

Salesforce Screenshots – Case 00330473

Entity

Account Name: The Animal Referral hospital Canberra Pty Limited

Trading as: [Redacted]

Primary Phone: (02) 62806344

ARBN: 74601920807

Billing Address: 364 Fairbairn Avenue, Pialligo ACT 2609, Australia

Industry: Other

Email: [Redacted]

ACN: [Redacted]

ASIC File: ASIC File has not been linked

PCBU Contact

Account Name: The Animal Referral hospital Canberra Pty Limited

Primary Phone: (02) 62806344

Email: [Redacted]

Account Relationships (0)

Informant/Complainant

Name: Sch 2.2(a)(ii)

Title: Greencross Vets

Email: [Redacted]

Account Name: [Redacted]

Primary Phone: [Redacted]

Case **00330473**

ABN Lookup | Endorsed by CMP | Create Work Order

New
Allocated
In Progress
On Hold
Finalise Case
Enforceable Under...
Case Closed

Status: Case Closed Change Closed Status

Details | Feed | Activity

Case Information

Case Owner	Jodie Fletcher	Status	Case Closed
Date of notification	5/07/2023	Sub Status	Resolved
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 3- Workplace dangerous incidents (\$37 WHS Act)
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Phone
Contact Name	Sch 2.2(a)(ii)	Case Reason	Notifiable Incident
Industry	Other Services	Type	GIT - General Inspectorate Team
Sub-division	Personal and Other Services	Campaign Title	No Applicable Campaign
ANZSIC Code L3		Objective Folder	https://objective.act.gov.au/#/documents/IA13905233

Incident Type

Incident Type	Dangerous Incident	Hazard Category	Fall, trips and slips of a person
Serious Injury Type		Hazard Sub-Category	falls on the same level
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Referred to DPP	<input type="checkbox"/>	OHP Endorsed Date	
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Entity	
Account Name The Animal Referral hospital Canberra Pty Limited	Industry Other
Trading as	Email Sch 2.2(a)(i)
Primary Phone (02) 62806344	ACN
ABN 74601920807	ASIC File ASIC File has not been linked
Billing Address 364 Fairbairn Avenue Pialligo ACT 2809 Australia	

PCBU Contact	
Account Name The Animal Referral hospital Canberra Pty Limited	
Primary Phone (02) 62806344	Email Sch 2.2(a)(i)

Account Relationships (0)	
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Informant/Complainant	
Name Sch 2.2(a)(i)	
Title	Account Name Greencross Vets
Email	Primary Phone Sch 2.2(a)(i)

Referred to DPP	
Referred to DPP	CRIP Endorsed Date
Commenced by Investigations Team	Under Investigation

Incident Details	
Description called to report that a contracted cleaner has fallen while cleaning last night and hit her head. The cleaner is currently in hospital.	
Date of Incident 5/07/2023	Incident involve dangerous substances?
Time of Incident	Incident related to a utility asset?

Case Address	
Incident Street No and Street Name	Exact Incident Location Description
Incident Suburb	
Incident Postcode	
Incident State ACT	

Notification	
Has the incident been notified by phone?	WorkSafe Contact Person
Name of the person who notified	Phone of the person who notified
	Notification Number

Actions	
Actions taken to rectify the problem	
Actions planned to prevent incident	

Close Case Details	
Case Closure Outcome Compliant at time	
Case Closure Outcome Other	

Entity

Account Name
The Animal Referral Hospital Canberra Pty Limited

Trading as

Primary Phone
(02) 62806344

ABN
74601920007

Billing Address
364 Fairbairn Avenue
Pialliga ACT 2609
Australia

Industry
Other

Email
[Redacted]

ACN

ASIC File
ASIC File has not been linked

PCBU Contact

Account Name
The Animal Referral Hospital Canberra Pty Limited

Primary Phone
(02) 62806344

Email
[Redacted]

Account Relationships (0)

Informant/Complainant

Name
[Redacted]

Title
[Redacted]

Email
[Redacted]

Account Name
Greencross Vets

Primary Phone
[Redacted]

Notification

Has the incident been notified by phone?

Name of the person who notified

Worksafe Contact Person

Phone of the person who notified

Notification Number

Actions

Actions taken to rectify the problem

Actions planned to prevent incident

Close Case Details

Case Closure Outcome **Compliant at time**

Case Closure Outcome Other

System Information

Created By **Baylee Matheson**, 5/07/2023 3:28 PM

Last Modified By **Jodie Fletcher**, 18/04/2024 9:21 AM

Subject

Case Record Type **Incident**

Case History (6+)

Date	Field	User	Original Value	New Value
18/04/2024 9:21 AM	Campaign Title	Jodie Fletcher		No Applicable Campaign
7/08/2023 9:43 AM	Status	Jodie Fletcher	On Hold	Case Closed
7/08/2023 9:43 AM	Sub Status	Jodie Fletcher	Unresolved	Resolved
7/07/2023 10:51 AM	Status	Jodie Fletcher	In Progress	On Hold
7/07/2023 10:46 AM	Account Name	Jodie Fletcher	Greencross Vets	The Animal Referral Hospital Ca...
6/07/2023 10:54 AM	Status	Jodie Fletcher	New	In Progress

[View All](#)

Case

00330473

ABN Lookup

Endorsed by CMP

Create Work Order

New
Allocated
In Progress
On Hold
Finalise Case
Enforceable Under...
Case Closed

Status: Case Closed Change Closed Status

Details | Feed | Activity

Case Information

Case Owner	Jodie Fletcher	Status	Case Closed
Date of notification	5/07/2023	Sub Status	Resolved
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 3 - Workplace dangerous incidents (s37 WHS Act)
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Phone
Contact Name	Sch 2.2(a)(v)	Case Reason	Notifiable incident
Industry	Other Services	Type	GIT - General Inspectorate Team
Sub-division	Personal and Other Services	Campaign Title	No Applicable Campaign
ANZSIC Code L3		Objective Folder	https://objective.act.gov.au/#/documents/1A13905233

Incident Type

Incident Type	Dangerous incident	Hazard Category	Fall, trips and slips of a person
Serious Injury Type		Hazard Sub-Category	Falls on the same level
Dangerous incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	1
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Referred to DPP	CMP Endorsed Date
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Work Orders (0)

Case Team (0)

Infringements (0)

Notices (0)

Files (3)

Nofifiable Incident Report Form-WorkSafe Canberra 06/07/2023 • 313KB • pdf

3J5ZLN5L 05/07/2023 • 145KB • pdf

Report a Workplace Concern or Issue_3J5ZLN5L_Notifiable WH & S inc... 05/07/2023 • 206KB • msp

[View All](#)

Case Comments (3+)

[Jodie Fletcher](#)

Public:

Created Date: 7/08/2023 9:34 am

Comment: Email sent: Good Morning

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\(a\)\(v\)](#) | E: Jodie.Fletcher@worksafe.act.gov.au

[Jodie Fletcher](#)

Public:

Created Date: 7/08/2023 8:45 am

Case
00330473

[ABH Lookup](#) | [Endorsed by CHIP](#) | [Create Work Order](#)

New
Allocated
In Progress
On Hold
Finalise Case
Enforceable Under...
Case Closed

Status: Case Closed Change Closed Status

Details | [Feed](#) | [Activity](#)

Case Information

Case Owner	Jodie Fletcher	Status	Case Closed
Date of notification	5/07/2023	Sub Status	Resolved
Account Name	The Animal Referral Hospital Canberra Pty Limited	Priority	Tier 3- Workplace dangerous incidents (s37 WHS Act)
Primary Contact	The Animal Referral Hospital Canberra Pty Limited	Case Origin	Phone
Contact Name	Sarah (p/w)	Case Reason	Notifiable Incident
Industry	Other Services	Type	GI - General Inspectorate Team
Sub-division	Personal and Other Services	Campaign Title	No Applicable Campaign
ANZSIC Code L3		Objective Folder	https://objective.act.gov.au/#/documents/fA13903233

Incident Type

Incident Type	Dangerous Incident	Hazard Category	Fall, trips and slips of a person
Serious Injury Type		Hazard Sub-Category	Falls on the same level
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	<input type="checkbox"/>
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Comment:

Email sent

Good Morning

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: [\[Redacted\]](#)
jodie.fletcher@worksafe.act.gov.au

Jodie Fletcher
 Public:
 Created Date: 7/08/2023 8:45 am
 Comment: 04/08/2023 Email received:

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

[Sarah \(p/w\)](#)
 Health, Safety & Wellbeing Business Partner – Vet Services
 Accredited Mental Health First Aid Officer
 Pet Parent to Corey & Rocky

Jodie Fletcher
 Public:
 Created Date: 4/08/2023 10:07 am
 Comment: Email sent:

Good Morning

Thanks for the update.

Regards







Jodie Fletcher | Inspector – General Inspectorate

[View All](#)

00330473 | Case Files

Cases > 00330473
Files

3 items • Sorted by Last Modified • Updated a few seconds ago

	Title	Owner	Last Modified	Size	Source
1	 Notifiable Incident Report Form-WorkSafe Canberra	Baylee Matheson	6/07/2023 9:32 am	313KB	 00330473
2	 315ZLN5L	Baylee Matheson	5/07/2023 3:29 pm	146KB	 00330473
3	 Report a Workplace Concern or Issue_315ZLN5L_Notifiable WH & S incident_SFCLUNCLASSIFIED_OLM_Sensitive_Personal	Baylee Matheson	5/07/2023 3:29 pm	206KB	 00330473

00330473 | Case Case Co...

Cases > 00330473
Case Comments

11 Items • Sorted by Last Modified Date • Updated a few seconds ago

User	Created Date	Comment
7 Jodie Fletcher	7/08/2023 9:34 am	<p>Email sent:</p> <p>Good Morning [REDACTED]</p> <p>Thankyou for the report. I have reviewed and placed on file. No further action required by WorkSafe.</p> <p>Regards</p> <p>Jodie Fletcher Inspector – General Inspectorate P: (02) 6205 3888 Mobile: [REDACTED] E: Jodie.Fletcher@worksafe.act.gov.au</p>
2 Jodie Fletcher	7/08/2023 8:45 am	<p>04/08/2023 Email received:</p> <p>Hi Jodie</p> <p>Please find attached a copy of the investigation report relating to the incident involving a contract cleaner falling at ARH Canberra.</p> <p>If you need further information or wish to discuss please fell free to contact me.</p> <p>Thanks</p> <p>[REDACTED] Health, Safety & Wellbeing Business Partner - Vet Services Accredited Mental Health First Aid Officer Pet Parent to Corely & Rocky</p>
1 Jodie Fletcher	4/08/2023 10:01 am	<p>Email sent:</p> <p>Good Morning [REDACTED]</p> <p>Thanks for the update.</p> <p>Regards</p> <p>Jodie Fletcher Inspector – General Inspectorate</p>
	3/08/2023 Email received:	<p>Hi Jodie</p> <p>Hope you had a good break?</p>

00330473 | Case Case Co...

Cases > 00330473

Case Comments

11 Items • Sorted by Last Modified Date • Updated a few seconds ago

	User	P...	Created Date	Comment	
4	Jodie Fletcher	<input type="checkbox"/>	4/08/2023 9:59 am	Hi Jodie 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	
				<p>Case Contact Health, Safety & Wellbeing Business Partner - Vet Services Accredited Mental Health First Aid Officer Pet Parent to Corey & Rocky</p>	
5	Jodie Fletcher	<input type="checkbox"/>	3/08/2023 11:37 am	Email sent: Good Morning 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 22a/11 E: Jodie.Fletcher@worksafe.act.gov.au	
6	Jodie Fletcher	<input type="checkbox"/>	10/07/2023 3:28 pm	Spoke with Sch 22a/11 who advised she has been on leave for a few days so internal investigation is yet to be started but will send a copy ASAP. Incident occurred at Pialligo facility which is a relatively new facility. Believes it's a combination of wet surface and a possibly overloaded trolley.	
7	Jodie Fletcher	<input type="checkbox"/>	10/07/2023 3:12 pm	Text message sent to Sch 22a/11 to request copy of internal investigation report once completed.	
8	Jodie Fletcher	<input type="checkbox"/>	7/07/2023 11:32 am	Called Sch 22a/11 advise once internal report finished.	
9	Jodie Fletcher	<input type="checkbox"/>	7/07/2023 10:50 am	Investigation report to be completed and supplied to WS.	
10	Jodie Fletcher	<input type="checkbox"/>	5/07/2023 4:19 pm	Spoke with Sch 22a/11 to advised cleaner was discharged from hospital this morning with no major injuries. Wasn't actually admitted to hospital but kept in ED for observation. Contract Cleaners.	

00330473 | Case Case Co...

Cases > 00330473

Case Comments

11 Items • Sorted by Last Modified Date • Updated a minute ago

	User	P...	Created Date	Comment	
				Hi Jodie	
4	Jodie Fletcher	<input type="checkbox"/>	4/08/2023 9:59 am	<p>Hope you had a good break?</p> <p>I am just finalising some details from the contractor and will get the investigation report to you tomorrow afternoon.</p> <p>Thanks</p> <p>[REDACTED] Health, Safety & Wellbeing Business Partner - Vet Services Accredited Mental Health First Aid Officer Pet Parent to Corely & Rocky</p>	
5	Jodie Fletcher	<input type="checkbox"/>	3/08/2023 11:37 am	<p>Email sent:</p> <p>Good Morning [REDACTED]</p> <p>Just following up from our last discussion on 10 July about the incident that occurred on the 5th at Pialligo.</p> <p>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.</p> <p>Hope your cleaners is feeling better and has no lasting issues.</p> <p>Regards</p> <p>Jodie Fletcher Inspector – General Inspectorate P: (02) 6205 3888 Mobile: [REDACTED] E: Jodie.Fletcher@worksafe.act.gov.au</p>	
6	Jodie Fletcher	<input type="checkbox"/>	10/07/2023 3:28 pm	<p>Spoke with [REDACTED] who advised she has been on leave for a few days so internal investigation is yet to be started but will send a copy ASAP</p> <p>Incident occurred at Pialligo facility which is a relatively new facility.</p> <p>Believes it's a combination of wet surface and a possibly overloaded trolley.</p>	
7	Jodie Fletcher	<input type="checkbox"/>	10/07/2023 3:12 pm	Text message sent to [REDACTED] to request copy of internal investigation report once completed.	
8	Jodie Fletcher	<input type="checkbox"/>	7/07/2023 11:32 am	Called [REDACTED] to advise once internal report finished.	
9	Jodie Fletcher	<input type="checkbox"/>	7/07/2023 10:50 am	Investigation report to be completed and supplied to WS.	
10	Jodie Fletcher	<input type="checkbox"/>	5/07/2023 4:19 pm	Spoke with [REDACTED] to advised cleaner was discharged from hospital this morning with no major injuries. Wasnt actually admitted to hospital but kept in ED for observation/ Contract Cleaners.	
11	Andrew Nicholas	<input type="checkbox"/>	5/07/2023 4:14 pm	Jodie, action appropriately	

Salesforce Screenshots – Case 00333939

Entity

Account Name: The Animal Referral hospital Canberra Pty Limited

Trading as: [redacted]

Primary Phone: (02) 62806344

ABN: 74601920807

Billing Address: 864 Fairbairn Avenue, Pialligo ACT 2609, Australia

PCBU Contact

Account Name: The Animal Referral hospital Canberra Pty Limited

Primary Phone: (02) 62806344

Account Relationships (0)

Informant/Complainant

Name: unknown unknown

Title: [redacted]

Email: [redacted]

Case **00333939**

ABN Lookup | Endorsed by CMP | Create Work Order

New | Allocated | In Progress | On Hold | Finalise Case | Enforceable Under... | **Case Closed**

Status: Case Closed | Change Closed Status

Details | Feed | Activity

Case Information

Case Owner	Jenny Nguyen	Status	Case Closed
Date of notification		Sub Status	Resolved
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Web
Contact Name	unknown unknown	Case Reason	Complaint
Industry	Other Services	Type	PSY - Psychosocial
Sub-division	Personal and Other Services	Campaign Title	Psychosocial Hazard Strategy
ANZSIC Code L3		Objective Folder	https://objective.act.gov.au/#/documents/1A13-938817

Incident Type:

Incident Type	Complaint	Hazard Category	Mental stress
Serious Injury Type		Hazard Sub-Category	Work pressure
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	

Investigation Information

Referred to DPP		CMP Endorsed Date	
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Entity

Account Name The Animal Referral Hospital Canberra Pty Limited	Industry Other
Trading as	Email [REDACTED]
Primary Phone (02) 62806344	ACN
ABN 74601920807	ASIC File ASIC File has not been linked
Billing Address 364 Fairbairn Avenue Plalligo ACT 2609 Australia	

PCBU Contact

Account Name The Animal Referral Hospital Canberra Pty Limited	Email [REDACTED]
Primary Phone (02) 62806344	

Account Relationships (0)

Informant/Complainant

Name Unknown Unknown	Account Name UNKNOWN UNKNOWN - DO NOT UPDATE THIS ACCOUNT
Title	Primary Phone
Email	

Investigation Information

Referred to DPP	CMP Endorsed Date
Commenced by Investigations Team	Under Investigation

Incident Details

Description	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
Date of Incident	18/07/2023
Time of Incident	
Incident Involve Dangerous Substances?	
Incident related to a Utility Asset?	

