, returned by in
 March this year left for a few months.
 Started Feb 10 2022.

* Got adequate exp / sup / training.

- Raised to **Sch 2.2(a)(ii)**

- **Sch 2.2(a)(ii)**

- **Sch 2.2(a)(ii)** — Line manager, but overall atm.

- raised grievance on **Sch 2.2(a)(ii)** in Mar 2022.

↳ sorted out / resolved so came back.

- aware of I/P.

- aware of pause up

→ Was on medical health leave

→ It was raised to HR.

→ Not working together but still in same team

- Was not received exp / training, before from **Sch 2.2(a)(ii)**
 but now can request and get support from **Sch 2.2(a)(ii)**

- 11:38 AM

2/10/24 Animal Referral
Hospital
10:44am 74601 920 807

ABN - Sch 2.2(a)(ii)
or ss - hospital manager

Sch 2.2(a)(ii)

business manager

Sch 2.2(a)(ii)

- manual handling
- agitated animals
- reactive to animals
- being disgruntled,
- induction
- Manual handling training
- cage online training Portal
- Team leader meeting every second Thursday.

- all meetings are documented.
- Trolley's
- collapsible litter table/consult table.
- All staff have access to cage
- Manual handling completed before new employees start work.
- newly installed water treadmill
- Chlorine
- Pool chemicals
- MSDS sheets
- SDS sheets.
- the machine is being used.
- ⊕ improvement notice.
- Evacuation plan observed.

- any incident is recorded.
- Pet Barn, green cross vets.
- reporting procedures are in place
- ⊕ Paws up. for safety.
- ⊕ operations meeting every Monday
- ⊕ 110 workers
- vets, nurses, specialists interns, management and Admin
- 40-50 staff on an average
- 24hr emergency department
- there was alot of turnover prior to change of ownership
- 3-4 months
- 6 months

- NSW ACT department
- No HSE or Workgroups
- workers go to ^{Sch 2.2(a)(ii)} then ^{Sch 2.2(a)(ii)} raises it to Head office.
- internal investigations are conducted when incidents arise.
- * - Grievance policy on cage
- Team leaders ^{Sch 2.2(a)(ii)}
- HR
- Complaints are investigated and reported outcomes become available when completed.
- A recent event has been escalated to HR to investigate.



- Documented
- videos
- sexual assault etc
- Pass or Fail Process
- You can't move forward unless you pass.
- Dog handling
- Refreshers are organised
- * when a hazard keeps occurring, WHS officer has been organised to meet on Friday.
- Agreed consultation
- open door policy
- regular directors meeting
- Team leaders meeting.

* Performance Management
HR department
who consult
manager.

* HR are easily
accessible

* Performance reviews
are conducted.

* Teams are addressed
by their team
leaders.

* Latigue management

- strict regulations
on shift rosters

- Nurses and vets
have a high
suicide rate,

- 24hr EPA

- National vet nurse
Day

- RUC day.

- Receptionist Ram
then the doors
are locked.

- Swipe card
access

- 24hr surveillance

- the system is
regular

Out of Scope

From: "WorkSafe ACT" <worksafe@act.gov.au>
Sent: 03/10/2024 2:26 PM
To: Sch 2 2(a)(i)
Cc: "Te Riini, Daniel" <Daniel.TeRiini@worksafe.act.gov.au>
Subject: Improvement Notice N-0000011735
Attachments: Improvement_Notice_N-0000011735.pdf

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

Please see attached PDFs to view a copy of your Notice.

Inspection number: 00225495

Lead Inspector: Daniel Te Riini

Company Name: The Animal Referral hospital Canberra Pty Limited

Notice Number: N-0000011735

For any further information please contact WorkSafe on:

Telephone: (02) 6207 3000

Facsimile: (02) 6205 0336

Email: worksafe@act.gov.au



IMPROVEMENT NOTICE

This notice is issued under section 191 of the *Work Health and Safety Act 2011*. Section 210 requires that the person to whom an improvement notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace at which work is being carried out that is affected by the notice.

You must comply with this notice within the period specified. Failure to comply may incur a maximum penalty of \$50,000 for an individual and \$250,000 for a body corporate.

Notice issued to:

Legal name of person/business or undertaking: The Animal Referral hospital Canberra Pty Limited

ABN: 74601920807

ACN:

Trading As:

Address: 364 Fairbairn Avenue, Pialligo, ACT, 2609

Due Date: 4 October, 2024

Details of contravention:

Site location: 364 Fairbairn Avenue, Pialligo ACT 2609

I Daniel Te Riini reasonably believe on 2/10/2024 10:44 AM that you contravened section 19 (1) of the Work Health and Safety Act 2011 (ACT), section 346 of the Work Health and Safety Regulation 2011 by not having a hazardous chemicals register readily available for persons who handle and store the chemicals, the hazardous chemicals register highlights the list of chemicals in the area, the safe use and storage of the chemicals, it also informs persons of the correct PPE to use, as well as the current SDS of the listed chemicals.

Without this information persons are at risk to their health and safety and a risk to injury or illness relating to handling Hazardous chemicals.

Brief description of how the provision is being or has been contravened:

Workers are exposed to a risk of harmful health effects arising from the using, handling or storage of hazardous chemicals in the workplace as the hazardous chemical register provides information of the following:

- Safe storage and handling of the hazardous chemicals
- The correct PPE to use while handling the hazardous chemicals
- A list of hazardous chemicals used, handled, or stored; and
- The current safety data sheet for each hazardous chemical listed.

During the workplace inspectors observed chemicals but not limited to Chlorine and Hydrochloric Acid in the hydrotherapy area of the hospital, when the PCBU representatives were asked if there was a hazardous chemicals register containing current SDS's for the chemicals, the PCBU representatives stated they are unaware if there is a hazardous chemicals register available for the hazardous chemicals being used in the hydrotherapy shed.

Directions as to the measures to be taken to remedy or prevent the contravention or likely contravention: *(it is mandatory to comply with these directions)*

The PCBU must ensure, so far as reasonably practicable that they ensure the workplace has the provision of a hazardous chemical register readily accessible at the workplace and the register must include-

- a list of hazardous chemicals used, handled, or stored; and
- the current safety data sheet for each hazardous chemical listed.

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice.

Recommendations (if any): *(it is not an offence not to comply with these recommendations)*

Please contact the inspector who issued this notice to confirm compliance prior to the day by which the person is required to remedy the contravention or likely contravention.

If you cannot comply with the Directions within the compliance period, contact the issuing inspector prior to day stated for compliance with this Improvement Notice. If attempts have been made to comply with the Directions or the Directions are unable to be met the inspector may, by written notice given to the person, extend the compliance period for the improvement notice. However, the inspector may extend the compliance period only if the period has not ended (s194 Work Health and Safety Act 2011).

In complying with the directions, the PCBU can refer to the following resources:

- WHS Act 2011 Section 19 'Primary Duty of Care',
- WHS Regulation 2011 Section 346 'Hazardous chemicals register', and
- Work Health and Safety (Managing Risks of Hazardous Chemicals in the Workplace Code of Practice) 2022 on the WorkSafe ACT Website.

Issuing Details

Issued by: Daniel Te Riini

ID number: P54796

Date issued: 03/10/2024

Service method: Email

Notice emailed to: [Sen 22\(n\)\(n\)](#)

Improvement Notice issued under section 191 of the Work Health and Safety Act 2011 - further information

If you have any questions you may contact the inspector who issued this notice.

Display of Notices

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice (s 210(1)). A person must not intentionally remove, destroy, damage or deface a notice displayed under s 210(1) while the notice is in force (s 210(2)). The maximum penalty for failing to comply with these provisions is \$5,000 for an individual or \$25,000 for a corporation.

Compliance with direction or notice

The person to whom an improvement notice is issued must comply with the notice within the period specified in the notice.

Maximum penalty:

- (a) in the case of an individual—\$50 000; or
- (b) in the case of a body corporate—\$250 000

Extension of time for compliance with improvement notices

If a person has been issued with an improvement notice, they may contact the inspector who issued this notice, or email worksafe@act.gov.au to apply for an extension of time to comply with that notice. This must be done within the compliance period which ends at midnight on the due date stated in the notice. An inspector may, by written notice given to the person, extend the compliance period for the improvement notice. However, the inspector may extend the compliance period only if the period has not ended.

Directions and recommendations

A direction may refer to a code of practice and may offer the person a choice of ways in which to remedy the contravention (s 204). A Improvement notice may include recommendations. It is not an offence to fail to comply with recommendations in a notice (s205).

Changes to notice by inspector

An inspector may make minor changes to a notice for clarification, to correct errors or references, or to reflect changes of address or other circumstances (s206).

Privacy statement

WorkSafe ACT may obtain personal information about you in connection with this notice. The information may be collected and stored using the powers, and to carry out functions or activities, under the Work Health and Safety Act 2011 and related work safety laws. Under that Act, the information can be disclosed to other ACT Government agencies or non-government organisations, and other Australian work safety enforcement agencies. WorkSafe ACT is obliged to handle your information openly, transparently and in accordance with the Territory Privacy Principles set out in the Information Privacy Act 2014. For more information about how WorkSafe ACT will collect, use, share, and store your personal information and how you can access and correct the information, please see the Privacy Statement at www.act.gov.au/privacy.

Review of this *Work Health and Safety Act* notice

If you have any questions or need more information you may contact the inspector who issued this notice, or email worksafe@act.gov.au.

You, or another person whose interests are affected by the decision, may apply for an internal review of the decision to issue this notice.

A review may be sought within 14 days, or in the case of an improvement notice within the compliance date period specified in the notice, whichever is lesser. You may also make an application for the reviewer to stay the operation of the Improvement notice.

Please ensure you include the notice number in your application for a review, together with the applicant's name and address, and the reason you are seeking the review.

An application for a review can be made in writing to: The Work Health and Safety Commissioner WorkSafe ACT, GPO Box 158 Canberra City ACT 2601 or by email: worksafe@act.gov.au.

You may then seek a review of an internal reviewer's decision in the ACT Civil and Administrative Tribunal (ACAT). Information about that process can be found at www.acat.act.gov.au.

The decision to issue this notice is also reviewable under the *Administrative Decisions (Judicial Review) Act 1989* on application to the ACT Supreme Court.

Further, a person may make a complaint to the ACT Ombudsman about the issue of this notice.

WorkSafe ACT contact details

PO Box 158, Canberra ACT 2601

Email: worksafe@act.gov.au

Phone: (02) 6207 3000

Fax:(02) 6205 0336

Translating and Interpreting Service

Phone: 131 450

From: "WorkSafe ACT" <worksafe@act.gov.au>
Sent: 03/10/2024 2:30 PM
To: Sch 2 2(a)(i)
Cc: "Te Riini, Daniel" <Daniel.TeRiini@worksafe.act.gov.au>
Subject: Work Place Visit 00225495
Attachments: Work_Place_Visit_Report_00225495.pdf

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

Please see attached PDFs to view a copy of your Work Order.

Inspection number: 00225495

Date of Visit: 02 October, 2024 10:44

Lead Inspector: Daniel Te Riini

Company Name: The Animal Referral hospital Canberra Pty Limited

For any further information please contact WorkSafe on:

Telephone: (02) 6207 3000

Facsimile: (02) 6205 0336

Email: worksafe@act.gov.au

WORKPLACE VISIT REPORT

Initial Information

Inspection Number: 00225495
Lead Inspector: Daniel Te Riini
Inspector ID: P54796
Lead inspector email address: daniel.teriini@worksafe.act.gov.au
Is there any accompanying inspectors? Yes
Shani Skorich P52634
Date visit commenced: 02 October, 2024 10:44
Legislation visit conducted under: WHS

Entity Information

Type of entity: Business Entity
Name of individual or registered company: The Animal Referral hospital Canberra Pty Limited
Trading as:
ACN:
ABN: 74601920807
Industry Group: Other
Address: 364 Fairbairn Avenue Pialligo ACT 2609
Contact Name: The Animal Referral hospital Canberra Pty Limited
Contact Number: (02) 62806344
Contact Email: scr.2@rephp.com.au

Details of Visit:

Address: 364 Fairbairn Avenue Pialligo ACT 2609
Notification of entry to (as required by s164): PCBU

Inspector Notes:

On the 2nd of October 2024 at approximately 10:44 am Inspectors Te Riini and Skorich of WorkSafe ACT attended THE ANIMAL REFERRAL HOSPITAL CANBERRA PTY LIMITED at 364 Fairbairn Ave Pialligo ACT, to conduct enquires in relation to a complaint.

On arrival inspectors identified themselves and were meet by the Hospital Manager and the Business Manager.

Inspectors informed the representatives about the reason for the visit and proceeded to conduct enquires regarding the complaint.

During enquires and through observations made the following was identified:

- The PCBU is THE ANIMAL REFERRAL HOSPITAL CANBERRA PTY LIMITED
- There are 110 workers employed by THE ANIMAL REFERRAL HOSPITAL CANBERRA PTY LIMITED, this is made up of but not limited to Vets, Nurses, Specialists, Managers and Admin
- All new employees must complete an induction process before starting duties
- THE ANIMAL REFERRAL HOSPITAL CANBERRA PTY LIMITED offer a 24-hour service with staff operating via a roster system.
- As per the employee fatigue management system employees must tap when starting and finishing their shifts, so managers are able to identify work overload
- Training and refresher training are provided to employees via Cage online training portal, which also contains a manual handling module for workers to complete.
- Employees are given equipment to help and assist with lifting heavy materials or patients e.g. lifting tables and trolleys.
- Inspectors inquired about an incident where an employee slipped and fell in the underground car park due to rainwater on the ground. The representatives mentioned they plan to file a complaint with the building owner, and in the meantime, they will set up an exclusion zone around the affected car parks during rain.
- Inspectors also inquired about the chemicals that are stored and used for the hydrotherapy treadmill.
- at the time of the visit the representatives could not provide an SDS/MSDS for the chemicals being used. the representatives did inform inspectors that the hydrotherapy treadmill is currently out of service due to waiting on parts.
- Inspector Te Riini informed the representatives that an improvement notice will be issued under the Work Health and Safety Regulations 2011 section 346 Person conducting business or undertaking to obtain and give access to safety data sheets.
- The workplace utilises the system 'Cage' to administer training in a range of work health and safety topics including both physical and psychosocial hazards and risks.
- Workplace policies and procedures including but not limited to in relation to grievance management can be accessed through Cage. Representatives from the workplace were able to quickly recount a recent example of a worker raising a grievance.
- The workplace utilises the system 'Paws Up' to lodge incident reports. Incident reports are then escalated to Head Office who follow up on incidents as deemed necessary.
- On a typical day across a 24-hour period, approximately 40-50 workers will be working (on varying shifts).
- At the time of the visit, workplace representatives couldn't verify the existence of a work health and safety risk register or an equivalent system.
- The workplace holds regular staff meetings, with minutes recorded, that include work health and safety as a discussion point
- Inspectors were advised that all workers undergo performance reviews which allow an opportunity to provide feedback on performance as well as identify needs for further training and development.
- Employees must receive a minimum 10-hour break between shifts to prevent fatigue
- When inspectors asked about the workplace's management of risks related to harmful behaviours, including violence and aggression, it was disclosed that several physical control measures are in place, such as duress buttons, 24-hour surveillance, and restricted access to reception after midnight.

The Animal Referral hospital Canberra Pty Limited representatives were accommodating and helpful throughout the workplace visit.

Requested documentation:

- Hazardous chemicals register
- SDS/MSDS for the chemicals being used for hydrotherapy
- The safe operations procedure for using the hydrotherapy equipment
- The procedure and process for managing the risk of falls during wet weather in the underground car park.
- Clarification on whether they've conducted a risk assessment on psychosocial hazards at the workplace.

- Clarification on whether they've got a risk register (or equivalent/similar) in place.
- Copy of their grievance policy/procedure.
- Further information on what training & induction they've got in place for psychosocial hazards/risks i.e. through 'Cage' training - even if it's just a contents page at this stage, that might be helpful to see.
- Any other documents/information they deem relevant to our inquiries in relation to how the workplace is managing psychosocial risks

Photographic evidence was taken at the time of the visit.

Inspectors left site at approximately 12:15 pm.

Disclaimer: The issues identified during this inspection are only indicative of compliance with the Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011, the Dangerous Substances Act 2004 and the Workers Compensation Act 1951 on the date of the inspection. If compliance is identified during this inspection, it does not remove the obligation of any person to comply with any further requirement of the above mentioned Acts and Regulations.

Previous Action

Previous notice/s issued (either written or verbal)?

Recipient/s of this form:

Email: Sct 2 2000

Email 2: Sct 2 2000

Email 3:

Privacy Notice: The information collected for the purpose of the Work Health and Safety Act 2011 and is in accordance with the Information Privacy Act 2014. WorkSafe ACT prevents any unreasonable intrusion into person's privacy in accordance with the Privacy Act 1988 (C'With) and Information Privacy Act 2014. WorkSafe ACT provides identifiable information which can be disclosed to other law enforcement agencies and authorised organisation that have legal authority to request information under prescribed circumstances.

On 2 Oct 2024, Inspectors arrived at ARH located at Majura

~ 10:43 AM - met with [Sch 2.2(a)(ii)] at reception. Introduced selves

As WSACT Inspectors. [Sch 2.2(a)(ii)] called for manager to come.

ARN - 74601 920 807

- [Sch 2.2(a)(ii)] (psych hospital manager) [Sch 2.2(a)(ii)]

[Sch 2.2(a)(ii)]

- [Sch 2.2(a)(ii)]

[Sch 2.2(a)(ii)]

Inspectors sat with [Sch 2.2(a)(ii)] in a consultation room.