Case Address

Incident Street No and Street Name	364 Fairbairn Avenue	Exact Incident Location Description
Incident Suburb	Plalligo	
Incident Postcode	2609	
Incident State	ACT	

Notification

Has the Incident been notified by phone?	WorkSafe Contact Person
Name of the person who notified	Phone of the person who notified
	Notification Number

Actions

Actions taken to rectify the problem	
Actions planned to prevent incident	

Close Case Details

Entity

Account Name
The Animal Referral hospital Canberra Pty Limited

Trading as

Primary Phone
(02) 62806344

ABN
74601920807

Billing Address
364 Fairbairn Avenue
Pialligo ACT 2609
Australia

Industry
Other

Email
[REDACTED]

ACN

ASIC File
ASIC File has not been linked

PCBU Contact

Account Name
The Animal Referral hospital Canberra Pty Limited

Primary Phone
(02) 62806344

Email
[REDACTED]

Account Relationships (0)

Informant/Complainant

Name
unknown unknown

Title
[REDACTED]
Account Name
UNKNOWN UNKNOWN - DO NOT UPDATE THIS ACCOUNT

Email
[REDACTED]
Primary Phone

Incident State: ACT

Notification

Has the Incident been notified by phone?

Name of the person who notified

WorkSafe Contact Person

Phone of the person who notified

Notification Number

Actions

Actions taken to rectify the problem

Actions planned to prevent Incident

Close Case Details

Case Closure Outcome: Notices issued

Case Closure Outcome: Other

System Information

Created by: Baylee Matheson, 19/07/2023 7:26 AM

Last Modified by: Jenny Nguyen, 21/12/2023 1:45 PM

Subject

Case Record Type: Incident

Case History (6-1)

Date	Field	User	Original Value	New Value
21/12/2023 1:45 PM	Status	Jenny Nguyen	In Progress	Case Closed
21/12/2023 1:45 PM	Sub Status	Jenny Nguyen	Unresolved	Resolved
14/10/2023 9:47 PM	Status	Jenny Nguyen	Finalise Case	In Progress
9/08/2023 4:20 PM	Status	Ben Palmer	New	Finalise Case
9/08/2023 3:42 PM	Incident Street No and Street N...	Jenny Nguyen		364 Fairbairn Avenue
9/08/2023 3:42 PM	Incident Postcode	Jenny Nguyen		2609

[View All](#)

Cases > 0093999
Case History
3 items - Sorted by Date - Updated a few seconds ago

	Date	Field	User	Original Value	New Value
1	21/12/2023 1:45 PM	Status	Jenny Nguyen	In Progress	Case Closed
2	21/12/2023 1:45 PM	Sub Status	Jenny Nguyen	Unresolved	Resolved
3	14/10/2023 9:47 PM	Status	Jenny Nguyen	Finalise Case	In Progress
4	9/08/2023 4:20 PM	Status	Ben Palmer	New	Finalise Case
5	9/08/2023 3:42 PM	Incident Street No. and Street Name	Jenny Nguyen		364 Fairbairn Avenue
6	9/08/2023 3:42 PM	Incident Postcode	Jenny Nguyen		2609
7	26/07/2023 3:55 PM	Case Owner	Ben Palmer	PSY - Psychosocial	Jenny Nguyen
8	19/07/2023 7:27 AM	Case Owner	Baylee Matheson	Baylee Matheson	PSY - Psychosocial
9	19/07/2023 7:26 AM	Created	Baylee Matheson		

Case 00333939

[ASN Lookup](#) | [Endorsed by CMP](#) | [Create Work Order](#)

New
Allocated
In Progress
On Hold
Finalise Case
Enforceable Under...
Case Closed

Status: Case Closed Change Closed Status

Details
Feed
Activity

Case Information

Case Owner	Jenny Nguyen		Status	Case Closed
Date of notification			Sub Status	Resolved
Account Name	The Animal Referral Hospital Canberra Pty Limited		Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm
Primary Contact	The Animal Referral Hospital Canberra Pty Limited		Case Origin	Web
Contact Name	unknown unknown		Case Reason	Complaint
Industry	Other Services		Type	PSY - Psychosocial
Sub-division	Personal and Other Services		Campaign Title	Psychosocial Hazard Strategy
ANZSIC Code L3			Objective Folder	https://objective.act.gov.au/#/documents/FA13-938817

Incident Type

Incident Type	Complaint		Hazard Category	Mental stress
Serious Injury Type			Hazard Sub-Category	Work pressure
Dangerous incident Type			Hazard Detailed Classification	
Serious Illness Type			Escalated	<input type="checkbox"/>
Serious Illness Subtype			Escalated Case Comments	1
Has been reported to police?	<input type="checkbox"/>			

Investigation Information

Deferred to CMP			CMP Endorse (Date)	
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Work Orders (1)

00169918	Status		Completed	
View All				

Case Team (0)

Infringements (0)

Notices (2)

N-000008288	Type		Improvement	
	Status		Complied With	
	Offence		19 (3) (c)	
View All				
N-000008289	Type		Improvement	
	Status		Complied With	
	Offence		19 (3) (a)	
View All				

Files (2)

	W3JR9W34		19/07/2023 • 93KB • pdf	
	Report a Workplace Concern or Issue_ W3JR9W34_ Workplace Investigati...		19/07/2023 • 15KB • msg	
View All				

Case Comments (1)

	Ben Palmer			
Public				
Created Date:			28/07/2023 3:54 pm	
Comment:	Hey Jenny,			
	Can you please have a look at this case and reach out to Associated case to look at external only members			

Case

00333939

ABFI Lookup

Endorsed by CMP

Create Work Order

New
Allocated
In Progress
On Hold
Finalise Case
Enforceable Under...
Case Closed

Status: Case Closed Change Closed Status

Details

Feed

Activity

Case Information

Case Owner	Jenny Nguyen	Status	Case Closed
Date of notification		Sub Status	Resolved
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 4 - All other complaints/ issues not involving an immediate risk of harm
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Web
Contact Name	Unknown Unknown	Case Reason	Complaint
Industry	Other Services	Type	PSY - Psychosocial
Sub-division	Personal and Other Services	Campaign Title	Psychosocial Hazard strategy
ANZSIC Code LB		Objective Folder	https://objective.act.gov.au/#/documents/FA13938817

Incident Type

Incident Type	Complaint	Hazard Category	Mental stress
Serious Injury Type		Hazard Sub-Category	Work pressure
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	<input type="checkbox"/>
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Referred to DPP		CMP Endorsed Date	
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Case Team (0)

Infringements (0)

Notices (2)

N-000000283	Type: Improvement	Status: Complied With	Offence: 19 (2) (c)
N-000000289	Type: Improvement	Status: Complied With	Offence: 19 (3) (a)

[View All](#)

Files (2)

W31R5W34	19/07/2023 - 93KB - pdf
	Report a Workplace Concern or Issue_ W31R5W34_ Workplace Investigat... 19/07/2023 - 155KB - msg

[View All](#)

Case Comments (1)

[Ben Palmer](#)

Public:

Created Date: 28/07/2023 3:54 pm

Comment: Hey Jenny,

Can you please have a look at this case and reach out to the workplace to look at potential role overload.

Any questions, please let me know.

Cheers
Ben

[View All](#)

Cases > 00333939

Work Orders

1 item • Updated a few seconds ago

	<input type="checkbox"/> Work Order Number	Status
1	<input type="checkbox"/> 00169918	Completed

00333939 | Case Notices

Cases > 00333939

Notices

2 items • Sorted by Notice Number • Updated a few seconds ago

	<input type="checkbox"/> Notice Number ↑	Type	Status	Offence	Regulation	Issued by	Date of Issue	Compliance Period End Date	Is Extension	Parent Not...
1	<input type="checkbox"/> N-0000008288	Improvement	Complied With	19 (3) (c)		Jenny Nguyen	16/08/2023	8/09/2023	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/> N-0000008289	Improvement	Complied With	19 (3) (a)		Jenny Nguyen	16/08/2023	1/09/2023	<input type="checkbox"/>	<input type="checkbox"/>

0033999 | Cases Notices N-00000...

Notice Improvement Submit for Approval Extension Notice Edit

Status: **Complied With** Compliance Period End Date: 8/09/2023 Offence Category: Work Health and Safety Act Offence: 19 (3) (c)

Details

Information

Notice Number	N-000008268	Status	Complied With
Record Type	Improvement	Offence Category	Work Health and Safety Act
Case	00333999	Offence	19 (3) (c)
Work Order	00168918	Regulation Referenced	
Campaign Title	Psychosocial Hazard Strategy		
ANZSIC Code	13		

Issuing Details

Issued by	Jenny Nguyen	Date of Issue	16/08/2023
ID Number	P60771	Compliance Period End Date	8/09/2023

Notice Issued To

Issued to	The Animal Referral Hospital Canberra Pty Limited	Recipient Type	Business
Business trading name		Method of Service	Email
Head of Directorate Name		Recipient Email	Sch 2.2(a)(ii)
ABN	74601920807	Given to	
ACN		Notice Physically Handled To	
Recipient Address	364 Fairbairn Avenue, Pialligo, ACT, 2609	Role	

Site Location

Street	364 Fairbairn Avenue	Site to which the notice relates	
Suburb	Pialligo		

Files (2)

- Notice Email_SC-157242.html 16/08/2023 4.1KB .html
- Improvement_Notice_N-000008268.pdf 15/08/2023 4.7KB .pdf

[View All](#)

Activity History

Filters: All time • All activities • All types 🔍

[Refresh](#) [Expand All](#) [View All](#)

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Approval History (2)

Manager Review

Date: 16/08/2023 1:51 pm
 Status: Approved
 Assigned To: WSE Manager Approvers
 Actual Approver: Ben Palmer

Approval Request Submitted

Date: 15/08/2023 3:49 pm

0033999 | Case Notices N-0000...

JBN 74501920007
 ACN
 Recipient Address: 364 Fairbairn Avenue, Prilligo, ACT, 2609
 Role 1

Site Location
 Street: 364 Fairbairn Avenue
 Suburb: Prilligo
 Postcode: 2609
 State: ACT

Improvement Notice Details
 (If relevant provision being contravened)
 Description and Basis for Belief
 Directions to Remedy Contravention
 Recommendations

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.

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.

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.

1. Confirm that you are in receipt of this Improvement Notice via email to (a)jny@hollisandworksitead.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.

Approval History (2)

Manager Review
 Date: 16/08/2023 1:51 pm
 Status: Approved
 Assigned To: WSF Manager Approvers
 Actual Approver: Ben Palmer
 Comments:

Approval Request Submitted
 Date: 15/08/2023 9:49 pm
 Status: Submitted
 Assigned To: Jenny Nguyen
 Actual Approver: Jenny Nguyen
 Comments:

[View All](#)

Notices (0)

Notes (0)

0033959 | Case Notices N 00000...

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 to Remedy / Contravention

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

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.

Extension Details

Is Extension: Extension Date:

Parent Notice:

System Information

Created By: [Jenny Nguyen](#) - 15/08/2023 3:49 PM Last Modified By: [Jenny Nguyen](#) - 8/09/2023 4:20 PM

Owner: [Jenny Nguyen](#)

Notice History (6+)

Date	Field	User	Original Value	New Value
8/09/2023 4:20 PM	Status	Jenny Nguyen	Notice Sent	Complied With
16/08/2023 1:52 PM	Status	Ben Palmer	Approved	Notice Sent
16/08/2023 1:51 PM	Status	Ben Palmer	Pending Approval	Approved
16/08/2023 1:51 PM	Date of Issue	Ben Palmer		16/08/2023
16/08/2023 1:51 PM	Record unlocked	Ben Palmer		
15/08/2023 3:49 PM	Record locked	Jenny Nguyen		

[View All](#)

0033939 | Case Notices N-0000...

Notice Improvement

Submit for Approval Extension Notice Edit

Status: **Complied With** Compliance Period End Date: 1/09/2023 Offence Category: Work Health and Safety Act Offence: 19 (3) (a)

Details

Information

Notice Number	N-000000289	Status	Complied With
Record Type	Improvement	Offence Category	Work Health and Safety Act
Case	0033939	Offence	19 (3) (a)
Work Order	00108916	Regulation Referenced	
Campaign Title	Psychosocial Hazard Strategy		
ANZSC Case L3			

Issuing Details

Issued by	Jenny Nguyen	Date of Issue	16/08/2023
ID Number	P60771	Compliance Period End Date	1/09/2023

Notice Issued To

Issued to	The Animal Referral Hospital, Camberra, Pty Limited	Recipient Type	Business
Business or trading name		Method of Service	Email
Head of Directorate Name		Recipient Email	Sen.Palmer
ABN	74801920807	Given to	Sen.Palmer
ACN		Notice Physically Handed To	
Recipient Address	364 Fairbairn Avenue, Pialligo, ACT, 2609	Role	

Site Location

Street	364 Fairbairn Avenue	Site to which the notice relates	
Suburb	Pialligo		

Files (2)

- Notice Email (SD-157231.html) 16/08/2023 - 1KB - HTML
- Improvement_Notice_N-000000289.pdf 15/08/2023 - 47KB - PDF

[View All](#)

Activity History

Filters: All items • All activities • All types

[Refresh](#) • [Expand All](#) • [View All](#)

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Approval History (2)

Manager Review

Date: 16/08/2023 12:30 pm

Status: Approved

Assigned To: WSP Manager Approvers

Actual Approver: Sen Palmer

Comments:

Approval Request submitted

Date: 15/08/2023 3:53 pm

0033999 | Case | Inspector | N 00000

Site Location

Street	364 R99barm Avenue	Use to represent the precise location
Suburb	Hilligo	
Postcode	2509	
State	ACT	

Improvement Notice Details

Details of provision being contravened
 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 18. 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.

Description and Basis for Belief
 Workers and others are required to undertake 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 to Remedies Contained in:
 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 ongoing 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
 1. Confirm that you are in receipt of this Improvement Notice via email to jenny.nguyen@worksafeact.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 jenny.nguyen@worksafeact.gov.au and provide evidence of compliance with the above directions.

Extension Details

If Extension: Extension Date: _____

Interim Notice:

System Information

Created By: Jenny Nguyen, 15/08/2023 3:53 PM
 Last Modified By: Jenny Nguyen, 2/09/2023 2:52 PM

Assigned To: WSF Manager Approver: Ben Palmer

Actual Approver: Ben Palmer

Comments:

Approval Request Submitted:

Date: 15/08/2023 8:52 pm
 Status: Submitted
 Returned To: Jenny Nguyen
 Actual Approver: Jenny Nguyen
 Comments:

[View All](#)

Notices (0)

Notes (0)

00338991 Case | Notices | N-00000...

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 to Remedy/Contravention

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

1. Confirm that you are in receipt of this Improvement Notice via email to jenny.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 jenny.nguyen@worksafe.act.gov.au and provide evidence of compliance with the above directions.

Extension Details

Is Extension: Extension Date: _____

Parent Notice: _____

System Information

Created By: [Jenny Nguyen](#), 15/08/2023 3:53 PM | Last Modified By: [Jenny Nguyen](#), 2/09/2023 2:52 PM

Owner: [Jenny Nguyen](#)

Notice History (6+)

Date	Field	User	Original Value	New Value
2/09/2023 2:52 PM	Status	Jenny Nguyen	Notice Sent	Complied With
16/08/2023 12:31 PM	Status	Ben Palmer	Approved	Notice Sent
16/08/2023 12:30 PM	Status	Ben Palmer	Pending Approval	Approved
16/08/2023 12:30 PM	Date of Issue	Ben Palmer		16/08/2023
16/08/2023 12:30 PM	Record unlocked	Ben Palmer		
15/08/2023 3:53 PM	Record locked	Jenny Nguyen		





[View All](#)

00333939 | Case Files

Cases > 00333939

Files

2 items • Sorted by Last Modified • Updated a few seconds ago


	Title	Owner	Last Modified	Size	Source
1	 W3/R9W34	Boylee Matheson	19/07/2023 7:26 am	93KB	 00333939
2	 Report a Workplace Concern or Issue - W3/R9W34 - Workplace Investigation - SEC UNCLASSIFIED - DLM Sensitive - Personal	Boylee Matheson	19/07/2023 7:26 am	135KB	 00333939

00333939 | Case Case Co...

Cases > 00333939

Case Comments

1 item • Sorted by Last Modified Date • Updated a few seconds ago

	User	P...	Created Date	Comment
1	Ben Falmer		28/07/2023 3:54 pm	<p>Hey Jenny,</p> <p>Can you please have a look at this case and reach out to the workplace to look at potential role overload.</p> <p>Any questions, please let me know.</p> <p>Cheers Ben</p>

Salesforce Screenshots – Case 00368107

Entity

Account Name: The Animal Referral hospital Canberra Pty Limited

Trading as: [Redacted]

Primary Phone: (02) 62806344

ABN: 74601920807

Billing Address: 364 Fairbairn Avenue, Pialligo ACT 2609, Australia

Industry: Other

Email: [Redacted]

ACN: [Redacted]

ASIC File: ASIC File has not been linked

PCBU Contact

Account Name: The Animal Referral hospital Canberra Pty Limited

Primary Phone: (02) 62806344

Email: [Redacted]

Account Relationships (0)

Informant/Complainant

Name: [Redacted]

Title: Shareholder / Director

Email: [Redacted]

Account Name: The Animal Referral hospital Canberra Pty Limited

Primary Phone: 02 62806344

Case 00368107

[ABN Lookup](#)
[Endorsed by CMP](#)
[Create Work Order](#)

New
Allocated
In Progress
On Hold
Finalise Case
Enforceable Under...
Case Closed

Change Closed Status

Status: Case Closed

Details | Feed | Activity

Case Information

Case Owner	Brooke Schofield	Status	Case Closed
Date of notification		Sub Status	
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 3- Workplace dangerous incidents (s37 WHS Act)
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Proactive Campaign
Contact Name	[Redacted]	Case Reason	Proactive Campaign
Industry	Other Services	Type	GIT - General Inspectorate Team
Sub-division	Personal and Other Services	Campaign Title	No Applicable Campaign
ANZSIC Code L3		Objective Folder	https://objective.act.gov.au/#/documents/TA14-294520

Incident Type

Incident Type	Proactive	Hazard Category	No Hazard Identified
Serious Injury Type		Hazard Sub-Category	NA
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	1
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Referred to DPP	<input type="checkbox"/>	CMP Endorsed Date	
-----------------	--------------------------	-------------------	--

Entity	
Account Name The Animal Referral hospital Canberra Pty Limited	Industry Other
Trading as	Email Sch 2.2(a)(ii)
Primary Phone (02) 62806344	ACN
ABN 74601920807	ASIC File ASIC File has not been linked
Billing Address 364 Fairbairn Avenue Pialligo ACT 2609 Australia	

PCBU Contact	
Account Name The Animal Referral hospital Canberra Pty Limited	
Primary Phone (02) 62806344	Email Sch 2.2(a)(ii)

Account Relationships (0)	
---------------------------	--

Informant/Complainant	
Name Sch 2.2(a)(iii)	
Title Shareholder / Director	Account Name The Animal Referral hospital Canberra Pty Limited
Email Sch 2.2(a)(iii)	Primary Phone 02 62806344

Referred to DPP		CMP Endorsed Date	
Commenced by Investigations Team		Under Investigation	

Incident Details	
Description	
Date of Incident	Incident involve dangerous substances?
Time of Incident	Incident related to a utility asset?

Case Address	
Incident Street No and Street Name 364 Fairbairn Ave	Exact Incident Location Description
Incident Suburb Pialligo	
Incident Postcode	
Incident State ACT	

Notification	
Has the incident been notified by phone?	WorkSafe Contact Person
Name of the person who notified	Phone of the person who notified
	Notification Number

Actions	
Actions taken to rectify the problem	
Actions planned to prevent incident	

Close Case Details	
Case Closure Outcome Advice or education provided	
Case Closure Outcome Other	

System Information	
--------------------	--

Entity

Account Name: The Animal Referral hospital Canberra Pty Limited

Trading as: [Redacted]

Primary Phone: (02) 62806344

ABN: 74601920807

Billing Address: 364 Fairbairn Avenue, Pialligo ACT 2609, Australia

Industry: Other

Email: Sch 2.2(a)(ii)

ACN: [Redacted]

ASIC File: ASIC File has not been linked

PCBU Contact

Account Name: The Animal Referral hospital Canberra Pty Limited

Primary Phone: (02) 62806344

Email: Sch 2.2(a)(ii)

Account Relationships (0)

Informant/Complainant

Name: Sch 2.2(a)(ii)

Title: Shareholder / Director

Account Name: The Animal Referral hospital Canberra Pty Limited

Email: Sch 2.2(a)(ii)

Primary Phone: 02 62806344

Incident Subtype	Harassment
Incident Postcode	
Incident State	ACT

Notification

Has the incident been notified by phone?		WorkSafe Contact Permit	
Name of the person who notified		Phone of the person who notified	
		Notification Number	

Actions

Actions taken to rectify the problem	
Actions planned to prevent incident	

Close Case Details

Case Closure Outcome	Advice or education provided
Case Closure Outcome	Other

System Information

Created By	<u>Brooke Schofield</u> , 21/11/2023 2:41 PM	Last Modified By	<u>Brooke Schofield</u> , 29/02/2024 7:51 AM
Subject			
Case Record Type	Incident		

Case History (4)

Date	Field	User	Original Value	New Value
29/02/2024 7:51 AM	Status	Brooke Schofield	In Progress	Case Closed
29/02/2024 7:51 AM	Sub Status	Brooke Schofield	Unresolved	
24/11/2023 4:09 AM	Status	Brooke Schofield	New	In Progress
21/11/2023 2:41 PM	Created	Brooke Schofield		

[View All](#)

Case **00368107** ABN Lookup Endorsed by CMP Create Work Order

New Allocated In Progress On Hold Finalise Case Enforceable Under... **Case Closed**

Status: Case Closed Change Closed Status

Details | Feed | Activity

Case Information

Case Owner	Brooke Schofield	Status	Case Closed
Date of notification		Sub Status	
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 3- Workplace dangerous incidents (s37 WHS Act)
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Proactive Campaign
Contact Name	Ben 2.2(a)(ii)	Case Reason	Proactive Campaign
Industry	Other Services	Type	GIT - General Inspectorate Team
Sub-division	Personal and Other Services	Campaign Title	No Applicable Campaign
ANZSIC Code		Objective Fielder	https://objective.act.gov.au/#/documents/fa14-294520

Incident Type

Incident Type	Proactive	Hazard Category	No Hazard Identified
Serious Injury Type		Hazard Sub-Category	NA

Work Orders (1)

00182356
Status: Allocated View All

Case Team (0)

Infringements (0)

Notices (0)

Files (0)

Upload Files
Or drop files

Case Comments (1)

Brooke Schofield

Public:

Created Date: 29/02/2024 7:50 am

Comment: Psychosocial case existed for same issue. Double up.

View All

00368107 | Case Work Or...

Cases > 00368107 **Work Orders**

1 item • Updated a few seconds ago

Work Order Number	Status
00182356	Allocated

00368107 | Case Work Ord... 0018235...

Case Details

Case Number: 00368107 Status: Case Closed

Date of Incident: Time of Incident:

Description:

Objective Folder: <https://objective.act.gov.au/#/documents/0114294520>

Govive Folder:

PCBU

Account Name: The Animal Referral hospital Canberra Pty Limited Primary Phone: (02) 52806344

Billing Address: 364 Fairbairn Avenue Pialligo ACT 2609 Australia

PCBU Contact

Account Name: The Animal Referral hospital Canberra Pty Limited Industry: Other

Trading as: Email: Stev23@w1

Primary Phone: (02) 62806344 ACN:

ABN: 74601920807 ASIC File: ASIC File has not been linked

Billing Address: 364 Fairbairn Avenue, Pialligo ACT 2609 Australia

Work Order

Brooke Schofield

Create Notice Create Infringement Create Revisit S Docs

Allocated Pending Approval Approved Final Status

Status: Allocated

Details Feed Activity

[View 2 items](#)

Before beginning this flow to submit and populate WPV details, please:

1. Select the pencil below (under 'Inspector Notes')
2. Complete your inspector notes (be sure to save regularly)
3. Once complete, save and refresh the page
4. Select 'Start WPV Report'

Start WPV Report

Inspector Notes

Notes 0

Information

Work Order Number:	00182356	Status:	Allocated
Case:	00368107	Owner:	Brooke Schofield
Account:	The Animal Referral hospital Canberra Pty Limited	Parent Work Order:	
PCBU Contact:	The Animal Referral hospital Canberra Pty Limited	Priority:	Tier 3- Workplace dangerous incidents (s37 W-S Act)

Description From Case

Description:

WorkSafe Campaigns (0)

Infringements (0)

Notices (0)

Team Members (1)

Jenny Nguyen

[View All](#)

Child Work Orders (0)

Files (0)

Upload Files

Or drop files

Approval History (0)

Case Details

Case Number	Status
00368107	Case Closed
Date of Incident	Time of Incident
Description	
Objective Folder	
https://objective.act.gov.au/#/documents/7a14394520	
Drive Folder	

PCBU

Account Name	Primary Phone
The Animal Referral hospital Canberra Pty Limited	(02) 62806344
Billing Address	
364 Fairbairn Avenue Pialligo ACT 2609 Australia	

PCBU Contact

Account Name	Industry
The Animal Referral hospital Canberra Pty Limited	Other
Trading as	Email
	021 27216101
Primary Phone	ACN
(02) 62806344	
ABN	ASIC file
74601920807	ASIC file has not been linked
Billing Address	
364 Fairbairn Avenue Pialligo ACT 2609 Australia	


Description From Case

Description

Inspection Address

Address

364 Fairbairn Ave
Pialligo ACT 2609
Australia



WPV Details

Start Date	End Date
Legislation (not conducted under)	Breaches of the legislation identified?
Notification of entry to	Potential Breach Comments
Purpose of visit	Workers Compensation Policy Maintained
Work Place Visit Report Completed	Are there accompanying inspectors

WPV Emails

Email 1	Lead Inspector Email Address
Email 2	
Email 3	

Actions

Previous Notices(s) issued?	Further Action Required?
Type of Notice(s)	Additional Issue?

WorkSafe Campaigns (0)

Infringements (0)

Notices (0)

Team Members (1)

Jenny Nguyen

View All

Child Work Orders (0)

Files (0)

Upload Files

Or drag files

Approval History (0)

Case Details

Case Number: 00368107 | Status: Case Closed

Date of incident: | Time of incident: |

Description: |

Objective Folder: <https://objective.act.gov.au/#/documents/614294520>

GD/IVE Folder: |

PCBU

Account Name: The Animal Referral hospital Canberra Pty Limited | Primary Phone: (02) 62806344

Billing Address: 364 Fairbairn Avenue, Pialligo ACT 2609, Australia

PCBU Contact

Account Name: The Animal Referral hospital Canberra Pty Limited | Industry: Other

Trading as: | Email: Bob @Canara |

Primary Phone: (02) 62806344 | ACN: |

ABN: 7460 1920807 | ASIC File: ASIC File has not been linked

Billing Address: 364 Fairbairn Avenue, Pialligo ACT 2609, Australia

WPV Details

Start Date: | End Date: |

Legislation/Work conducted under: | Breaches of the legislation identified: |

Notification of entry to: | Potential breach Comments: |

Purpose of Visit: | Workers Compensation Policy Maintained: |

Work Place Visit Report Completed: | Are there accompanying inspectors: |

WPV Emails

Email 1: | Lead Inspector Email Address: |

Email 2: |

Email 3: |

Actions

Previous Notices issued?: | Further Action Required?: |

Type of Notice: | Additional Issue?: |

Additional Issue Description: |

System Information

Created By: Brooke Schofield, 21/11/2023 2:46 PM | Last Modified By: Brooke Schofield, 21/11/2023 2:46 PM

Work Order Record Type: WSP |

Work Order History (1)

Date	Field	User	Original Value	New Value
21/11/2023 2:46 PM	Created	Brooke Schofield		

[View All](#)

Infringements (0)

Notices (0)

Team Members (1)

Jenny Nguyen | [View All](#)

Child Work Orders (0)

Files (0)

[Upload Files](#)

Or drop files

Approval History (0)

00368107 | Case | Case Co...