Have a WHS person - [Sch 2.2(a)(ii)]

Have had manual handling issues related to live animal handling → animals weighing around → how to move

quickly → awkward posture → do use muzzles etc.

Have mandatory training → using Cage.

Te Riini queried refetch training? Unsure right now.

Every 2nd Thurs do a staff meeting → WMS first agenda item → they are minuted too.

Have trolleys & litters, and collapsible tables for animals (litter table / consult table).

Lifting & weight requirements covered in Case training.

Case training can be exhaustive.

Training covers workplace bullying too → not just physical hazards / risks.

Te Riini advised that we may like to request to see Case training.

Te Riini raised chemicals issue → hydrotherapy.

Do store chlorine & pool chems. WMS lab coming

Friday → not in place at moment. She doing SDS / PPB / etc.

It is (hydrotherapy pool) being used at moment → working for part. Did a demo / had been used prev. though.

Te Riini raised concept of risk assessing above → e.g. what systems are in place to manage risks?

Te Riini raised idea of a Prohibition Notice → will have to check can prove eg. a test pot system.

Sch 2.2(a)(ii) said he can do required actions today.

Inspector advised that SDS requires eg. quick access, will prescribe PPB etc.

Use Safes to keep aside → some chems.

Sch 2.2(a)(ii) confirmed have an evac. plan → "all one walls".

Person slipped in car park → required CT Scan at hospital. Do maintain an incident register & have copy at report.

"Dog bites" a notifiable? Te Riini advised yes → for a serious dog bite → if eg. become an inpatient.

Incident reports as if incident was a notifiable incident.

Green Cross come this workplace - Inspector Stodd advised to environmental knowledge up to standard or requirements differ between states.

Systems for incident reporting is "Paws Up".

National table → Sch 2.2(a)(ii) looks at matter & sees if risks/hazards applies to this workplace & what they can do about it.

110 workers total → net, nurses, admin, specialists, interns, managers.

40-50 on typical day Mon-Fri - 24 hr - shift basis.

Turnover → unsure - Sch 2.2(a)(ii) only started 6 mo ago.

Sch 2.2(a)(ii) 3 mo or approx.

Have 1 v WHS dept → Ops Manager looks after ACT / NSW.

Sch 2.2(a)(ii) fills incident reports to Paws Up - which go to H/O.

After report finished → they get followed up on & don't "get left".

Sch 2.2(a)(ii) gave examples of person on RTW etc.

Grievance process is a - CABE.

Sch 2.2(a)(ii) explained process and what's involved in raising a grievance. Any one can make it formal through to HR.

Recent grievance was how vet to see worker → being investigated through HR →

Unlike what a risk register was → Stodd explained when Stodd asked if have centralised risk system i.e. a risk register?

Unsure about risk assessments too.

Have to take above on notice.

WHS person down on Friday → will discuss WHS issues.

Stodd queried consultation methods? More regular meetings. Guided by HR dept. But - touch via Teams → very quickly.

Do performance reviews regularly → feedback how they're going / feedback they have / their needs.

Every single staff member receives performance review ✓

Need at least 10 hr break between shifts → for fatigue management.

Sch 2.2(a)(ii) confirmed lack strict regulations around. Skoda queried know man's risk of OV!

Mon 24 hr. ERP system / R U OZ? days.

Reception door open until midnight → then have or lock entrance from midnight.

Mon 24 hr. surveillance.

Mon 8x dinners buttons.

Te Kiini said will go to car park & see how it's going to be addressed w/ slipping surface.

Time now is 11:47 AM.

Te Kiini & Skoda sighted car park → Te Kiini advised to 1 in interim, march - e.g. develop process.

Te Kiini & Skoda sighted garage containing hydrotherapy machine.

Te Kiini explained had issue an improvement notice for the chem. storage.

Inspectors left site at approx. 12:15 PM.

From: "Worksafe Media" <Media@worksafe.act.gov.au>
Sent: 27/09/2024 7:48 AM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, CM798X5F, Workplace health and safety complaint [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]
Attachments: CM798X5F.pdf, img_4588.png

OFFICIAL

From: smartforms@act.gov.au <smartforms@act.gov.au>
Sent: Thursday, September 26, 2024 7:49 PM
To: Worksafe Media <Media@worksafe.act.gov.au>
Subject: Report a Workplace Concern or Issue, CM798X5F, Workplace health and safety complaint [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

Report a Workplace Concern or Issue

Form data summary

WorkSafe category	Workplace health and safety complaint
Workplace name	Animal Referral hospital canberra
Submit anonymously	true
Reference code	CM798X5F

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on *5 4607 or email smartforms.admin@act.gov.au.



Report a Workplace Concern or Issue - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

26 Sep 2024 7:48:04 PM

CM798X5F

WorkSafe ACT

PO Box 158
Canberra ACT 2601

Phone: 13 22 81
Email: media@worksafe.act.gov.au

Report a Workplace Concern or Issue

Concern/issue details

If this matter is a notifiable incident in accordance with sections 35 to 39 of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011* please complete the Notifiable Incident Report form (https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form-.pdf).

WorkSafe category *

Workplace health and safety complaint

Workplace name *

Animal Referral hospital canberra

Please provide any additional information that may assist WorkSafe ACT in resolving your issue or answering your enquiry (for example: what, when, what you thought was wrong, who was involved) *

Our lower level car park gets flooded every time there is larger amount of rain. We have had staff nearly slip in the past however, today we had a staff member fall over onto his back and hit his head.

We also have a new space in a shed for hydrotherapy which has chlorine and hydrochloric acid. There is no fire safety equipment, evacuation plan, or personal protection equipment to use when handling these chemicals.

Attach an image or other information to support your report or enquiry

[IMG_4588.png](#)

Workplace address (if known)

Enter the address or search/mark the location on the map

Address line 1

364 FAIRBAIRN AV

Address line 2

Suburb

PIALLIGO

State

ACT

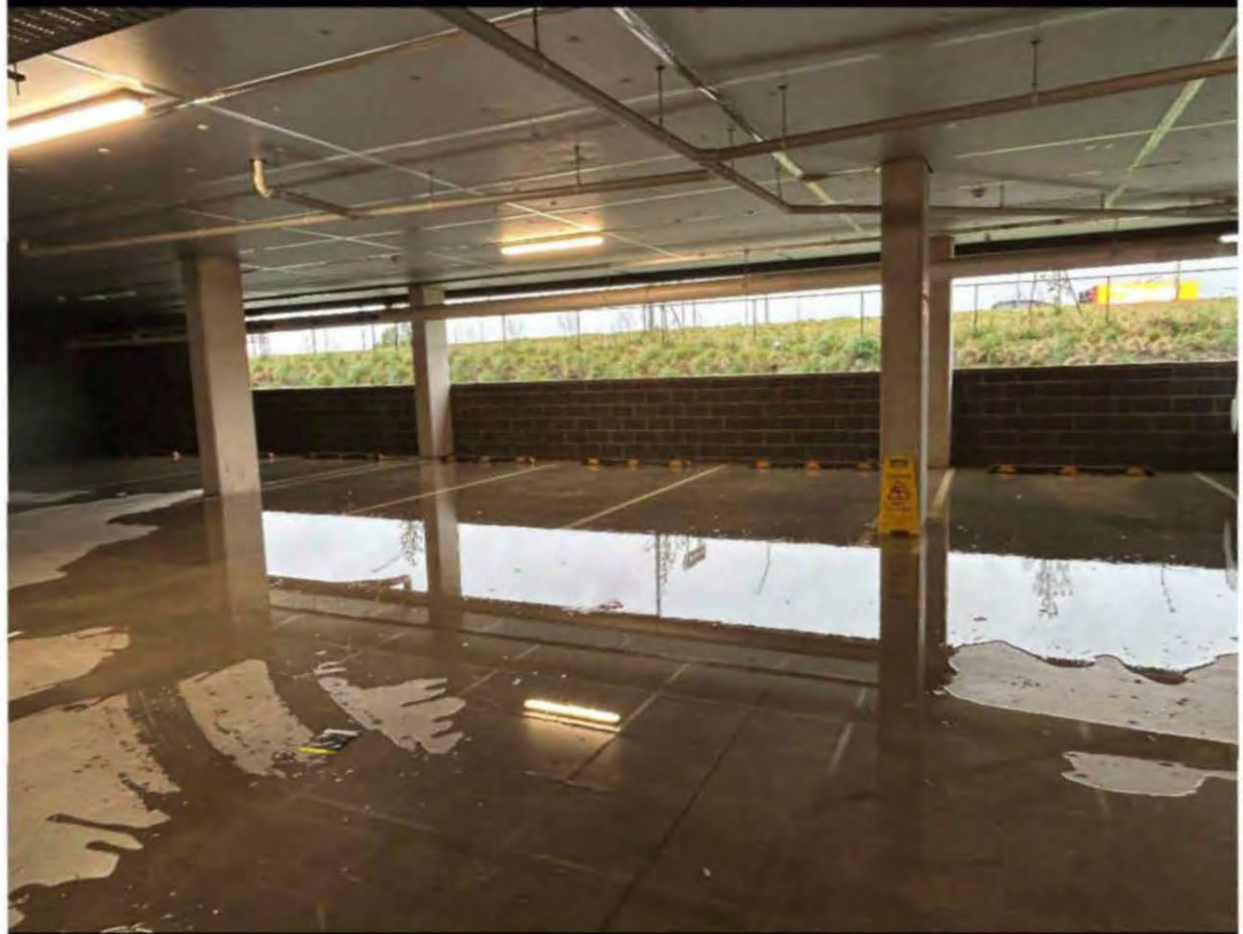
Postcode

2609

Your contact information

Giving false or misleading information is a serious offence.