Cases > 00368107

Case Comments

1 item • Sorted by Last Modified Date • Updated a few seconds ago

User	P...	Created Date	Comment
1 Brooke Schofield	<input type="checkbox"/>	29/02/2024 7:50 am	Psychosocial case existed for same issue. Double up.

Salesforce Screenshots – Case 00462207

Entity

Account Name The Animal Referral hospital Canberra Pty Limited	Industry Other
Trading as	Email Sch 2.2(a)(ii)
Primary Phone (02) 62806344	ACN
ABN 74601920807	ASIC File ASIC File has not been linked
Billing Address 304 Fairbairn Avenue Pialligo ACT 2609 Australia	

PCBU Contact

Account Name The Animal Referral hospital Canberra Pty Limited	
Primary Phone (02) 62806344	Email Sch 2.2(a)(ii)

Account Relationships (0)

Informant/Complainant

Name Sch 2.2(a)(ii)	
Title Hospital Manager	Account Name The Animal Referral hospital Canberra Pty Limited
Email Sch 2.2(a)(ii)	Primary Phone

Case **00462207**
[ABN Lookup](#) [Endorsed by CMP](#) [Create Work Order](#)

New Allocated In Progress On Hold Finalise Case Enforceable Under... Case Closed

Status: Case Closed Change Closed Status

Details Feed Activity

Case Information

Case Owner: Daniel Te Ruini	Status: Case Closed
Date of notification: 26/09/2024	Sub Status:
Account Name: The Animal Referral hospital Canberra Pty Limited	Priority: Tier 4- All other complaints/ issues not involving an immediate risk of harm
Primary Contact: The Animal Referral hospital Canberra Pty Limited	Case Origin: Web
Contact Name: Jack Morris	Case Reason: Complaint
Industry: Health Care and Social Assistance	Type: GIT - General Inspectorate Team
Sub-division: Hospitals	Campaign Title: No Applicable Campaign
ANZSIC Code L3	Objective Folder: https://objective.act.gov.au/#/documents/fA15124518

Incident Type

Incident Type: Complaint	Hazard Category: Fall, trips and slips of a person
Serious Injury Type:	Hazard Sub-Category: Falls on the same level
Dangerous Incident Type:	Hazard Detailed Classification:
Serious Illness Type:	Escalated: <input type="checkbox"/>
Serious Illness Subtype:	Escalated Case Comments: <input type="checkbox"/>
Has been reported to police? <input type="checkbox"/>	

Investigation Information

Entity

Account Name The Animal Referral hospital Canberra Pty Limited	Industry Other
Trading as	Email Sch 2 26091
Primary Phone (02) 62806344	ACN
ABN 74601920807	ASIC File ASIC File has not been linked
Billing Address 364 Fairbairn Avenue Pialligo ACT 2609 Australia	

PCBU Contact

Account Name The Animal Referral hospital Canberra Pty Limited	Email Sch 2 26091
Primary Phone (02) 62806344	

Account Relationships (0)

Informant/Complainant

Name Sch 2 26091	Account Name The Animal Referral hospital Canberra Pty Limited
Title Hospital Manager	Primary Phone
Email Sch 2 26091	

Serious illness subtype	Escalated Case Comments
Has been reported to police?	

Investigation Information

Referred to DPP	CMP Enclosed Date
Commenced by Investigations Team	Under Investigation

Incident Details

Description	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.
Date of Incident	26/05/2024
Time of Incident	
Incident involve dangerous substances?	No
Incident related to a utility asset?	No

Case Address

Incident Street No and Street Name	364 Fairbairn Avenue
Incident Suburb	Pialligo
Incident Postcode	2609
Incident State	ACT
Exact Incident Location Description	

Notification

Has the Incident been notified by phone?	No
Name of the person who notified	WorkSafe Contact Person
	Phone of the person who notified
	Notification Number

Actions

Actions taken to rectify the problem	
Actions planned to prevent incident	

Entity

Account Name
The Animal Referral hospital Canberra Pty Limited

Trading as

Primary Phone
(02) 62806344

ABN
74601920807

Billing Address
364 Fairbairn Avenue
Pialligo ACT 2609
Australia

Industry
Other

Email
[Redacted]

ACN

ASIC File
ASIC File has not been linked

PCBU Contact

Account Name
The Animal Referral hospital Canberra Pty Limited

Primary Phone
(02) 62806344

Email
[Redacted]

Account Relationships (0)

Informant/Complainant

Name
[Redacted]

Title
Hospital Manager

Email
[Redacted]

Account Name
The Animal Referral hospital Canberra Pty Limited

Primary Phone

Notification

Has the incident been notified by phone? No

Name of the person who notified

WorkSafe Contact Person

Phone of the person who notified

Notification Number

Actions

Actions taken to rectify the problem

Actions planned to prevent incident

Close Case Details

Case Closure Outcome
Notices issued

Case Closure Outcome
Other

System Information

Created By
Heather Seagrove 27/09/2024 8:16 AM

Last Modified By
Daniel Te Riini 20/01/2025 8:54 AM

Subject
Checked

Case Record Type
Incident

Case History (6+)

Date	Field	User	Original Value	New Value
20/01/2025 8:54 AM	Status	Daniel Te Riini	In Progress	Case Closed
3/12/2024 9:13 AM	Status	Daniel Te Riini	Case Closed	In Progress
8/11/2024 9:18 AM	Subject	Matt Baker		Checked
6/11/2024 3:24 PM	Status	Daniel Te Riini	Finalise Case	Case Closed
3/10/2024 2:30 PM	Status	Aaron Clayworth	In Progress	Finalise Case
3/10/2024 2:23 PM	Status	Daniel Te Riini	New	In Progress

[View All](#)

Cases > 00462207
Case History
 13 items • Sorted by Date • Updated a few seconds ago

	Date	Field	User	Original Value	New Value
1	20/07/2025 8:54 AM	Status	Daniel Te Rini	In Progress	Case Closed
2	5/12/2024 9:13 AM	Status	Daniel Te Rini	Case Closed	In Progress
3	8/11/2024 9:18 AM	Subject	Matt Baker		Checked
4	6/11/2024 3:24 PM	Status	Daniel Te Rini	Finalise Case	Case Closed
5	3/10/2024 2:30 PM	Status	Alex Chyworth	In Progress	Finalise Case
6	3/10/2024 2:23 PM	Status	Daniel Te Rini	New	In Progress
7	2/10/2024 2:13 PM	Contact Name	Daniel Te Rini		Jack Morris
8	2/10/2024 2:13 PM	Campaign Title	Daniel Te Rini		No Applicable Campaign
9	30/09/2024 11:51 AM	Case Owner	Danielle Grant	GIT - General Inspectorate Team	Daniel Te Rini
10	27/09/2024 10:42 AM	Case Owner	Heather Seagrove	Heather Seagrove	GIT - General Inspectorate Team
11	27/09/2024 10:17 AM	Case Owner	Heather Seagrove	GIT - General Inspectorate Team	Heather Seagrove
12	27/09/2024 8:19 AM	Case Owner	Heather Seagrove	Heather Seagrove	GIT - General Inspectorate Team
13	27/09/2024 8:16 AM	Created	Heather Seagrove		

Case **00462207** ABN Lookup Endorsed by CMP Create Work Order

New Allocated In Progress On Hold Finalise Case Enforceable Under... **Case Closed**

Status: Case Closed Change Closed Status

Details Feed Activity

Case Information

Case Owner	Daniel Te Riini	Status	Case Closed
Date of notification	26/09/2024	Sub Status	
Account Name	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm
Primary Contact	The Animal Referral hospital Canberra Pty Limited	Case Origin	Web
Contact Name	Sen C. Naylor	Case Reason	Complaint
Industry	Health Care and Social Assistance	Type	GIT - General Inspectorate Team
Sub-division	Hospitals	Campaign Title	No Applicable Campaign
ANZSC Code L3		Objective Folder	https://objective.act.gov.au/#/documents/IA15124518

Incident Type

Incident Type	Complaint	Hazard Category	Fall, trips and slips of a person
Serious Injury Type		Hazard Sub-Category	Falls on the same level
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	<input type="checkbox"/>
Serious Illness Subtype		Escalated Case Comments	<input type="checkbox"/>
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Referred to DPP	<input type="checkbox"/>	CMP Endorsed Date	
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Work Orders (1)

00225495	Completed
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[View All](#)

Case Team (0)

Infringements (0)

Notices (1)

N-0000011735	Improvement
Type:	Complied With
Status:	
Offence:	19 (1)

[View All](#)

Files (2)

img_4568	27/09/2024 • 2.5MB • png
CM798XSP	25/09/2024 • 90KB • pdf

[View All](#)

Case Comments (3+)

Daniel Te Riini

Public:

Created Date: 6/11/2024 3:24 pm

Comment: All requested documentation has been uploaded to objective; notice has been complied with. NFA

Daniel Te Riini

Public:

Created Date: 8/10/2024 1:32 pm

Comment: Te Riini spoke with the WHS officer on Friday 4th of October [Sen C. Naylor](#) who sent through the Hazard

Case **00462207** ABN Lookup Enforced by CMP Create Work Order

New **Allocated** **In Progress** **On Hold** **Finalise Case** **Enforceable Under...** **Case Closed**

Status: Case Closed Change Closed Status

Details **Feed** **Activity**

Case Information

Case Owner	Daniel Te Rini	Status	Case Closed
Date of notification	26/09/2024	Sub Status	
Account Name	The Animal Referral Hospital Canberra Pty Limited	Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm
Primary Contact	The Animal Referral Hospital Canberra Pty Limited	Case Origin	Web
Contact Name		Case Reason	Complaint
Industry	Social Assistance	Type	GIT - General Inspectorate Team
Sub-division	Hospitals	Campaign Title	No Applicable Campaign
ANZSIC Code LE		Objective Folder	https://objective.act.gov.au/#/documents/TA15124518

Incident Type

Incident Type	Complaint	Hazard Category	Fall, trips and slips of a person
Serious Injury Type		Hazard Sub-Category	Falls on the same level
Dangerous Incident Type		Hazard Detailed Classification	
Serious Illness Type		Escalated	
Serious Illness Subtype		Escalated Case Comments	
Has been reported to police?	<input type="checkbox"/>		

Investigation Information

Internal Reference Data

Daniel Te Rini

Public

Created Date: 6/11/2024 3:24 pm

Comment: All requested documentation has been uploaded to objective; notice has been compiled with NFA

Daniel Te Rini

Public

Created Date: 8/10/2024 1:32 pm

Comment: Te Rini spoke with the WHS officer on Friday 4th of October who sent through the Hazard register but has not provided updated rectification in relation to the storage of the Hazardous Chemicals, nor has any information regarding the process of using the hydrotherapy and the mixing and safe handling of the hazardous chemicals, an extension has been extended on the grounds that persons are going on holidays and no one is at risk as the hydrotherapy treadmill is not in use.

Meaghan O'Connor

Public

Created Date: 27/09/2024 11:44 am

Comment: 27/09/2024 11:44AM MConnor emailed GIT SOG C Danielle Grant (cc Shani Skorich) -

Good morning Dani,
 There has been two separate cases come through for the Animal Referral Hospital -
 GIT - 00462207 - '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.'
 PSY - 00462256 - 'The car park in rain is slippery. There has been complaints and they have still not fixed it. Workers safety is at risk not enough ladders for storage, long hours especially emergency staff. Look at the clinical directors hours - 90 hour weeks and lots of leave. The new management team cover up and lie. Beware!
 I have allocated the PSY case to Shani, it would be great if Shani could attend with one of your inspectors for a holistic inspection to cover off on both cases?
 Thank you
 Meaghan'

[View All](#)

00462207 | Case Work Or...

Cases > 00462207

Work Orders

1 item • Updated a few seconds ago

Work Order Number	Status
1 <input type="checkbox"/> 00225495	Completed

00462207 | Case Work Or... 00225495...

Case Details

Case Number: 00462207 Status: Case Closed

Date of Incident: 26/09/2024 Time of Incident:

Description:
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.

Objective Folder: <https://objective.act.gov.au/#/documents/015124518>

Drive Folder:

Work Order

Daniel Te Riini Create Notice Create Infringement Create Review S-Box

Completed

Status: Completed

Details Feed Activity

Inspector Notes

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 met 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

WorkSafe Campaigns (0)

Infringements (0)

Notices (1)

N-0000011735

Type: Improvement

Offence: 19 (1)

Issued to: The Animal Referral Hospital Canberra Pty Limited

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Team Members (1)

Shari Skorich [View All](#)

Child Work Orders (0)

Files (1)

Work_Place_Visit_Report_00225495.pdf (7171643734) - 4863 x.pdf

[View All](#)

Approval History (3+)

Manager Review

Date: 3/10/2024 2:29 pm

Status: Approved

Assigned To: WSP Manager Approval

Actual Approver: Aaron Clayworth

Comments:

Approval Request Submitted

Date: 3/10/2024 2:28 pm

Status: Submitted

09482207 | Case | Work Ord... | 0022549...

Case Details

Case Number: 00482207 5/1/8
 Case Closed

Date of Incident: 26/09/2024 Time of Incident:

Description:
 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.

Objective Folder:
<https://objective.act.gov.au/f/documents/f/A15124518>

GDPRs Folder:

PCBU

Account Name: The Animal Referral Hospital Canberra Pty Limited Primary Phone: (02) 62806344

Billing Address:
 364 Fairbairn Avenue
 Pialligo ACT 2609
 Australia

PCBU Contact

Account Name: The Animal Referral Hospital Canberra Pty Limited Primary: Other:

Trading as: Ewa:

Primary Phone: (02) 62 806344 ACT:

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 'Pave 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.

WorkSafe Campaigns (0)

Infringements (0)

Notices (1)

NI-00990211735
 Type: Improvement
 Offences: 19 (1)
 Issued to: The Animal Referral Hospital Canberra Pty Limited

[View All](#)

Team Members (1)

Shani Skoricik

[View All](#)

Child Work Orders (0)

Files (1)

Work_Psyc_Visit_Report_Draft_5493.pdf
 23/09/2024 1:46:03 (ca)

[View All](#)

Approval History (3-)

Manager Review

Date: 3/10/2024 2:00 pm
 Status: Approved
 Assigned To: WSF Manager Approver
 Actual Approver: Aaron Clayworth
 Comments:

Approval Request Submitted

Date: 3/10/2024 2:00 pm
 Status: Submitted
 Assigned To: Daniel De Raimo

Information

Work Order Number:	00225495	Status:	Completed
Case:	00482207	Owner:	Daniel De Raimo
Account:	The Animal Referral Hospital Canberra Pty Limited	Parent Work Order:	

00462207 | Case
Work Ord...
0022549...

Case Details

Case Number	00462207	Status	Case Closed
Date of Incident	25/09/2024	Date of Incident	
Deviation	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.		
Objective Folder	https://objective.act.gov.au/#/documents/fa/15124518		
Guidive Folder			

PCBU

Account Name	The Animal Referral hospital Canberra Pty Limited	Primary Phone	(02) 62806344
Billing Address	364 Fairbairn Avenue Pialligo ACT 2609 Australia		

PCBU Contact

Account Name	The Animal Referral hospital Canberra Pty Limited	Industry	Other
Trading as	Email: <input type="text" value="info@act.gov.au"/>		
Primary Phone	(02) 62806344		

Photographic evidence was taken at the time of the visit.

Inspectors left site at approximately 12:15 pm.

Information


Work Order Number	00225495	Status	Completed
Case	00462207	Owner	Daniel Te Rini
Account	The Animal Referral hospital Canberra Pty Limited	Parent Work Order	
PCBU Contact	The Animal Referral hospital Canberra Pty Limited	Priority	Tier 4 - All other complaints/ issues not involving an immediate risk of harm

Description From Case

Deviation: 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.

Inspection Address

Address: 364 Fairbairn Avenue
Pialligo ACT 2609
Australia



WPV Details

Start Date	2/10/2024 10:44 AM	End Date	2/10/2024 12:15 PM
Legislation used conducted under	WHS	Breaches of the legislation identified?	Yes
Notification of entry to	PCBU	Potential Breach Comments	346
Purpose of Visit	Other	Workers Consultation	<input checked="" type="checkbox"/> Yes - Policy verified

0000011035

Type	Improvement
Offence	19 (f)
Issued to:	The Animal Referral hospital Canberra Pty Limited

[View All](#)

Team Members (1)

Shane Skerich

[View All](#)

Child Work Orders (0)

Files (1)

Work Place Visit Report_00225495.pdf
25/10/2024 1:46:38 .pdf

[View All](#)

Approval History (3-)

Manager Review	
Date:	3/10/2024 2:29 pm
Status:	Approved
Assigned To:	WSF Manager Approver
Actual Approver:	Aaron Clayworth
Comments:	
Approval Request Submitted	
Date:	3/10/2024 2:28 pm
Status:	Submitted
Assigned To:	Daniel Te Rini
Actual Approver:	Daniel Te Rini
Comments:	
Manager Review	
Date:	3/10/2024 2:28 pm
Status:	Recalled
Assigned To:	WSF Manager Approver
Actual Approver:	Daniel Te Rini
Comments:	

00462207 | Case
Work Ord...
0022549...

Case Details

Case Number: 00462207
 Status: Case Closed
 Date of Incident: 26/05/2024
 Description: 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.
 Objective Folder: https://objective.act.gov.au/#/documents/1A15124518
 Service Folder:

PCBU

Account Name: The Animal Referral Hospital Canberra Pty Limited
 Primary Phone: (02) 62806344
 Billing Address: 364 Fairbairn Avenue Fyshing ACT 2609 Australia

PCBU Contact

Account Name: The Animal Referral Hospital Canberra Pty Limited
 Industry: Other
 Trading as:
 Primary Phone: (02) 62806344

Notification or entry to: PCBU
 Purpose of visit: Other
 Work Place Visit Report Completed:

WPV Emails
 Email 1: [Redacted]
 Email 2: [Redacted]
 Email 3:

Actions
 Previous Addresses Issued?:
 Type of Notice(s):
 Potential breach Comments: 346
 Workers Compensation Policy Maintained: **Yes - Policy verified**
 Are there accompanying inspectors:
 Lead Inspector Email Address: daniel.te.rini@worksafe.act.gov.au
 Further Action Required?:
 Additional Issue Description:

System Information
 Created by: Daniel Te Rini, 3/10/2024 2:39 PM
 User Modified by: Aaron Clayworth, 3/10/2024 2:30 PM
 Work Order Record Type: WSF

Work Order History (6+)

Date	Field	User	Original Value	New Value
3/10/2024 2:30 PM	Status	Aaron Clayworth	Approved	Completed
3/10/2024 2:29 PM	Record unlocked	Aaron Clayworth		
3/10/2024 2:29 PM	Status	Aaron Clayworth	Pending Approval	Approved
3/10/2024 2:28 PM	Record locked	Daniel Te Rini		
3/10/2024 2:28 PM	Status	Daniel Te Rini	Allocated	Pending Approval
3/10/2024 2:26 PM	Record unlocked	Daniel Te Rini		

N-000001123
 Type: Improvement
 Officer: TR (T)
 Issued to: The Animal Referral Hospital Canberra Pty Limited
[View All](#)

Team Members (1)
 Shari Skerich
[View All](#)

Child Work Orders (0)

Files (1)
 Work_Place_Work_Report_00225495.pdf
 03/10/2024 - 46KB - pdf
[View All](#)

Approval History (3+)

Manager Review
 Date: 3/10/2024 2:29 pm
 Status: Approved
 Assigned To: WSF Manager Approver
 Actual Approver: Aaron Clayworth
 Comments:

Approval Request Submitted
 Date: 3/10/2024 2:28 pm
 Status: Submitted
 Assigned To: Daniel Te Rini
 Actual Approver: Daniel Te Rini
 Comments:

Manager Review
 Date: 3/10/2024 2:28 pm
 Status: Recalled
 Assigned To: WSF Manager Approver
 Actual Approver: Daniel Te Rini
 Comments:

Work Orders > 0025495
Work Order History
 14 items - Sorted by Date - Updated a few seconds ago

	Date	Field	User	Original Value	New Value
1	3/10/2024 2:30 PM	Status	Aaron Clayworth	Approved	Completed
2	3/10/2024 2:29 PM	Record unlocked	Aaron Clayworth		
3	3/10/2024 2:29 PM	Status	Aaron Clayworth	Pending Approval	Approved
4	3/10/2024 2:28 PM	Record locked	Daniel Te Rini		
5	3/10/2024 2:28 PM	Status	Daniel Te Rini	Allocated	Pending Approval
6	3/10/2024 2:26 PM	Record unlocked	Daniel Te Rini		
7	3/10/2024 2:26 PM	Status	Daniel Te Rini	Pending Approval	Allocated
8	3/10/2024 1:55 PM	Record locked	Daniel Te Rini		
9	3/10/2024 1:55 PM	Start Date	Daniel Te Rini		02/10/2024, 10:44 am
10	3/10/2024 1:55 PM	End Date	Daniel Te Rini		02/10/2024, 12:15 pm
11	3/10/2024 1:55 PM	Email 1	Daniel Te Rini		Sch 2.2(a)(ii)
12	3/10/2024 1:55 PM	Email 2	Daniel Te Rini		
13	3/10/2024 1:55 PM	Status	Daniel Te Rini	Allocated	Pending Approval
14	2/10/2024 2:13 PM	Created	Daniel Te Rini		

Work Orders > 0025495
Notices
 1 item - Updated a few seconds ago

	Notice Number	Type	Offence	Issued to	Issued by	Date of Visit	Status
1	71-0000011735	Improvement	19(1)	The Animal Referral hospital Carlsberg Pty Limited	Daniel Te Rini	2/10/2024	Complied With

Improvement

Status: **Complied With**

Compliance Period End Date: **29/10/2024**

Offence Category: **Work Health and Safety Act**

Offence: **19(1)**

Submit for Approval Extension Notice Edit

Details

Information

Notice Number	NJ-0000011735	Status	Complied With
Record Type	Improvement	Offence Category	Work Health and Safety Act
Case	00462207	Offence	19(1)
Work Order	00225495	Regulation Reference	346
Campaign Title	No Applicable Campaign		
ANZSIC Code 13			

Issuing Details

Issued By	Daniel Le Roux	Date of Issue	3/10/2024
ID Number	P54796	Compliance Period End Date	29/10/2024

Notice Issued To

Issued to	The Animal Referral Hospital Canberra Pty Limited	Recipient Type	Company
Business or trading name		Method of Service	Email
Head of Directorate Name		Recipient Email	Sch 2.2(a)(ii)
ABN	74601920607	Given to	
ACN		Notice Physically Handled To	
Recipient Address	364 Fairbairn Avenue, Pialligo, ACT, 2609	Role	

Site Location

Street	364 Fairbairn Avenue	Site to which the notice relates	
Suburb	Pialligo		

Files (2)

Notice Email_SD-244474.html
05/10/2024 • 3KB • HTML

Improvement_Notice_N-0000011735.pdf
03/10/2024 • 47KB • PDF

[View All](#)

Activity History

Filters: All time • All activities • All types

[Refresh](#) • [Expand All](#) • [View All](#)

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

October • 2024 2 Years Ago

Improvement Notice N-0000011735
worksafe@ect.gov.au sent an email to Sch 2.2(a)(ii) and 1 other

2:08 PM (03/10/2024)

No more past activities to load.

Approval History (3 +)

Manager Review

Date: 3/10/2024 2:23 pm

Status: Approved

Assigned To: WSF Manager Approvers

0016307 | 0016307 | Notices | N 100000

Site Location

Sheet: 364 Fairbairn Avenue Site to which the notice relates

Salary: -Prilling

Postcode: 2809

State: ACT

Improvement Notice Details

Details of provision being contravened: Daniel To Rini 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.

Reasons and basis for belief: 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 whiles 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 inspection 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 to Remedy Contravention: 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) a list of hazardous chemicals used, handled, or stored; and
 (b) 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: 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.

Extension Details

By Extension: Extension Date:

Manager Review

Date: 3/10/2024 2:25 pm
 Status: Approved
 Assigned To: WSP Manager Approver
 Actual Approver: Aaron Grayworth
 Comments:

Approval Request Submitted

Date: 3/10/2024 2:23 pm
 Status: Submitted
 Assigned To: Daniel To Rini
 Actual Approver: Daniel To Rini
 Comments:

Manager Review

Date: 3/10/2024 1:56 pm
 Status: Recalled
 Assigned To: WSP Manager Approver
 Actual Approver: Daniel To Rini
 Comments:

[View All](#)

Notices (0)

Notes (0)

00462207 | Case Work Ord... 00225495 Notices N-00000...

Directions to Remedy Contravention

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) a list of hazardous chemicals used, handled, or stored; and
- (b) 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

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 246 '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

Extension Details

if extension: extension date:

Parent Notice:

System Information

Created By: Daniel Te Rijnj 3/10/2024 1:43 PM Last Modified By: Daniel Te Rijnj 6/11/2024 3:23 PM

Owner: Daniel Te Rijnj

Notice History (6--)

Date	Field	User	Original Value	New Value
6/11/2024 3:23 PM	Status	Daniel Te Rijnj	Extension Issued	Complied With
25/10/2024 1:44 PM	Compliance Period End Date	Daniel Te Rijnj	25/10/2024	29/10/2024
18/10/2024 9:15 AM	Compliance Period End Date	Daniel Te Rijnj	11/10/2024	25/10/2024
4/10/2024 4:29 PM	Compliance Period End Date	Daniel Te Rijnj	4/10/2024	11/10/2024
4/10/2024 4:29 PM	Status	Daniel Te Rijnj	Notice Sent	Extension Issued
3/10/2024 2:26 PM	Status	Aaron Clayworth	Generating Documents	Notice Sent

[View All](#)

Notes (0)

00462207 | Case Work Ord... 00225495 Notices N-000001... Files

Notices > N-0000011735

Files

2 items • Sorted by Last Modified • Updated a few seconds ago

Title	Owner	Last Modified	Size
1 Notice Email_5D_044474.html	Aaron Clayworth	3/10/2024 2:26 pm	1KB
2 Improvement_Noteice_N-0000011735.pdf	Aaron Clayworth	3/10/2024 2:25 pm	47KB

Notices > N-000011735
Approval History
 4 Items • Sorted by Is Pending • Updated a few seconds ago

Step Name	Date	Status	Assigned To	Actual Approver	Comments
1 Manager Review	3/10/2024 2:25 pm	Approved	WSF Manager Approvers	Aaron Clayworth	
2 Approval Request Submitted	3/10/2024 2:23 pm	Submitted	Daniel Te Rini	Daniel Te Rini	
3 Manager Review	3/10/2024 1:56 pm	Recalled	WSF Manager Approvers	Daniel Te Rini	
4 Approval Request Submitted	3/10/2024 1:43 pm	Submitted	Daniel Te Rini	Daniel Te Rini	

Notices > N-000011735
Notice History
 17 Items • Sorted by Date • Updated a few seconds ago

Date	Field	User	Original Value	New Value
6/11/2024 3:23 PM	Status	Daniel Te Rini	Extension Issued	Completed With
25/10/2024 2:44 PM	Compliance Period End Date	Daniel Te Rini	25/10/2024	29/10/2024
18/10/2024 9:15 AM	Compliance Period End Date	Daniel Te Rini	11/10/2024	25/10/2024
4/10/2024 4:29 PM	Compliance Period End Date	Daniel Te Rini	4/10/2024	11/10/2024
4/10/2024 4:29 PM	Status	Daniel Te Rini	Notice Sent	Extension Issued
3/10/2024 2:25 PM	Status	Aaron Clayworth	Generating Documents	Notice Sent
3/10/2024 2:25 PM	Record unlocked	Aaron Clayworth		
3/10/2024 2:25 PM	Status	Aaron Clayworth	Pending Approval	Approved
3/10/2024 2:25 PM	Date of Issue	Aaron Clayworth		3/10/2024
3/10/2024 2:25 PM	Status	Aaron Clayworth	Approved	Generating Documents
3/10/2024 2:23 PM	Record locked	Daniel Te Rini		
3/10/2024 2:23 PM	Status	Daniel Te Rini	New	Pending Approval
3/10/2024 1:56 PM	Record unlocked	Daniel Te Rini		
3/10/2024 1:56 PM	Status	Daniel Te Rini	Pending Approval	New
3/10/2024 1:43 PM	Record locked	Daniel Te Rini		
3/10/2024 1:43 PM	Created	Daniel Te Rini		
3/10/2024 1:43 PM	Status	Daniel Te Rini		Pending Approval

00462207 | Case Files

Cases > 00462207
Files

2 items • Sorted by Last Modified • Updated a minute ago

Title	Owner	Last Modified	Size	Source
img_4538	Heather Seagrave	27/09/2024 8:17 am	231KB	00462207
CM798X5F	Heather Seagrave	27/09/2024 8:17 am	98KB	00462207

00462207 | Case Case Co...