Submit anonymously



From: Sch 2.2(a)(ii)
Sent: 29/10/2024 2:23 PM
To: "Te Riini, Daniel" <Daniel.TeRiini@worksafe.act.gov.au>
Cc: Sch 2.2(a)(ii)
Subject: RE: Work Place Visit 00225495 - Documentation Request - ARH Canberra
Attachments: Treadmill 3.jpg, Treadmill 2.jpg, Treadmill 1.jpg

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Daniel

As mentioned in my previous email we were waiting on the hose for the chlorine to be delivered. Below are photos of the setup.

We look forward to your response.

Thanks

Sch 2.2(a)(ii)

Health, Safety & Wellbeing Business Partner - Vet Services

Pet Parent to   & Rocky 

**Greencross
 Pet Wellness
 Company**



**Greencross
 Vets**



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

M: Sch 2.2(a)(ii)



Confidentiality Note: This e-mail is sent to & intended for use by the named addressee(s) only. It contains confidential information. If you receive this e-mail in error, please phone Greencross Pty Ltd on 61 2 6595 3333, then delete this message immediately. Further, you should not re-transmit, copy, store or reveal the contents of this message to any third party.

From: Sch 2.2(a)(ii)

Sent: Friday, 18 October 2024 3:05 PM

To: daniel.teriini@worksafe.act.gov.au

Cc: Sch 2.2(a)(ii)

Subject: Work Place Visit 00225495 - Documentation Request - ARH Canberra

Hi Daniel

Please find attached the requested documentation as per your Workplace Visit Report 00225495. The attachment titled ARH Canberra WorkSafe ACT Requested Documentation provides a summary of all the attachments.

As confirmed on the phone the chemical safety protocols have been implemented and the hose to ensure a 5-metre distance will be installed early next week. Once this has been done I will send through an updated photo.

We look forward to your response and if you require any further information please feel free to reach out.

Thanks

Sch 2.2(a)(ii)

Health, Safety & Wellbeing Business Partner - Vet Services

Pet Parent to Corely  & Rocky 

**Greencross
Pet Wellness
Company**



**Greencross
Vets**



A: Quarter One, Level 2, 1 Epping Road, North Ryde, NSW 2113

M: Sch 2.2(a)(ii)



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CALL 01203 254100

31.3.25 @ 11:00am -
 364 Fairbairn Ave
 Pralligo w/ Jagdeep
 Animal referral
 hospital w/ response
 to complaint.
 - leak - last wk in pool
 system.

PC# 375,
 PC# 375

Sch 2.2(a)(ii)

business manager

Sch 2.2(a)(ii)

Sch 2.2(a)(xi)

- chlorine tube was
 leaking - never touched
 before.

Tues was make safe
 after Sch 2.2(a)(ii)
 contacted

him re: leak. made safe
as he needed parts.
came back Thursday for
permanent fix,
oxidization on metal -
assessed today & 1 more
repair.

- currently fixed.
- chemical may be
caused for oxidization @
2nd injection point.
its more stronger now
for treadmill.
- visual check & smell for
signs in leak.
- no air monitoring done
or alarms present in
room.
- chemicals used -
hydrochloric acid & pool
chlorine
- PPE - glasses, gloves,
eye protection mask
if required.

- chemical spill kit in there
 - never seen this oxidation before in career.
 - hopefully open to normal business on Wednesday.
 - verbal communication of closure of area only - no signage.
 - certain people have access, rehab people, they all knew.
 - no access to room by staff over weekend emergency only.
 - keys are in rehab room.
- WHS working group
Sch 2.2(a)(ii)
- email or in person.
 - filtered mask, full PPE worn, whilst doing clean.

* - no extinguisher only
sign (notice)
- no ventilation in there
only reverse cycle.
brown hinge noticeable
on treadmill

smell of chlorine / chem
smell inside.

air con is only
ventilation

no alarm for chemicals.

not monitored.

SDS's.

when leak - told & reported
exit room.

rehab staff (4) 3 only
have access 6 months

hydrotherapy room -
new.

no storage of chemicals
'30 L of each.

talked about controls -
signage, keys (locking)
left @ 11:41am

Issued to: JAGDEEP SINGH CHHINA

Name:

Date of Issue: 20/08/24

Date of Completion:

Signature: Sch 2.2(a)(ii)

Notebook Security

Notebooks may be called upon by a Court, Tribunal, Commission or other regulatory authority as documentary evidence and shall be retained securely.

This notebook remains the property of WorkSafe ACT and must be returned when completed or requested.

• Contain a WorkSafe ACT Safety...

3/3/25

11:00am

Animal Referral Hospital
364 Fairburn Ave Pailego

- Carol B. Ader attended. (LEAD)
- Complaint - chemical leak in hydrotherapy shed.

Sch 2.2(a)(ii)

- Business Manager
- No HSR

Sch 2.2(a)(ii)

- Leak reported to Sch 2.2(a)(ii)

to be leak, Tuesday
temporarily fixed, Thursday
attended again with part.

- * System is fixed, now on
3/3/25

- Oxidation reported this morning
morning, which is fixed today
- Primarily visual check &
sniff

Hydrochloric acid & chlorine
used, pool acid.

- Sch 2.2(a)(ii) wear RPE while
repairing. Spill kit available
 - No access to hydrotherapy
shed since Tuesday.
 - Communicated to Sch 2.2(a)(ii) only
few people have access.
 - No report was made about
oxidation or smell on Sunday.
 - Scheduled to open on
Wednesday after cleaning
completed by Sch 2.2(a)(xi)
staff members.
 - Emergency procedure in
place regarding spill
 - 4 rehab staff normally
access.
 - Six months since last
operating that area
 - No chemical storage
 - IN- No fire extinguisher in
the hydrotherapy shed
- 11:41 am - EXIT

From: "WorkSafe ACT" <worksafe@worksafe.act.gov.au>
Sent: 01/04/2025 10:14 AM
To: Sch 2 2(a)(i)
Cc: "H Blackadder, Carol" <Carol.HBlackadder@worksafe.act.gov.au>
Subject: Work Place Visit - 00003151
Attachments: 00003151 - WPV Report.pdf

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,
Please

see attached PDFs to view a copy of your Work Place Visit Report.

Inspection number: 00003151
Date of Visit: 31/03/2025 11:00 AM
Lead Inspector: Carol Hand-Blackadder
Company Name: The Animal Referral hospital Canberra Pty Limited

For any further information please contact WorkSafe on:

Telephone: (02) 6207 3000

Facsimile: (02) 6205 0336

Email: worksafe@act.gov.au

WORKPLACE VISIT REPORT

Initial Information:

Inspection number: 00003151
Lead inspector: Carol Hand-Blackadder
Lead inspector ID: P53802
Lead inspector email: carol.hblackadder@worksafe.act.gov.au
Additional accompanying inspectors: Yes
Iagdeep Chhina P53944
Date and time visit commenced: 31/03/2025 11:00 AM
Legislation visit conducted under: Work Health and Safety Act 2011

Entity Information:

Type of entity: Business Entity
Name of individual or registered company: The Animal Referral hospital Canberra Pty Limited
ABN: 74601920807
Industry group: Other
Address: 364 Fairbairn Avenue, Pialligo ACT 2609
Contact name: Matthew Carmody
Contact number:
Contact email: 50123@act.gov.au

Details of Visit:

Address: 364 Fairbairn Avenue, Pialligo ACT 2609
Notification of entry to the workplace was conducted under the legislation referenced in the initial information of this workplace visit report to: PCBU

Inspector Notes:

WorkSafe ACT inspector(s) Iagdeep Chhina and Carol Hand-Blackadder attended your workplace on 31/03/2025 11:00 AM.

Inspector(s) identified and recorded the entity information in their contemporaneous notes as per the Entity Information listed above, if this is incorrect, please contact the lead inspector.

As per the Details of Visit, Inspectors notified of their entry under the listed legislation and notified the relevant person on the date and time noted in the Initial Information.

If the inspection identified any breaches, you will be notified by the lead inspector.

If you received regulatory notices, it is important you read the back of each notice as it contains important information regarding your rights in relation to that notice.