Cases > 00462207
Case Comments

4 items • Sorted by Last Modified Date • Updated a few seconds ago

User	P...	Created Date	Comment
Daniel Te Rini		6/11/2024 3:24 pm	All requested documentation has been uploaded to objective; notice has been complied with NFA
Daniel Te Rini		8/10/2024 1:32 pm	Te Rini spoke with the WHS officer on Friday 4th of October [REDACTED] who sent through the Hazard register but has not provided updated rectification in relation to the storage of the Hazardous Chemicals, nor has any information regarding the process of using the hydrotherapy and the mixing and safe handling of the hazardous chemicals, an extension has been extended on the grounds that persons are going on holidays and no one is at risk as the hydrotherapy treadmill is not in use.
Meaghan O'Co...		27/09/2024 11:44 am	27/09/2024 11:44AM MOCConnor emailed GIT SQG C Danielle Grant (cc Shani Skarich) + 'Good morning Dani, There has been two separate cases come through for the Animal Referral Hospital – GIT – 00462207 – '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. PSY – 00462256 – 'The car park in rain is slippery. There has been complaints and they have still not fixed it. Workers safety is at risk, not enough ladders for storage, long hours especially emergency staff. Look at the clinical directors hours - 90 hour weeks and lots of leave. The new management team cover up and lie. Beware' I have allocated the PSY case to Shani, it would be great if Shani could attend with one of your inspectors for a holistic inspection to cover off on both cases? Thank you, Meaghan'
Heather Seagr...		27/09/2024 10:41 am	A PSY complaint also came in on the same day - 00462256

Salesforce Screenshots – Case 00462256

Entity

Account Name The Animal Referral hospital Canberra Pty Limited	Industry Other
Trading as	Email Sch 2.2(a)(iv)
Primary Phone (02) 62806344	ADNs
ABN 74601920807	ASIC File ASIC File has not been linked
Billing Address 364 Fairbairn Avenue Pialligo ACT 2609 Australia	

PCBU Contact

Account Name The Animal Referral hospital Canberra Pty Limited	
Primary Phone (02) 62806344	Email Sch 2.2(a)(iv)

Account Relationships (0)

Informant/Complainant

Link a related record.

Search Contacts...

Case 00462256

[ABN Lookup](#) | [Endorsed by CMP](#) | [Create Work Order](#)

New | Allocated | In Progress | On Hold | Finalise Case | Enforceable Under... | Case Closed

Status: Case Closed Change Closed Status

Details | Feed | Activity

Case Information

Case Owner: Shani Skarich	Status: Case Closed
Date of notification: 27/09/2024	Sub Status:
Account Name: The Animal Referral hospital Canberra Pty Limited	Priority: Tier 4- All other complaints/ issues not involving an immediate risk of harm
Primary Contact: The Animal Referral hospital Canberra Pty Limited	Case Origin: Web
Contact Name:	Case Reason: Complaint
Industry: Health Care and Social Assistance	Type: PSY - Psychosocial
Sub-division: Medical and Other Health Care Services	Campaign Title: Psychosocial Hazard Strategy
AKZSIC Code E3	Objective Folder: https://objective.act.gov.au/#/documents/FA15125197

Incident type

Incident Type: Complaint	Hazard Category: Mental stress
Serious Injury Type:	Hazard Sub-Category: Other mental stress factors including fatigue
Dangerous Incident Type:	Hazard Detailed Classification:
Serious Illness Type:	Escalated: <input type="checkbox"/>
Serious Illness Subtype:	Escalated Case Comments:
Has been reported to police?	

Investigation Information

Referred to DPP:	CMP Endorsed Date:
------------------	--------------------

Entity

Account Name The Animal Referral Hospital Canberra Pty Limited	Industry Other
Trading as	Email Bstr22@nhs
Primary Phone (02) 62806344	ACN
ASN 74601920807	ASIC File ASIC File has not been linked
Billing Address 354 Fairbairn Avenue Pialligo ACT 2609 Australia	

PCBU Contact

Account Name The Animal Referral Hospital Canberra Pty Limited	
Primary Phone (02) 62806344	Email Bstr22@nhs

Account Relationships (0)

Informant/Complainant

Link a related record.

Referred to DPP	CMP Endorsed Date
Commenced by Investigations Team	Under investigation

Incident Details

Description	The car park in rain is slippery. There has been complaints and they have still not fixed it. Workers safety is at risk, not enough ladders for storage, long hours especially emergency staff. Look at the dritical directors hours - 90 hour weeks and lots of leave. The new management team cover up and lie. Beware		
Date of incident	27/09/2024	Incident involve dangerous substances?	No
Time of incident		Incident related to a utility asset?	No

Case Address

Incident Street No and Street Name	354 Fairbairn Avenue	Exact Incident Location Description	
Incident Suburb	Pialligo		
Incident Postcode	2609		
Incident State	ACT		

Notification

Has the incident been notified by phone?	No	MainSafe Contact Person	
Name of the person who notified		Phone of the person who notified	
		Notification Number	

Actions

Actions taken to rectify the problem	
Actions planned to prevent incident	

Close Case Details

Case Closure Outcome	Compliant at time
Case Closure Outcome	NFA
Other	

Entity

Account Name
The Animal Referral hospital
Canberra Pty Limited

Trading as

Primary Phone
(02) 62806344

ABN
74601920807

Billing Address
364 Fairbairn Avenue
Pialligo ACT 2609
Australia

Industry
Other

Email
Ser22@aiir

ACN

ASIC File
ASIC File has not been linked

PCBU Contact

Account Name
The Animal Referral hospital Canberra Pty Limited

Primary Phone
(02) 62806344

Email
Ser22@aiir

Account Relationships (0)

Informant/Complainant

Link a related record.

Search Contacts

Incident State: ACT

Notification

Has the incident been notified by phone? No

Name of the person who notified

Website Contact Person

Phone of the person who notified

Notification Number

Actions

Actions taken to rectify the problem

Actions planned to prevent incident

Close Case Details

Case Closure Outcome: Compliant at time

Case Closure Outcome: NFA

System Information

Created By: Heather Seagrove, 27/09/2024 10:40 AM

Last Modified By: Shani Skorich, 9/01/2025 12:43 PM

Subject

Case Record Type: Incident

Case History (6)

Date	Field	User	Original Value	New Value
9/01/2025 12:43 PM	Status	Shani Skorich	In Progress	Case Closed
1/10/2024 2:09 PM	Status	Shani Skorich	New	In Progress
27/09/2024 11:46 AM	Case Owner	Meaghan O'Connor	PSY - Psychosocial	Shani Skorich
27/09/2024 11:19 AM	Campaign Title	Meaghan O'Connor		Psychosocial Hazard Strategy
27/09/2024 10:42 AM	Case Owner	Heather Seagrove	Heather Seagrove	PSY - Psychosocial
27/09/2024 10:40 AM	Created	Heather Seagrove		

[View All](#)

00462256 | Case

Case Co...

Cases > 00462256

Case Comments

0 items • Sorted by Last Modified Date • Updated a few seconds ago

	User	P...	Created Date	Comment
1	Shani Skorich		9/01/2025 12:30 pm	UPDATE: SKORICH and TE RIINI conducted inquiries as part of Case 00462207 (in name of TE RIINI) - documents reviewed and decision made to close both of these complaints with no further action/notices. Systems of work for psychosocial risk management appear to generally be in-fact. See correspondence between SKORICH and O'CONNOR in Objective - if any future complaints received.
2	Shani Skorich		2/10/2024 1:43 pm	WPV conducted 02 Oct 2024 10:43 AM - 12:15 PM. See Case 00462207 for further information.
3	Shani Skorich		1/10/2024 3:59 pm	"No copy of original complaint email saved to case" - will find at a later stage.
4	Shani Skorich		1/10/2024 2:14 pm	Hi Meaghan, Acknowledging receipt of case. DRiini (GIT) to be working on case. Kind regards, Shani
5	Meaghan O'Con...		27/09/2024 11:45 am	Hi Shani, Can you please make inquiries into this case with an inspector from GIT (to be confirmed). Thank you, Meaghan 27/09/2024 11:44AM MOCConnor emailed GIT SOG C Danielle Grant (cc: Shani Skorich) - Good morning Dani, There has been two separate cases come through for the Animal Referral Hospital - GIT - 00462207 - '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.' PSY - 00462256 - 'The car park in rain is slippery, There has been complaints and they have still not fixed it. Workers safety is at risk, not enough ladders for storage, long hours especially emergency staff. Look at the clinical directors hours - 90 hour weeks and lots of leave. The new management team cover up and lie. Beware I have allocated the PSY case to Shani, it would be great if Shani could attend with one of your inspectors for a holistic inspection to cover off on both cases? Thank you, Meaghan'
6	Hastier/Seagr...		27/09/2024 10:41 am	A GIT complaint also came in on the same day - 00462207.

Salesforce Screenshots – PC-000000375

PCBU

Account Name The Animal Referral hospital Canberra Pty Limited	Trading as
Entity Type Business Entity	Industry Other
ABN 74601920807	ACN
Primary Phone (02) 62806344	Email Sch 2 2@atfi
ASIC File ASIC File has not been linked	Billing Address 364 Fairbairn Avenue Pialligo ACT 2609 Australia

Account Relationships (0)

Public Complaint
PC-000000375

Account: [The Animal Referral hospital Canberra Pty Limited](#) | Type: Complaint | Priority: Tier 4- All other complaints/ issues not involving an immedia... | Status: Closed

Status: Closed

Details | Activity

Overview

Complaint ID	PC-000000375	Record Type ID	WSF Complaint
Owner Name	Carol Hand-Blackadder	Team	Dangerous Substances Team
Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm	Status	Closed
Account	The Animal Referral hospital Canberra Pty Limited	Objective Link	https://objective.act.gov.au/#/documents/fat/992408
Industry	Health Care and Social Assistance		
Sub-division	Medical and Other Health Care Services		
ANZSIC code L3	697 Veterinary Services		
Escalated?	<input type="checkbox"/>		
Escalated Comments			
Parent Public Complaint			

Complaint Details

Business Name	Animal Referral Hospital	Business Address	364 Fairbairn Avenue Pialligo ACT 2609
Description	Chemical leak in hydrotherapy shed from underwater treadmill. A leak had been notified to staff some time ago when a clear fluid was found on the floor. Tuesday 25th March a colleague said to wear a mask down to the hydrotherapy shed because of a chemical smell. Patients were still not through the	Incident Date	30/03/2025

PCBU

Account Name: The Animal Referral hospital Canberra Pty Limited

Trading as:

Entity Type: Business Entity

Industry: Other

ABN: 74601920807

ACN:

Primary Phone: (02) 62806344

Email:

ASIC File: ASIC File has not been linked

Billing Address: 364 Fairbairn Avenue Pialligo ACT 2609 Australia

Account Relationships (0)

Parent Public Complaint

Complaint Details

Business Name: Animal Referral Hospital

Business Address: 364 Fairbairn Avenue Pialligo ACT 2609

Description: Chemical leak in hydrotherapy shed from underwater treadmill. A leak had been notified to staff some time ago when a clear fluid was found on the floor. Tuesday 25th March a colleague said to wear a mask down to the hydrotherapy shed because of a chemical smell. Patients were still put through the treadmill with clients entering the shed. The pool technician was called to fix it but he was unable to at the time due to not having the right equipment. Sunday 30th March a staff member went down to the shed and noticed a brown film over all the equipment and said there was a metallic, chemical smell. Refer to videos

Incident Date: 30/03/2025

Anonymous Contact Details

System Information

Created By: WorkSafe ACT Business Portal Site Guest User - 30/03/2025 3:11 PM

Last Modified By: Carol Hand-Blackadder - 4/04/2025 11:14 AM

Public Complaint History (6+)

Date	Field	User	Original Value	New Value
4/04/2025 11:14 AM	Status	Carol Hand-Blackadder	In Progress	Closed
1/04/2025 10:12 AM	Status	Carol Hand-Blackadder	Submitted	In Progress
31/03/2025 3:34 PM	Account	Carol Hand-Blackadder		The Animal Referral hospital C...
31/03/2025 3:34 PM	Team	Carol Hand-Blackadder		Dangerous Substances Team
31/03/2025 10:30 AM	Owner Name	Jagdeep Chhina	DS - Dangerous Substances	Carol Hand-Blackadder
31/03/2025 9:33 AM	Owner Name	David West	WorkSafe Queue	DS - Dangerous Substances

[View All](#)

Public Complaint

PC-000000375

Create Visit
New Case
Edit
Change Owner

Account

The Animal Referral hospital Canberra Pty Limited

Type

Complaint

Priority

Tier 4- All other complaints/ issues not involving an immedi...

Status

Closed

1

Closed

Status: Closed View Details as Case page

Details

Activity

Overview

Complaint ID	PC-000000375	Record Type ID	WSF Complaint
Owner Name	Carol Hand-Blackadder	Team	Dangerous Substances Team
Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm	Status	Closed
Account	The Animal Referral hospital Canberra Pty Limited	Objective Link	https://objective.act.gov.au/#/documents/TA15992408
Industry	Health Care and Social Assistance		
Sub-division	Medical and Other Health Care Services		
ANZSIC code L3	697 Veterinary Services		
Escalated?	<input type="checkbox"/>		
Escalated Comments			
Parent Public Complaint			

Complaint Details

Business Name	Animal Referral Hospital	Business Address	364 Fairbairn Avenue Pialligo ACT 2609
Description	Chemical leak in hydrotherapy shed from underwater treadmill. A leak had been notified	Incident Date	30/03/2025

Files (2)

received_3038894469782572.mp4

30/03/2025 • 3.2MB • mp4

received_662758199665459.mp4

30/03/2025 • 1.5MB • mp4

[View All](#)

Notes (0)

Cases (0)

Visits (1)

00003151

Visit Type

Account: The Animal Referral hospital Canberra Pty Limited

Visit Status: Completed

[View All](#)

Regulatory Code Violations (0)

PC-000000375 | Files

Public Complaints > PC-000000375

Files Add Files

2 items • Sorted by Last Modified • Updated 3 minutes ago

	Title	Owner	Last Modified	Size
1	received_3036994468762572.mp4	WorkSafe ACT Business Portal Site Guest User	30/03/2025 3:11 pm	3.2MB
2	received_662798190965459.mp4	WorkSafe ACT Business Portal Site Guest User	30/03/2025 3:11 pm	1.3MB

PC-000000375 | Visits

Public Complaints > PC-000000375

Visits New Additions

1 item • Updated 3 minutes ago

	Name	Visit Type	Account	Visit Status
1	00003351		The Animal Referral Hospital Canberra Pty Limited	Completed

Visit
00003151


Place: A00003601 Account: The Animal Referral Hospital Canberra Pty Limited Visit type: Visit status: Completed Visitor: Carol Hand-Blacked...

+ Follow Edit Additional Checklists Submit for Approval Add Ad-hoc Task

[Start Visit](#)

The Animal Referral Hospital Canberra Pty Limited
08:27 PM
354 Fairbairn Avenue, Pialligo ACT, 2609

Tasks Notes Details



Looks like smooth sailing
You don't have any tasks right now. Check back later.

▼ Preliminary Information

Violation Enforcement Actions (0)

Regulatory Code Violations (1)

RCV: 00000398	Date Created: 31/03/2023 11:41 AM
Regulatory Code: 19 (1)	Regulatory Authority: Work Health and Safety Act 2011

[View All](#)

Inspectors (2)

carol.hand.blackedder	Required: <input type="checkbox"/>
Primary Resource:	<input checked="" type="checkbox"/>
jacqueline.chhina	Required: <input checked="" type="checkbox"/>
Primary Resource:	<input type="checkbox"/>

[View All](#)

Visited Parties (1)

Sch 2.2(a)(ii)	Sch 2.2(a)(ii)
Is Primary Contact:	Person conducting business or undertaking

[View All](#)

PC-0000000375 | Files | Visits | 0000315...