If you need to contact the inspector that visited your workplace, you may do so by email which is listed in the Initial Information.

Disclaimer:

The issues identified during this visit are only indicative of non-compliance with the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulation 2011*, the *Dangerous Substances Act 2004*, the *Workers Compensation Act 1951*, the *Scaffolding and Lifts Act 1912*, the *Machinery Act 1949*, the *Dangerous Goods (Road Transport Act) 20019*, the *Labour Hire Licensing Act 2020*, the *Workplace Privacy Act 2011*, the *Long Service Leave Act 1976*, and the *Fuels Rationing Act 2019* on the date of the visit. If compliance is identified during the visit, it does not remove the obligation of any person to comply with any further requirement of the above mentioned Acts and Regulations.

Privacy Notice:

Any information collected during the workplace visit is for the purpose of the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulations 2011*, the *Dangerous Substances Act 2004*, the *Workers Compensation Act 1951*, the *Scaffolding and Lifts Act 1912*, the *Machinery Act 1949*, the *Dangerous Goods (Road Transport Act) 20019*, the *Labour Hire Licensing Act 2020*, the *Workplace Privacy Act 2011*, the *Long Service Leave Act 1976*, and the *Fuels Rationing Act 2019* and is in accordance with the *Information Privacy Act 2014*. WorkSafe ACT prevents any unreasonable intrusion into a person's privacy in accordance with the *Privacy Act 1988 (C'With)* and *Information Privacy Act 2014*. WorkSafe ACT provides identifiable information which can be disclosed to other law enforcement agencies and authorised organisations that have legal authority to request information under prescribed circumstances.

IMPROVEMENT NOTICE

This notice is issued under section 191 of the *Work Health and Safety Act 2011*. Section 210 requires that the person to whom an improvement notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace at which work is being carried out that is affected by the notice.

You must comply with this notice within the period specified. Failure to comply may incur a maximum penalty of a tier B monetary penalty.

Notice issued to:

Legal name of person/business or undertaking: The Animal Referral hospital Canberra Pty Limited
 ABN: 74601920807
 Address: 364 Fairbairn Avenue, Pialligo ACT 2609
 Compliance Date: 11/4/2025

Details of contravention:

Site location: 364 Fairbairn Avenue Pialligo ACT 2609

I Carol Hand-Blackadder reasonably believe on 31/03/2025, 11:41 am that you contravened section 19 (1) of the Work Health and Safety Act 2011, section 362 of the Work Health and Safety Regulation 2011. This section applies if safety equipment is required to control an identified risk in relation to using, handling, generating or storing hazardous chemicals at a workplace. A person conducting a business or undertaking (PCBU) at the workplace must ensure that the safety equipment is provided, maintained and readily accessible to persons at the workplace. The PCBU has failed in their duty in not providing safety equipment such as a fire extinguisher but not limited to be readily available in the hydrotherapy shed where hazardous chemicals are used and stored.

Brief description of how the provision is being or has been contravened:

Persons are exposed to a risk to their health and safety from not having fire safety equipment readily accessible in the hydrotherapy shed in which hazardous chemicals are used and stored within the workplace. On 31st March 2025, I attended the workplace and observed no safety equipment readily accessible for workers in the case of an emergency in the hydrotherapy shed. With this information I formed a reasonable belief that the PCBU has failed in their duty for having safety equipment readily accessible to workers. A person conducting a business or undertaking at the workplace must ensure that the safety equipment is provided, maintained and readily accessible to persons at the workplace. This section applies if safety equipment, being a fire extinguisher is required to control an identified risk in relation to using, handling, generating or storing hazardous chemicals at a workplace.

Directions as to the measures to be taken to remedy or prevent the contravention or likely contravention: (it is mandatory to comply with these directions)

You must ensure, so far as reasonably practicable that you provide safety equipment in the way of fire equipment to control those risks. You may want to engage a competent person to help you with this to ensure that all emergency contingencies are found within your workplace regarding the hazardous chemicals you have at the workplace. Please ensure to update your emergency plan to reflect these changes, safety signage to be displayed and also consult with staff with the new changes. A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice

Recommendations (if any): (it is not an offence not to comply with these recommendations)

Please contact the inspector who issued this notice to confirm compliance prior to the day by which the person is required to remedy the contravention. Please send evidence of this direction being complied to carol.hblackadder@worksafe.act.gov.au. In complying with this direction you may give consideration to further guidance from: Work Health and Safety Regulation 2011 - section 362 <https://www.legislation.act.gov.au/sl/2011-36/>

Issuing Details

Issued by: Inspector WSACT-00030
 Date Issued: 1/4/2025
 Service method: Email
 Notice emailed to: Sarah@canberra.gov.au



Improvement Notice issued under section 191 of the *Work Health and Safety Act 2011* - further information

If you have any questions, you may contact the inspector who issued this notice. The inspector who issued this notice was cc'd into the email to which this notice was attached.

Display of Notices

A person to whom a notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace, at which work is being carried out that is affected by the notice (s 210(1)). A person must not intentionally remove, destroy, damage or deface a notice displayed under s 210(1) while the notice is in force (s 210(2)). The maximum penalty for failing to comply with these provisions is a tier F monetary penalty.

Compliance with direction or notice

The person to whom an improvement notice is issued must comply with the notice within the period specified in the notice (S193). The maximum penalty for failing to comply with this requirement is a tier B monetary penalty.

Extension of time for compliance with improvement notices

If a person has been issued with an improvement notice, they may contact the inspector who issued this notice, or email worksafe@act.gov.au to apply for an extension of time to comply with that notice. This must be done within the compliance period which ends at midnight on the due date stated in the notice.

An inspector may, by written notice given to the person, extend the compliance period for the improvement notice. However, the inspector may extend the compliance period only if the period has not ended.

Directions and recommendations

A direction may refer to a code of practice and may offer the person a choice of ways in which to remedy the contravention (s 204). A Improvement notice may include recommendations. It is not an offence to fail to comply with recommendations in a notice (s205).

Changes to notice by inspector

An inspector may make minor changes to a notice for clarification, to correct errors or references, or to reflect changes of address or other circumstances (s206).

Privacy statement

WorkSafe ACT may obtain personal information about you in connection with this notice. The information may be collected and stored using the powers, and to carry out functions or activities, under *the Work Health and Safety Act 2011* and related work safety laws. Under that Act, the information can be disclosed to other ACT Government agencies or non-government organisations, and other Australian work safety enforcement agencies. WorkSafe ACT is obliged to handle your information openly, transparently and in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*. For more information about how WorkSafe ACT will collect, use, share, and store your personal information and how you can access and correct the information, please see the Privacy Statement at www.act.gov.au/privacy.

Review of this Work Health and Safety Act notice

If you have any questions or need more information you may contact the inspector who issued this notice, or email worksafe@act.gov.au. You, or another person whose interests are affected by the decision, may apply for an internal review of the decision to issue this notice.

A review may be sought within 14 days, or in the case of an improvement notice within the compliance date period specified in the notice, whichever is lesser. You may also make an application for the reviewer to stay the operation of the Improvement notice.

Please ensure you include the notice number in your application for a review, together with the applicant's name and address, and the reason you are seeking the review.

An application for a review can be made in writing to: The Work Health and Safety Commissioner WorkSafe ACT, GPO Box 158 Canberra City ACT 2601 or by email: worksafe@act.gov.au.

You may then seek a review of an internal reviewer's decision in the ACT Civil and Administrative Tribunal (ACAT). Information about that process can be found at www.acat.act.gov.au.

The decision to issue this notice is also reviewable under the *Administrative Decisions (Judicial Review) Act 1989* on application to the ACT Supreme Court. Further, a person may make a complaint to the ACT Ombudsman about the issue of this notice.

WorkSafe ACT contact details

PO Box 158, Canberra ACT 2601

Email: worksafe@act.gov.au

Phone: (02) 6207 3000

Fax:(02) 6205 0336

Translating and Interpreting Service

Phone: 131 450

From: "H Blackadder, Carol" <Carol.HBlackadder@worksafe.act.gov.au>
Sent: 04/04/2025 11:08 AM
To: Sch 2.2(a)(ii) "WorkSafe"
 <WorkSafe@worksafe.act.gov.au>
Cc: Sch 2.2(a)(ii) >
Subject: RE: Work Place Visit - 00003151

OFFICIAL

Hi Sch 2.2(a)(ii)

Thank you for this email and pictures. Please note that Notice IMN-0000000394 has now been complied with.

Thank you for sending this to me in a timely manner, I will now close off this case.