Looks like smooth sailing
You don't have any tasks right now. Check back later.

▼ Preliminary Information

Planned Start Time	31/03/2025 3:37 PM	Context	PC-0000000375
Planned End Time		Parent Visit	
Special Instruction		Campaign Title	No Applicable Campaign
Objective Link	https://objective.art.gov.au/#/documents/1415692408	Visit Type	
Industry	Health Care and Social Assistance	Proactive/Reactive Visit?	
Sub-division	Medical and Other Health Care Services	Visit Status	Completed
ANZSIC code L3	697 Veterinary Services	Status Pathmark	
ANZSIC code L4		Owner ID	Carol Hand-Blackadder
Inspector/Owner Team	Dangerous Substances Team	Estabzco?	
		Estabzco Comments	

▼ WPV Report Information

Name	00003151	Account	The Animal Referral Hospital Canberra Pty Limited
Place	A00005601	Legislation visited/conducted under	Work Health and Safety Act 2011
Industry	Health Care and Social Assistance	Secondary Legislation for the visit	
Visit Start Time	31/03/2025 11:00 AM	Notification of entry to	Person conducting business or undertaking
Visit End Time	31/03/2025 11:41 AM	Notification of entry further info	

View All

Visited Parties (1)

Each 2 2(a)(iii)

Contact: [Name]

Is Primary Contact:

Role: Person conducting business or undertaking

View All

Account Relationships (0)

Files (1)

00003151 - WPV Report.pdf
01/04/2025 - 19KB - pdf

View All

Notes (0)

No additional checklists found

Approval History (2)

Step 1

Date: 1/04/2025 10:13 am

Status: Approved

Assigned To: WSF Manager Approvals

Actual Approver: Jagdeep Chhina

Comments:

Approval Request Submitted

Date: 1/04/2025 10:07 am

Status: Submitted

Assigned To: Carol Hand-Blackadder

Actual Approver: Carol Hand-Blackadder

Comments:

View All

PC-0000000573 | Files | Visits | 00003151... | Regulator...

Visits > 00003151

Regulatory Code Violations

1 item • Updated a few seconds ago

Violation ID	Date Created	Regulatory Code	Regulatory Authority
<input type="checkbox"/> RCV-000000396	31/03/2025 11:41 AM	19 (1)	Work Health and Safety Act 2011

PC:000000375 | Files | Visits | 00003151 | Regulatory... | RCV-000...

Regulatory Code Violation
RCV-00000398 Create Notice/Enforcement New Note Clone

Visit: 00003151 | Regulatory Code: 19 (1) | Date Created: 31/03/2025 11:41 AM

Fields

Inspection Violation information

Violation ID	RCV-00000398	Date Created	31/03/2025 11:41 AM
Visit ID	00003151	Compliance Due Date	11/04/2025 5:00 PM
Regulatory Code	19 (1)	Date Received	
Regulation/Act Referenced	392	Days Open	286
Regulatory Authority	Work Health and Safety Act 2011	Inspection Assessment Indicator ID	
Owner ID	Carol Hanel@blackadder		

Regulatory Code Details

Name	19 (1)	effective from	1/01/2011 12:00 AM
Subject	Primary duty of care - workers	Active	<input type="checkbox"/>
Legislation	<p>19 (1) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of--</p> <p>(a) workers engaged, or caused to be engaged, by the person; and</p> <p>(b) workers whose activities in carrying out work are influenced or directed by the person.</p> <p>while the workers are at work in the business or undertaking.</p>		

Violation Enforcement Actions (1)

VA-00000401	Improvement Notice
Type	Improvement Notice
Date Created	1/04/2025 10:07 AM
Enforcement Status	Complied With

[View All](#)

Approval History (0)

PC:0000000375 | Files | Visits | 00001411... | Regulator... | RCV:0000... | VA:0000...

Notice/Enforcement
Visit

Risk and Incident Assessment

Site to which the notice relates

Contravention/Risk/Incident Details

I Carol Hand-Blackadder reasonably believe on 31/03/2025, 11:41 am that you contravened section 39 (1) of the Work Health and Safety Act 2011, section 352 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.

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.

Offence Description/Violation Contravens

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.

Reasoning and Basis for Belief

Directions to remedy/risk/contravention

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/Options

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.h.blackadder@worksafe.vic.gov.au

Manager Review

Date: 2/04/2025 10:11 am
 Status: Approved
 Assigned To: Jagdeep Chhina
 Actual Approver: Jagdeep Chhina
 Comments:

Approval Request Submitted

Date: 2/04/2025 10:09 am
 Status: Submitted
 Assigned To: Carol Hand-Blackadder
 Actual Approver: Carol Hand-Blackadder
 Comments:

Manager Review

Date: 2/04/2025 10:08 am
 Status: Recalled
 Assigned To: Trent Farminger
 Actual Approver: Carol Hand-Blackadder
 Comments: approval system

[View All](#)

Notes (0)

Files (0)

[Upload Files](#)
 Or drop files

Violation Enforcement Action History (3+)

Date:	2/04/2025 10:11 AM
Field:	Record unlocked
User:	Jagdeep Chhina
Original Value:	
New Value:	
Date:	2/04/2025 10:09 AM
Field:	Record locked
User:	Carol Hand-Blackadder
Original Value:	
New Value:	
Date:	2/04/2025 10:08 AM

PC-0000000375 | Files | Views | 0003151... | Regulator... | RCV-0000... | VA-0000...

Site to which the notice relates	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.
Contravention/Requirement Details	<p>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.</p> <p>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.</p> <p>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.</p>
Offence Description/Provision Contravened	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Reasoning and Basis for belief	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.
Directions to remedy/stop contravention	<p>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.</p> <p>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.</p>
Recommendations/Directions	<p>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.</p> <p>Please send evidence of this direction being complied to carol.f.blackadder@worksafeact.gov.au</p> <p>In complying with this direction you may give consideration to further guidance from:</p> <p>Work Health and Safety Regulation 2011 – section 362 https://www.legislation.act.gov.au/5/2011-36/</p>

Approval Request Submitted

Date:	2/04/2025 10:09 am
Status:	Submitted
Assigned To:	Carol Hand-Blackadder
Actual Approver:	Carol Hand-Blackadder
Comments:	

Manager Review

Date:	2/04/2025 10:08 am
Status:	Recalled
Assigned To:	Trent Fuminger
Actual Approver:	Carol Hand-Blackadder
Comments:	approval system

[View All](#)

Notes (0)

Files (0)

Or drop files

Violation Enforcement Action History (3 - 1)

Date:	2/04/2025 10:01 AM
Field:	Record unlocked.
User:	legisrep@trims
Original Value:	
New Value:	
Date:	2/04/2025 10:09 AM
Field:	Record locked.
User:	Carol Hand-Blackadder
Original Value:	
New Value:	
Date:	2/04/2025 10:08 AM
Field:	Record unlocked.
User:	Carol Hand-Blackadder
Original Value:	
New Value:	

[View All](#)

Salesforce Screenshots – PC-000000447

PCBU

Account Name	The Animal Referral hospital Canberra Pty Limited	Trading as	
Entity Type	Business Entity	Industry	Other
ABN	74601920807	ACN	
Primary Phone	(02) 52806344	Email	Sch s2.2(b)(v)
ASIC File	ASIC File has not been linked	Billing Address	364 Fairbairn Avenue Pialligo ACT 2609 Australia

Public Complaint
PC-000000447

Account: The Animal Referral hospital Canberra Pty Limited | Type: Complaint | Priority: Tier 4- All other complaints/ issues not involving an imm... | Status: Closed

Status: Closed

Details | Activity

Overview

Complaint ID	PC-000000447	Record Type ID	WSF Complaint
Owner Name	Danielle Grant	Team	General Inspectorate Team
Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm	Status	Closed
Account	<u>The Animal Referral hospital Canberra Pty Limited</u>	Objective Link	https://objective.act.gov.au/#/documents/FA16014258
Industry	Health Care and Social Assistance		
Sub-division	Hospitals		
ANZSIC code L3	697 Veterinary Services		
Escalated?	<input type="checkbox"/>		
Escalated Comments			
Parent Public Complaint			

Complaint Details

Description	Sch s2.2(b)(v)	Business Address	364 Fairbairn Ave Pialligo ACT -2609
		Incident Date	3/04/2025

PCBU

Account Name The Animal Referral hospital Canberra Pty Limited	Trading As
Entity Type Business Entity	Industry Other
ABN 74601920807	ACH
Primary Phone (02) 62606344	Email Sch 2.2(a)(iii)
ASIC File ASIC File has not been linked	Billing Address 364 Fairbairn Avenue Pialligo ACT 2609 Australia

Account Relationships (0)



ANZSIC code L3
697 Veterinary Services

Excluded?

Excluded Comments

Parent Public Complaint

Complaint Details

Description

Sch 2.2(b)(v)

Anonymous Contact Details

Business Address
364 Fairbairn Ave Pialligo ACT -2609

Incident Date
3/04/2025

System Information

Created By: Jagdeep Chhina, 4/04/2025 4:42 PM

Last Modified By: Danielle Grant, 7/04/2025 6:55 PM

Public Complaint History (4)

Date	Field	User	Original Value	New Value
7/04/2025 8:35 PM	Status	Danielle Grant	Submitted	Closed
7/04/2025 8:29 PM	Owner Name	Danielle Grant	GIT - General Inspectorate Team	Danielle Grant
5/04/2025 7:52 AM	Owner Name	Brooke Schofield	WorkSafe Queue	GIT - General Inspectorate Team
4/04/2025 4:42 PM	Created	Jagdeep Chhina		

[View All](#)

Public Complaint
PC-000000447

Create Visit New Case Edit Change Owner

Account: The Animal Referral hospital Canberra Pty Limited
Type: Complaint
Priority: Tier 4- All other complaints/ issues not involving an imm...
Status: Closed

Status: Closed

Details Activity

Overview

Complaint ID	PC-000000447	Record Type ID	WSF Complaint
Owner Name	Danielle Grant	Team	General Inspectorate Team
Priority	Tier 4- All other complaints/ issues not involving an immediate risk of harm	Status	Closed
Account	The Animal Referral hospital Canberra Pty Limited	Objective Link	https://objective.act.gov.au/#/documents/fa16014258
Industry	Health Care and Social Assistance		
Sub-division	Hospitals		
ANZSIC code L3	697 Veterinary Services		
Escalated?			
Escalated Comments			
Parent Public Complaint			

Complaint Details

Description	Sch s2.2(b)(v)	Business Address	364 Fairbairn Ave Pialligo ACT -2609
		Incident Date	3/04/2025

Files (1)

FW_Report a Workplace Concern or Issue_QJ5GVXX8_High risk/licensing ...
04/04/2025 • 305KB • msg

View All

Notes (1)

Referred to ACT Veterinary Practitioners Board
7/04/2025 8:28 pm by Danielle Grant
Discussed with Kris Johnston and advised of plan to refer externally to ACT Veterinary Practitioners Board - plan confirmed. Referred via forward of initial...

View All

Cases (0)

Visits (0)

Regulatory Code Violations (0)

PC-000000447 | Files

Public: Complaints > PC-000000447

Files

1 item • Sorted by Last Modified • Updated a few seconds ago

Title	Owner	Last Modified	Size
FY_Report a Workplace Concern or Issue_0756VXX_High risk licencing_SEC_UNCLASSIFIED_DLIM_Sensitive_Personal_	Jagdeep Chhina	4/04/2025 4:58 pm	305KB

PC-000000447 | Notes

Public: Complaints > PC-000000447

Notes

1 item • Sorted by Text Preview • Updated a few seconds ago

Title	Text Preview	Created ...	Last Modified	Last Mo...
Referred to ACT Veterinary Practitioners Boa...	Discussed with Kris Johnston and advised of plan to refer externally to ACT Veterinary Practitioners Board - plan confirmed. Referred via Forward of initial anonymous email. Response received confirming they have jurisdiction under Veterin...	Danielle Gra...	7/04/2025 8:28 pm	Danielle Gra...

Referred to ACT Veterinary Practitioners Board

Title: Referred to ACT Veterinary Practitioners | Visibility Set by Record

Compose text

Discussed with Kris Johnston and advised of plan to refer externally to ACT Veterinary Practitioners Board - plan confirmed. Referred via forward of initial anonymous email. Response received confirming they have jurisdiction under Veterinary Practice Act 2018 and will take carriage of matter. All saved in Obj.

Related to: PC-000000447

DELETE READ ONLY Share Add to Records Done





Burn Gel

for minor burns and scalds

Cools the burn and soothes pain
Minor burns, scalds and sunburn

AERO BURN

LOT: 180501
EXP: 2023-04

Tear here

3.5g / 1/8 oz

12-03-21
12-03-21

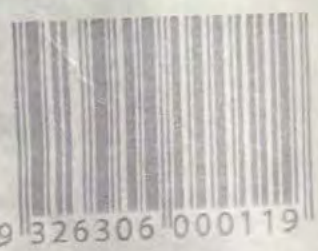


TO OPEN PEEL THIS DIRECTION

SENTRY
MEDICAL

TO OPEN PEEL THIS DIRECTION

SENTRY
MEDICAL



REORDER EP001 Eye Pad 6cm x 8cm
Non Woven, Sealed Edge, EO Sterilized

LOT 11805869 2023/04



PACKAGE IS DAMAGED OR OPENED HOSPITAL QUALITY

STERILE UNLESS PACKAGE IS DAMAGED OR OPENED HOSPITAL QUALITY

22 Peter Brock Drive, Eastern Creek, NSW 2766, Australia
Phone 1300 995 999 | Fax 1300 995 998
www.sentrymedical.com.au MADE IN CHINA

22 Peter Brock Drive, Eastern Creek, NSW 2766, Australia
Phone 1300 995 999 | Fax 1300 995 998
www.sentrymedical.com.au MADE IN CHINA

TO OPEN PEEL THIS DIRECTION

TO OPEN PEEL THIS DIRECTION



TO OPEN PEEL THIS DIRECTION



REORDER NWC002 Non-Woven Combine Dressing
10cm x 20cm, EO Sterilized

9 326306 002397

LOT 11805836 2023/04



STERILE

STERILE UNLESS PACKAGE IS DAMAGED OR OPENED

HOSPITAL QUALITY

22 Pater Brook Drive, Eastern Creek, NSW 2768, Australia
Phone 1300 995 999 | Fax 1300 995 998
www.sentrymedical.com.au MADE IN CHINA

STERILE

STERILE UNLESS PACKAGE IS DAMAGED OR OPENED

HOSPITAL QUALITY

22 Pater Brook Drive, Eastern Creek, NSW 2768, Australia
Phone 1300 995 999 | Fax 1300 995 998
www.sentrymedical.com.au MADE IN CHINA

TO OPEN PEEL THIS DIRECTION

TO OPEN PEEL THIS DIRECTION

TO OPEN PEEL THIS DIRECTION

SENTRY
MEDICAL

TO OPEN PEEL THIS DIRECTION

SENTRY
MEDICAL



REORDER EP001 Eye Pad 6cm x 8cm
Non Woven, Sealed Edge, EO Sterilized

LOT 11805869 2023/04



LE 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

IF THIS PACKAGE IS DAMAGED OR OPENED

HOSPITAL QUALITY

22 Peter Brook Drive, Eastern Creek, NSW 2766, Australia
Phone 1300 995 999 | Fax 1300 995 999
www.sentrymedical.com.au MADE IN CHINA