Thank you Carol

Carol Hand-Blackadder Senior Inspector – Dangerous Substances Team

P: 02 6205 4357 | M: Sch 2.2(a)(ii) | E: carol.hblackadder@worksafe.act.gov.au
 Office of the Work Health and Safety Commissioner
 GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

WORKSAFEACT

From: Sch 2.2(a)(ii)
Sent: Friday, 4 April 2025 10:57 AM
To: WorkSafe <WorkSafe@worksafe.act.gov.au>
Cc: H Blackadder, Carol <Carol.HBlackadder@worksafe.act.gov.au>; Sch 2.2(a)(ii)
Subject: Re: Work Place Visit - 00003151

You don't often get email from Sch 2.2(a)(ii) . [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Carol,

As per our discussion on Monday, please see attached the fire extinguisher and signage we have no put in place in the rehablabtion shed.

Sch 2.2(a)(ii)

Business Manager - Canberra

Address: 364 Fairbairn Ave, Pialligo ACT 2609

Tel: +61 2 6280 6344 | Sch 2.2(a)(ii)

Email: Sch 2.2(a)(ii) | **Web:** www.arhvets.com.au



From: WorkSafe ACT <worksafe@worksafe.act.gov.au>

Sent: Tuesday, April 1, 2025 10:14 AM

To: Sch 2 2(a)(ii)

Cc: carol.hblackadder@worksafe.act.gov.au <carol.hblackadder@worksafe.act.gov.au>

Subject: Work Place Visit - 00003151

Caution: This email originated outside the organisation. Do not click on links or open attachments unless you know the sender. If in doubt, please contact the IT Service Desk.

Hi,

Please see attached PDFs to view a copy of your Work Place Visit Report.

Inspection number: 00003151

Date of Visit: 31/03/2025 11:00 AM

Lead Inspector: Carol Hand-Blackadder

Company Name: The Animal Referral hospital Canberra Pty Limited

For any further information please contact WorkSafe on:

Telephone: (02) 6207 3000

Facsimile: (02) 6205 0336

Email: worksafe@act.gov.au

From: "Nguyen, JennyK"
Sent: 16/10/2023 3:54 PM
To: Sch 2.2(a)(i)
Subject: Psychosocial reporting form & information

OFFICIAL

Hi Sch 2.2(a)(i)

Thank you for your time on the phone this morning.

Based on the discussion provided through our phone call, I have identified some concerns that fall within the scope of the Work Health and Safety Act 2011, including:

- Low role clarity (no job description)
- Poor practical and emotional support (no support from management, such as no 1 on 1 regular meeting, performance development process has not been conducted, or items/suggestions within the PDP has not been actioned)
- Alleged inappropriate behaviour from manager

Are we the right agency and what can you expect?

When considering raising matters with WorkSafe ACT related to psychosocial hazards and risks please review the [WorkSafe ACT assistance page](#) for more information on what we can and cannot do.

Unfair workplace relations

Contact the [Fair Work Ombudsman](#) if the issue is about:

- not getting the right amount of leave or other conditions you're entitled to, including sick leave, lunch breaks
- not being allowed to take your sick leave as needed
- unfair performance management
- changes to your roster

Complete and return the complaint form.

Please assist us to better understand your complaint by completing and returning the [Psychosocial Hazards Form](#) to myself by replying to this email. Once we have received the completed form, the information provided will be reviewed before determining further enquiry. Should your complaint progress you may be contacted by an inspector for further information or clarification. If there is insufficient information to progress your matter, you will also be advised.

Note #1:

When filling out the above hazard complaint form, please provide as much factual information and evidence as possible. Please try to clearly layout what you believe the safety hazards and risks are at the workplace, how you have attempted to address these with the workplace and how the workplace has failed to adequately control the risks.

Note #2:

WorkSafe ACT may be required to provide the workplace with a reason for conducting enquires, and this may done differently depending on your consent provided in the complaint form through:

- 1. a general inspection**, where your identity and specific details relating to your situation/complaint are not disclosed. Please be aware it may still be possible for your employer to determine your identity even when your name and specific details relating to your situation are not disclosed. Or,
- 2. with your consent**, where your identity and specific details relating to your situation may be disclosed and talked through (where relevant) with the workplace.

Please consider your intended consent carefully prior to submitting the complaint form. Once enquiries have commenced there may be limited opportunity to change the direction that has been established.

Outcome expectations

We will keep you informed of progress, and when finalised, will provide you with the outcome, the reason for the decision and any actions taken. If you indicate to us you would like feedback, this may be receive by:

- written confirmation
- over the phone, or
- in person

Looking after yourself

For some, the processes undertaken when raising and dealing with difficult matters can be stressful. The below resources may be helpful:

- Lifeline's 24-hour crisis line now on 13 11 14
- Beyond Blue - call 1300 22 4636 or chat online
- e-couch Personal Self Help
- Building resilience
- National Sexual Assault, Domestic Family Violence Counselling Service

Additional resources

RESOURCES AND GUIDANCE FOR WORKERS				
TOPIC	RESOURCE NAME	WHAT IS IT	WHEN TO USE	BENEFITS
Psychosocial Harassment	<p>Heads Up (includes training videos, action plan)</p> <p>Additional links:</p> <p>http://www.headsup.org.au/your-mental-health</p> <p>https://www.headsup.org.au/supporting-others</p>	This website provides employees with resources to raise their awareness of mental health at work and tips for taking care of themselves	Employees could use this to improve their awareness of mental health in the workplace, if they are experiencing mental health problems, or if they are considering disclosing difficulties with their own mental health, or supporting others	<ul style="list-style-type: none"> • One-stop shop of training material, resources, and guidance material in relation to mental health at work
Bullying	Dealing with workplace bullying – a worker's guide – SafeWork Australia	A worker's guide to dealing with workplace bullying	Employees could use this information if they believe they may be experiencing or witnessing workplace bullying and those who have had a bullying report made against them	<ul style="list-style-type: none"> • Help workers determine if workplace bullying is occurring and how the matter may be resolved
Bullying	WorkSafe ACT Bullying Service Standards	This is the service standard for WorkSafe ACT in relation to bullying	Employees could use this information if they believe they may be experiencing or witnessing workplace bullying and provides options on how to report a workplace concern/issue	<ul style="list-style-type: none"> • Assists workers identify if workplace bullying is occurring and how to report it • Outlines what WorkSafe ACT can and cannot do
Violence and Aggression	Workplace violence and aggression – advice for workers – SafeWork Australia	This guide provides information for workers on workplace violence and aggression	All workers should use this resource to understand workplace violence and aggression, Work Health, and Safety duties and what the worker can do	<ul style="list-style-type: none"> • Assist workers in understanding workplace violence and aggression • Providing guidance and ways forward when violence or aggression occurs in the workplace

<p>Violence and Aggression</p>	<p>Online abuse factsheet for workers – SafeWork Australia</p>	<p>This factsheet provides information on what online abuse is in the workplace, specifically for workers</p>	<p>This resource provides workers with information on what online abuse is, duties under Work Health and Safety legislation. It also provides information for prevention of online abuse, and what businesses and workers need to do</p>	<ul style="list-style-type: none"> • Understanding online abuse and how it can occur • Knowing duties under Work Health and Safety legislation in relation to online abuse and what your employer needs to do • Understanding what you can do
<p>Violence and Aggression</p>	<p>Employee psychosocial fact sheet – Work-related violence – WorkSafe VIC</p>	<p>This factsheet provides information to workers about work-related violence</p>	<p>This resource provides all workers and overview of work-related violence, hazards that can increase violence and what to do about it –</p>	<ul style="list-style-type: none"> • Awareness of work-related violence and the hazards that can cause it • Know your rights and WHS duties • Know what to do about work-related violence if it happens to you or someone you know
<p>Gendered Aggression</p>	<p>Employee psychosocial hazard fact sheet – Work-related gendered violence including sexual harassment – WorkSafe VIC</p>	<p>This factsheet provides workers information about work-related gendered violence and how it may impact them</p>	<p>This resource is useful for all workers to understand what gendered violence is and who may be impacted. It also describes what gendered violence might look or sound like, what your rights are and what to do about it</p>	<ul style="list-style-type: none"> • Awareness of gendered violence in the workplace, who may be impacted, how it may impact workers • Understanding what gendered violence might look and sound like • Knowing your rights and WHS duties, and what to do if gendered violence occurs to you or someone else in the workplace
<p>Sexual Harassment</p>	<p>Workplace sexual harassment – advice for workers – SafeWork Australia</p>	<p>This guide provides workers with a thorough outline of sexual harassment in the workplace</p>	<p>This resource is useful for all workers to understand workplace sexual harassment, what Work Health and Safety duties apply and what to do if it happens to you or someone you know</p>	<ul style="list-style-type: none"> • Understanding workplace sexual harassment • Knowing WHS duties surrounding workplace sexual harassment • Knowing what to do it happens to you, to someone you know or in your workplace
<p>Sexual Harassment</p>	<p>What to do if you are sexually harassed at work – SafeWork Australia</p>	<p>This visual resource is a clear resource that explains to a</p>	<p>This resource can be used by any worker to understand what they should do if they</p>	<ul style="list-style-type: none"> • Understand what you should do if you or someone

		worker what to do if you are sexually harassed at work	are sexually harassed at work	around you is sexually harassed at work
Fatigue	Fatigue Management – a worker’s guide – SafeWork Australia	A guide about fatigue and worker’s responsibilities	Workers could use this source of information for managing their fatigue	<ul style="list-style-type: none"> Understanding worker’s responsibilities in relation to fatigue

Regards.

Jenny Nguyen (she/her) | Inspector – Psychosocial
 M: [02 9222 2222](tel:0292222222) | E: JennyK.Nguyen@worksafe.act.gov.au
 Office of the Work Health and Safety Commissioner
 GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

WORKSAFEACT



IMPORTANT

This email, any attachment and the information and material contained in them, is for the use of the intended recipient. The intended recipient must not review, forward, disclose, distribute or make any other use of the email, any attachment or the information or material in them. This email is not intended to constitute or provide financial or legal advice and you must not rely or act on the information or material in the email or any attachment for those purposes. If you are not the intended recipient please notify us.

PLC w- **Sch 2.2(a)(ii)** (Animal Regional Hospital) Case # **Sch 2.2(a)(ii)**
 Number- **Sch 2.2(a)(ii)**
 Time Started: 2:13 pm Date 17/10/2023 Ended 2:51 pm

Sch 2.2(a)(ii) would like to raise psych concerns re. **Sch 2.2(a)(ii)** Operation MNGR. He multiple times raised the voice; yelled; shouted at **Sch 2.2(a)(ii)**

Sch 2.2(a)(ii) raised the concerns verbally to PEBU (People / culture Training) then put the concerns in writing & sent via email.
Sch 2.2(a)(ii) No one had contacted **Sch 2.2(a)(ii)** to obtain details of **Sch 2.2(a)(ii)** grievance
Sch 2.2(a)(ii) had not received any information / comment regarding the undertaken process.

Sch 2.2(a)(ii) was placed under performance management process.
Sch 2.2(a)(ii) was on **Sch 2.2(a)(ii)**
Sch 2.2(a)(ii) was contacted yesterday 16/10/2023 to have a chat by the HR MNGR regarding the **Sch 2.2(a)(ii)** grievance.
Sch 2.2(a)(ii) was on phone today w. **Sch 2.2(a)(ii)** (HR MNGR)

and opt offer a resignation and 4 weeks pay.
Sch 2.2(a)(ii) was asking abt **Sch 2.2(a)(ii)** grievance which still had not updated
Sch 2.2(a)(ii) was asking abt **Sch 2.2(a)(ii)** can be internally transferred which was declined.

Sch 2.2(a)(ii) opt advised that **Sch 2.2(a)(ii)** relationship w. managers was seriously damaged and unreparable.

Sch 2.2(a)(ii) he asked if **Sch 2.2(a)(ii)** had any lawyer to recommend. **Sch 2.2(a)(ii)** No comment
Sch 2.2(a)(ii) he referred **Sch 2.2(a)(ii)** to FWC re. offer.
Sch 2.2(a)(ii) explained how he works
Sch 2.2(a)(ii) explained what approach / process / out come.

- Sch 2.2(a)(ii) confirmed that Sch 2.2(a)(i) was locked out of Sch 2.2(a)(ii) email
 - Sch 2.2(a)(ii) gave Sch 2.2(a)(ii) 2 hours to make decision and confirm

v. Sch 2.2(a)(ii)

- Sch 2.2(a)(ii) asked Sch 2.2(a)(ii) that what if Sch 2.2(a)(ii) does not want
 to resign and does not want to take the offer. Sch 2.2(a)(ii) got
 advice that Sch 2.2(a)(ii) would just terminate Sch 2.2(a)(ii)
 - Sch 2.2(a)(ii) can access Sch 2.2(a)(ii) email so it would limit Sch 2.2(a)(ii) to provide

evidence -

- Sch 2.2(a)(ii) advised Sch 2.2(a)(ii) should have the email printed out.

NR

From: "Grant, DanielleG"
Sent: 07/04/2025 2:04 PM
To: "TCCS_GBS Vetboard" <TCCS.Vetboard@act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]
Attachments: Q75GVXXX.pdf, screenshot_20250403_200217_chrome.jpg

Hi

We have received a complaint in which we do not have jurisdiction. Could you please review this and let me know if you are happy to take carriage of this issue?

Thanks

Danielle Grant (she/her) M.WHS
Assistant Director – General
Compliance and Enforcement
E: danielleg.grant@worksafe.act.gov.au
M: Sch 2.2(a)(ii)
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601

WORKSAFEACT



I wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on and recognise any other people or families with connection to the lands of the ACT and region.

I wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: Cachia, Frank <Frank.Cachia@worksafe.act.gov.au> **On Behalf Of** Worksafe Media
Sent: Friday, 4 April 2025 7:28 AM
To: WorkSafe <WorkSafe@worksafe.act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

From: smartforms@act.gov.au
Sent: Thursday, 3 April 2025 8:10 PM
To: Worksafe Media
Subject: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

Report a Workplace Concern or Issue

Form data summary

WorkSafe category	High risk licencing
Workplace name	Animal Referral Hospital Canberra
Submit anonymously	true
Reference code	Q75GVXXX

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on *5 4607 or email smartforms.admin@act.gov.au.

Report a Workplace Concern or Issue - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

03 Apr 2025 8:09:04 PM

Q75GVXXX

WorkSafe ACT

PO Box 158
Canberra ACT 2601

Phone: 13 22 81
Email: media@worksafe.act.gov.au

Report a Workplace Concern or Issue

Concern/issue details

If this matter is a notifiable incident in accordance with sections 35 to 39 of the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2011* please complete the Notifiable Incident Report form (https://www.worksafe.act.gov.au/__data/assets/pdf_file/0006/1807314/Notifiable-Incident-Report-Form-.pdf).

WorkSafe category *

High risk licencing

Workplace name *

Animal Referral Hospital Canberra

Please provide any additional information that may assist WorkSafe ACT in resolving your issue or answering your enquiry (for example: what, when, what you thought was wrong, who was involved) *

Sch 2.2(b)(v)

Attach an image or other information to support your report or enquiry

[Screenshot_20250403_200217_Chrome.jpg](#)

Workplace address (if known)

Enter the address or search/mark the location on the map

Address line 1

364 FAIRBAIRN AV

Address line 2

Suburb

PIALLIGO

State

ACT

Postcode

2609



Your contact information

Giving false or misleading information is a serious offence.

Submit anonymously

Sch 2.2(b)(v)

Kind Regards,

Sch 2.2(a)(ii)

**Cert IV Veterinary Nursing
Hospital Manager - Canberra**

From: "TCCS_GBS Vetboard" <TCCS.Vetboard@act.gov.au>
Sent: 07/04/2025 2:17 PM
To: "Grant, DanielleG" <DanielleG.Grant@worksafe.act.gov.au>
Cc: "TCCS_GBS Vetboard" <TCCS.Vetboard@act.gov.au>
Subject: RE: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

Hi Danielle,

These issues fall within the Board's remit under the Veterinary Practice Act 2018 and we will gladly take carriage of the matter.

Thank you for your referral.

Kind regards,

Sch 2.2(a)(1)

Business Coordinator | ACT Veterinary Practitioners Board
Transport Canberra and City Services | ACT Government
Phone: 02 6207 0012 | Email: TCCS.Vetboard@act.gov.au
GPO Box 158 Canberra ACT 2601 |

From: Grant, DanielleG <DanielleG.Grant@worksafe.act.gov.au>
Sent: Monday, 7 April 2025 2:05 PM
To: TCCS_GBS Vetboard <TCCS.Vetboard@act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

Hi

We have received a complaint in which we do not have jurisdiction. Could you please review this and let me know if you are happy to take carriage of this issue?

Thanks

Danielle Grant (she/her) M.WHS
Assistant Director – General
Compliance and Enforcement
E: danielleg.grant@worksafe.act.gov.au
M: Sch 2.2(a)(1)
Office of the Work Health and Safety Commissioner
GPO Box 158 Canberra ACT 2601
WORKSAFEACT



I wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on and recognise any other people or families with connection to the lands of the ACT and region.

I wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Image credit: Leah Brideson. Winanga-li, 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: Cachia, Frank <Frank.Cachia@worksafe.act.gov.au> **On Behalf Of** Worksafe Media
Sent: Friday, 4 April 2025 7:28 AM
To: WorkSafe <WorkSafe@worksafe.act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

From: smartforms@act.gov.au
Sent: Thursday, 3 April 2025 8:10 PM
To: Worksafe Media
Subject: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

Report a Workplace Concern or Issue

Form data summary

WorkSafe category	High risk licencing
Workplace name	Animal Referral Hospital Canberra
Submit anonymously	true
Reference code	Q75GVXXX

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on *5 4607 or email smartforms.admin@act.gov.au.

From: "Cachia, Frank" <Frank.Cachia@worksafe.act.gov.au> on behalf of "Worksafe Media" <Media@worksafe.act.gov.au>
Sent: 04/04/2025 7:27 AM
To: "WorkSafe" <WorkSafe@worksafe.act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]
Attachments: Q75GVXXX.pdf, screenshot_20250403_200217_chrome.jpg

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From: smartforms@act.gov.au
Sent: Thursday, 3 April 2025 8:10 PM
To: Worksafe Media
Subject: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

Report a Workplace Concern or Issue

Form data summary

WorkSafe category	High risk licencing
Workplace name	Animal Referral Hospital Canberra
Submit anonymously	true
Reference code	Q75GVXXX

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on *5 4607 or email smartforms.admin@act.gov.au.

From: "TCCS_GBS Vetboard" <TCCS.Vetboard@act.gov.au>
Sent: 12/05/2025 12:36 PM
To: "HRC AHPRA" <HRC.AHPRA@act.gov.au>
Cc: "TCCS_GBS Vetboard" <TCCS.Vetboard@act.gov.au>; "Grant, DanielleG" <DanielleG.Grant@worksafe.act.gov.au>
Subject: FOR HRC CONSIDERATION - ACT VPB COMPLAINT REFERRED FROM WORKSAFE ACT: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]
Attachments: Q75GVXXX.pdf, screenshot_20250403_200217_chrome.jpg

OFFICIAL: Sensitive

Dear Sch 2.2(a)(1) ,

On 07 April 2025, the ACT Veterinary Board received a complaint referred by ACT WorkSafe (email below, complaint attached) regarding the Animal Referral Hospital Canberra (ARH). The complaint was submitted by an anonymous party on 3 April 2025 and involves concerns about the hospital's overnight operations.

Sch 2.2(b)(v)

Sch 2.2(b)(v)

FOR HRC CONSIDER:

Based on the above, the Board seeks HRC's joint consideration of the matter, and agree to its dismissal.

Thank you.

Kind regards,

Sch 2.2(a)(ii)

Business Coordinator | ACT Veterinary Practitioners Board

Transport Canberra and City Services | ACT Government

Phone: 02 6207 0012 | Email: TCCS.Vetboard@act.gov.au

GPO Box 158 Canberra ACT 2601 |

From: Grant, DanielleG <DanielleG.Grant@worksafe.act.gov.au>

Sent: Monday, 7 April 2025 2:05 PM

To: TCCS_GBS Vetboard <TCCS.Vetboard@act.gov.au>

Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

Hi

We have received a complaint in which we do not have jurisdiction. Could you please review this and let me know if you are happy to take carriage of this issue?

Thanks

Danielle Grant (she/her) M.WHS
Assistant Director – General
 Compliance and Enforcement
 E: danielleg.grant@worksafe.act.gov.au
 M: Sch 2.2(a)(i)
Office of the Work Health and Safety Commissioner
 GPO Box 158 Canberra ACT 2601

WORKSAFEACT



I wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on and recognise any other people or families with connection to the lands of the ACT and region.

I wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Image credit: Leah Brideson. Winanga-li. 2022. Acrylic on canvas. Commissioned by WorkSafe ACT.

From: Cachia, Frank <Frank.Cachia@worksafe.act.gov.au> **On Behalf Of** Worksafe Media
Sent: Friday, 4 April 2025 7:28 AM
To: WorkSafe <WorkSafe@worksafe.act.gov.au>
Subject: FW: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

From: smartforms@act.gov.au
Sent: Thursday, 3 April 2025 8:10 PM
To: Worksafe Media
Subject: Report a Workplace Concern or Issue, Q75GVXXX, High risk licencing [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

From: "O'Connor, Meaghan" <Meaghan.O'Connor@worksafe.act.gov.au>
Sent: 21/12/2023 12:30 PM
To: "Nguyen, JennyK" <JennyK.Nguyen@worksafe.act.gov.au>
Subject: RE: Case closure request (Animal Referral Hospital SF00333939)

OFFICIAL

Hey Jenny,

Thanks for sending through your thorough case summary. I am happy for this case to be closed 😊

Well done,

Meaghan O'Connor (she/her) | Inspector – Psychosocial
 E: meaghan.o'connor@worksafe.act.gov.au
 Office of the Work Health and Safety Commissioner
 GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au



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From: Nguyen, JennyK <JennyK.Nguyen@worksafe.act.gov.au>
Sent: Thursday, December 21, 2023 11:51 AM
To: O'Connor, Meaghan <Meaghan.O'Connor@worksafe.act.gov.au>
Subject: Case closure request (Animal Referral Hospital SF00333939)

OFFICIAL

Hi Meaghan,

I have completed the inquiries and assessment in relation to the complaint received by WorkSafe ACT regarding alleged work-related alleged inappropriate behaviour, high job demands, and poor support from The Animal Referral Hospital Canberra (SF case number 00333939). I obtained information and materials from the complaint and the workplace, based on the responses from the workplace on our regulatory actions and assessment of all available information/ documents, I recommend the case be closed.

Information obtained via the first WPV

- Induction process has been in process of updating and includes a site walkthrough, introduction to other teams, going through emergency evacuation plans and procedures, etc. The induction checklist is used to ensure all relevant topics being covered.
- New workers spend the first week to settle in with the workplace and their teams.
- New workers are provided with online learning modules which covering clinical and safety sessions. Workplace policies and procedures are also available and accessible through this online platform, such as behaviour standards policies, grievance policy, and HR policies and procedures.
- Additional training sessions are offered to manager and team leader positions, such as dealing with workplace conflict, WHS reporting, probation and performance review processes.
- Managers and team leaders can have 01 on 01 sessions with the Health Safety and Wellbeing team if needed.
- Managers can monitor their team members' training status.
- Any incident and accident can be lodged via the same system where the worker's manager, Health Safety and Wellbeing team, regional manager and area manager will be automatically notified.
- Workplace grievances can be raised to the direct team leaders or managers, business manager, or escalated to the area or regional managers if needed. Workers are also encouraged to raise any issues directly to the Health Safety and Wellbeing team or HR.
- There is a risk register that available at the whole organisational level.

Information obtained via the second WPV

- Discussion around identifying hazard, assessing risks and implementing control measures regarding noise hazard
- Discussion around identifying hazard, assessing risks and implementing control measures regarding animal scratches and bites
- Discussion around identifying hazard, assessing risks and implementing control measures regarding trauma events or material
- Discussion around identifying hazard, assessing risks and implementing control measures regarding high job demands
- Sighted incident reporting and management system

Information obtained via discussions with workers

- Workers had experienced psychosocial hazard in relation to poor support and high job demands
- Workers were comfortable to raise those hazards with the workplace
- Workers satisfied with the workplace process of handling those concerns and grievances
- Workers received adequate level of support, information and training within the process and in general

Sch 1 1.3

Recommendation

- Based on assessment of all available information and documents provided by the PCBU, I am satisfied that the Improvement Notices have now been complied with and there is no further action would be required and recommend the case be closed at this point in time.

Please let me know if you are happy to close off the case.
Kind regards.

Jenny Nguyen (she/her) | Inspector – Psychosocial
 M: [Sch 2.2\(a\)\(ii\)](tel:0292913111) | E: JennyK.Nguyen@worksafe.act.gov.au
 Office of the Work Health and Safety Commissioner
 GPO Box 158 Canberra ACT 2601 | www.worksafe.act.gov.au

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From: "Skorich, Shani"
Sent: 09/01/2025 10:42 AM
To: "O'Connor, Meaghan" <Meaghan.O'Connor@worksafe.act.gov.au>
Subject: Recommendations RE: Cases 00465131 (EPSDD), 00462207 (ARH) & 00462256 (ARH)
Categories: Action in Due Course

Good morning Meaghan,

I am emailing in relation to two separate rounds of inquiries completed by myself and GIT Inspector Daniel Te Riini last year.

There are three cases associated with these cases - two of which are in relation to one PCBU (Animal Referral Hospital):

- Case 00462256 (Psy - in SKORICH name)
- Case 00462207 (Git - in TE RIINI name)

There is one case in relation to the other PCBU (ACT Gov t-a EPSDD):

- Case 00465131 (Git - in TE RIINI name)

Shortly before shutdown period before Christmas, Dan sent me the documentation that he'd received in relation to each of the two PCBUs.

I've reviewed today - and whilst I do believe that further inquiries at the time to ask some more targeted questions may have been beneficial, the workplaces appear to have some more salient psychosocial systems & processes in place and I could not identify anything of huge concern.

Further, I would have concerns that re-starting inquiries so long after the initial workplace visit and an extended period of zero contact (especially raising new lines of inquiry) would be perceived as unfair conduct by us.

I recommend that all three cases are closed off at this stage.

Let me know if you agree and I will then chat to Dan to update him on this.

Kind regards,

Shani Skorich (she/her) | **Inspector – Psychosocial**

P: [Sch 2, 2\(a\)\(ii\)](tel:0262013200) E: Shani.Skorich@worksafe.act.gov.au

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