TO OPEN PEEL THIS DIRECTION

STERILE 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

STERILE UNLESS PACKAGE IS DAMAGED OR OPENED

HOSPITAL QUALITY

22 Peter Brook Drive, Eastern Creek, NSW 2766, Australia
Phone 1300 995 999 | Fax 1300 995 999
www.sentrymedical.com.au MADE IN CHINA

TO OPEN PEEL THIS DIRECTION



DB-LC CB-7

ARH

#PC1884937#

Last Test	21 May 2023
Retest	21 May 2024
Tested By	Ty Wines
Status	Pass

THIS VET CLINIC IS A



STRESS FREE ZONE

Ask your vet how to help keep your cat or dog calm

FELIWAY

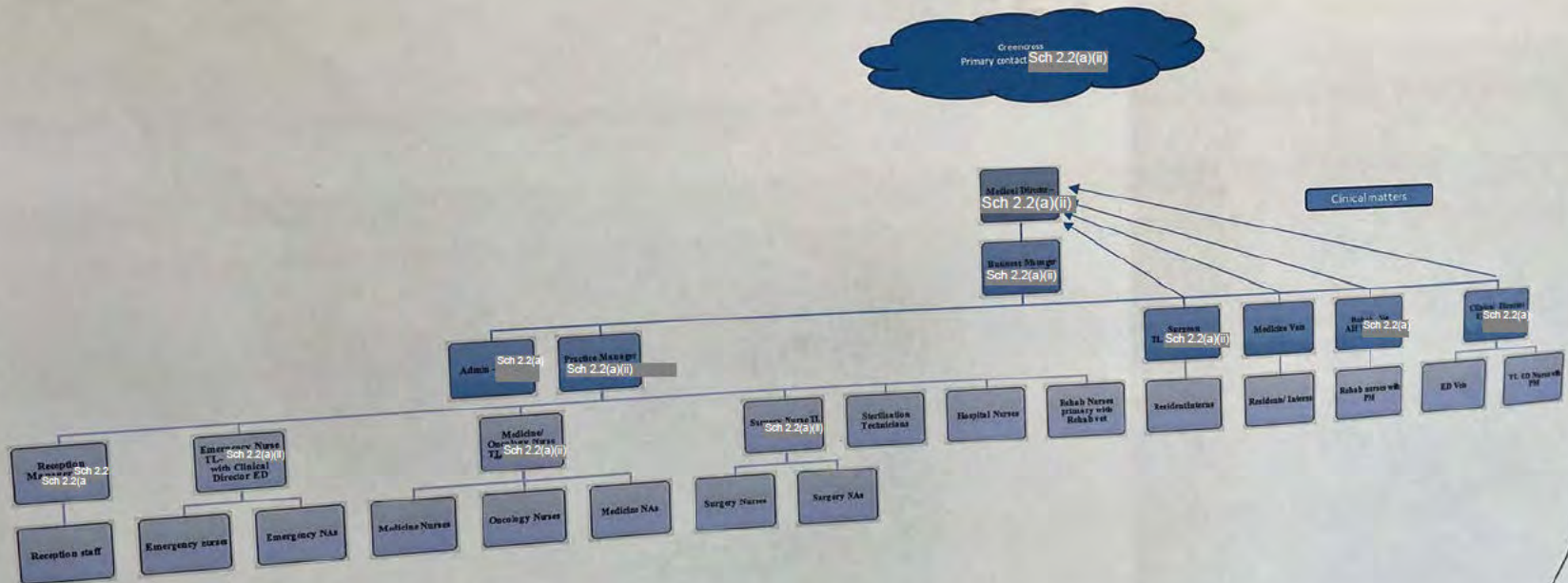
The secret to happy cats



ADAPTIL

The secret to happy dogs

ARH Canberra Organisational Chart



Government Post
Wellness Company

Get back into your account

verification step 1 - choose a verification method

press screen off when notified by device you're verified

Select your verification method.

By default, this should be
Authenticator App - Open the
Microsoft Authenticator App on
your mobile device, choose

H is it HELPFUL?
I is it INSPIRING?
N is it NECESSARY?
K is it KIND?

AS/NZS 3760

ARH



ACU004960

Last Test	21 May 2023
Retest	21 May 2024
Tested By	Ty Wines
Status	Pass

ARH



ACU004959

Last Test	21 May 2023
Retest	21 May 2024
Tested By	Ty Wines
Status	Pass

pacvac



ARH



ACU004963

Last Test	21 May 2023
Retest	21 May 2024
Tested By	Ty Wines
Status	Pass

Robberies or hostage events may include the use of violence and weapons. If possible take shelter, lock down your area, call police and notify them of the event. For an active shooter situation, evacuate if possible. If not possible, take shelter and lock doors. Remain out of sight and call police for help.

During event

- ✓ Follow the offender's instructions exactly as you are told
- ✓ Stay calm and quiet – do not use the phone and speak only when spoken to
- ✓ Avoid eye contact
- ✓ Do not make any sudden or quick movements
- ✓ Show your hands – keep your hands where the offender can see them and say what you are going to do
- ✓ Do not attack the offender
- ✓ Take a mental note if safe: height, hair, weight, clothing, footwear, scars, tattoos, speech

After event

- ✓ Provide first aid to injured persons
- ✓ Remain inside the workplace – allow the offender to leave, **do not chase them**
- ✓ Contact emergency services on "000" when safe
- ✓ Secure the hold up area – evidence must not be touched or removed
- ✓ Lock the doors and ask all witnesses to remain inside until police arrive

If an event is occurring at an adjacent site, lock down building and do not leave until directed by Police.

Personal Threat

Medical Emergency

Significant Incident Escalation

Medical emergencies may include events with team members, customers, clients, contractors or visitors. They may be personal medical conditions or incidents related to the workplace.

- 1 Assess the situation**
- 2 Make the person comfortable**
- 3 Call the first aider to provide first aid**
- 4 Contact Ambulance if required on "000"**

Clinical note: If a biological/ zoonotic matter is suspected or confirmed, contact your RCD for case-by-case management. The matter must be escalated to the HSW team and CVO.

DRSABCD - Action Plan

- D Danger**
Ensure the area is safe for yourself, others and the injured person(s)
- R Response**
Check for response - ask their name - squeeze shoulders
- S Send for help**
Call emergency services on 000 for an ambulance or ask another person to make the call
- A Airway**
Open mouth - if foreign material present, place in recovery position, clear airway with fingers, otherwise leave in position
- B Breathing**
Check for breathing - look, listen, feel
- C CPR**
Start CPR - 30 chest compressions: 2 breaths. Continue CPR until help arrives or patient recovers
- D Defibrillation**
Attach defibrillator if available and follow voice prompts

Medical Emergency

Significant Incident Escalation

Escalation:		Escalation Point (who to escalate to)
People incidents: (Team Member/Client/ Customer/Contractor)	Vet	Area Manager → Regional GM → COO Vet Services
	Retail & Grooming	Area Manager → Regional GM → COO Retail
	Support Office & DC	Line Manager → Functional GM/Head Of → Functional XLT member
Patient incidents:	RCD/ Area Manager/ Business Manager → GM → Chief Veterinary Officer (CVO) → COO Vet Services	
Grooming incidents: (Pets)	Area Manager/ Business Manager and National Pet Services Manager → Regional GM → COO Retail	
Asset incidents: (Property/Equipment)	Area Manager/ Business Manager and Facilities Team → GM → COO	
Security incidents:	Area Manager/ Business Manager and National Loss Prevention Manager → GM → COO	

The person receiving the initial escalation should provide an immediate update to the stakeholder group below:

Communication:		Escalation Point (who to escalate to)
People incidents:	Vet	GM People – Vet Services; Health, Safety & Wellbeing Team
	Retail & Grooming & Support Office & DC	GM People – Retail and Support; Health, Safety & Wellbeing Team

Further Escalation as required:

COO escalates to CEO as appropriate

CEO advises Board/Audit and Risk Committee as appropriate

Need for Legal and/or media release is determined and carried out by CFO / CEO with recommendation from CCO / CPCO

Escalation to regulatory bodies is determined and carried out by Health, Safety and Wellbeing Team or CVO

Significant Incident Escalation

Emergency Phone Numbers

Site name

Site phone number

Site address

Cross street

Emergency	000
Police Assistance Line	131 444
Local medical centre	
Poison information	13 11 26
GX Facilities Management	02 8595 3319
GX IT Department	1300 490 031
Centre Management	
EAP	1300 361 008

Evacuation assembly area



**Animal Referral &
Emergency Network**

Emergency Flip Chart

Fire / Explosion

Chemical

Mental Health

Internal Emergency

Evacuation

External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

Fire emergencies may include events within your building or building complex or an external fire that affects your business.

- 1 Remove anyone from immediate danger and **commence evacuation**
- 2 **Only if trained** should you attempt to extinguish the fire
- 3 **Contact the Fire Brigade** on "000"
- 4 **Account for all persons at the emergency assembly area** (team members, customers, clients, contractors)
- 5 **Manager-on-Duty to report to the Fire Brigade** on the event and any missing persons
- 6 Once all clear given by Fire Brigade **discuss reopening with Management**

Fire / Explosion

Chemical

Mental Health

Internal Emergency

Evacuation

External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

All chemicals within the workplace must have a Safety Data Sheet (SDS) to identify health and environmental risks for the chemical, outline clean up procedures, personal protective equipment required and first aid for contaminated persons.

1 Immediately move away from any leak or spillage

2 Identify the product

3 Collect the SDS for the chemical involved and review whether emergency services need to be called

Emergency

- 1 Evacuate building and move people upwind
- 2 Call Fire Brigade on "000"
- 3 Provide SDS to Fire Brigade on arrival

Non-Emergency

- 1 Use PPE listed on SDS
- 2 Stop the leak at the source
- 3 Use the cleaning material listed on SDS to clean up
- 4 Dispose of waste according to SDS

Chemical

Mental Health

Internal Emergency

Evacuation

External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

We may find ourselves speaking with a colleague, customer or client, who may be going through a difficult time whilst in our workplace.

- 1 Choose a good time and place to talk** – this may be in a separate location and not where you are at the time
- 2 Encourage the person to talk** by using open-ended questions
- 3 Listen actively**, give them time and space to talk without interruptions or giving advice
- 4 Reflect back on things** you've heard to show you understand
- 5 Encourage them to talk** to their GP or health professional or contact our EAP

If you are talking with someone who has expressed a thought or desire for suicide, stay with them and seek help immediately.

- 1 "I don't feel I can keep you safe, I'm concerned about your wellbeing, shall we call the Suicide Call Back Service together?" - 1300 659 467**
- 2 If they don't want to call the service together, and you are still concerned about their immediate wellbeing, do not hesitate to dial 000 and stay with them until the ambulance arrives.**

Remember there are Mental Health First Aiders within our organisation, as well as your site management team that can assist and support.

Mental Health

Internal Emergency

Evacuation

External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

Other than fire/smoke, an internal emergency could be caused by electrical failure, equipment failure including radiation equipment, water supply failure, structural failure, illegal occupancy etc

- 1 Immediately remove persons from danger to a safe location
- 2 Confirm Manager-on-Duty is aware of the emergency
- 3 Contact emergency services if required on "000"
- 4 For essential service failure contact Greencross Facilities Management for direction
- 5 Provide first aid to injured persons
- 6 Should life be in danger inside the building refer to the evacuation page
- 7 Alert adjoining tenants of event if required
- 8 Once all clear given by emergency services or services reinstated discuss reopening with Management

Clinical note: If a radiation incident is suspected or confirmed, contact your RCD for case-by-case management. The matter must be escalated to the HSW team and CVO.

Internal Emergency

Evacuation

External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

Evacuation of the workplace may be required for a variety of reasons. Commence evacuation as soon as an emergency is identified where the workplace is not the safe place to remain.

- 1 The **Manager-on-Duty** directs evacuation once the situation is understood
- 2 **Team members** to check all rooms on site to direct evacuation
- 3 Place **anyone with a disability** in the care of a person
- 4 **Evacuate away** from the affected area
- 5 **Direct people** to the nearest fire exit and on to the emergency assembly area
- 6 **Account for all persons at the emergency assembly area** (team members, customers, clients, contractors)
- 7 **Provide first aid** to injured persons
- 8 **Manager-on-Duty report to the Fire Brigade** on the event and any missing persons
- 9 Once **all clear given by Fire Brigade** discuss reopening with Management

Where animals are present, a site-specific response plan is to be developed for use in this scenario.

Evacuation

External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

An external emergency could be caused by bushfire, cyclone, earthquake, flooding, major road accident, aircraft crash, civil disturbance etc.

- 1 Immediately remove persons from danger to a safe location
- 2 Confirm **Manager-on-Duty** is aware of the emergency
- 3 Contact emergency services if required on "000"
- 4 Provide first aid to injured persons
- 5 Should life be in danger inside the building refer to the evacuation page

Earthquake action plan



External Incident

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

When dealing with a bomb threat always treat the threat as real. Never attempt to move a suspicious item. Always choose a different assembly area away from the threat if possible.

1 Remain calm

2 Attract someone's attention so they can notify a Manager-on-Duty

3 Keep the caller on the line as long as possible
(ask them to repeat statements)

4 Listen to noises e.g. background noise, speech mannerisms, accents etc

5 Refer to **bomb threat checklist** and take notes

6 **Manager-on-Duty to notify Police on "000"**
of bomb threat who will decide actions required

Bomb Threat / Suspicious Items

Bomb Threat Checklist

Personal Threat

Medical Emergency

Significant Incident Escalation

Bomb Threat Questions

- ✓ Where is it?
- ✓ When is it going to explode?
- ✓ What does it look like?
- ✓ When did you put it there?
- ✓ How will the bomb explode?
- ✓ Why did you put it there?

Chemical/ Biological Threat Questions

- ✓ What kind of substance is it?
- ✓ How much of the substance is there?
- ✓ How will the substance be released?
- ✓ When will the substance be released?
- ✓ Is the substance liquid, powder or gas?

Things to consider

✓ Callers voice

- ✓ Do they have an accent?
- ✓ Do they have a speech impediment?
- ✓ Was their voice loud or soft?
- ✓ Was their speech fast or slow?
- ✓ Was their diction clear or muffled?
- ✓ Were they calm or emotional?
- ✓ Did you recognise the caller?
- ✓ Was the caller familiar with the site?

✓ Threat language

- ✓ Were they well spoken?
- ✓ Were they incoherent?
- ✓ Were they irrational?
- ✓ Was it a taped message?
- ✓ Were they reading a message?
- ✓ Were they abusive?

✓ Background noise

- ✓ Street noises
- ✓ House noises
- ✓ Aircraft noises
- ✓ Voices
- ✓ Music
- ✓ Machinery
- ✓ Local call

Bomb Threat Checklist

Personal Threat

Medical Emergency

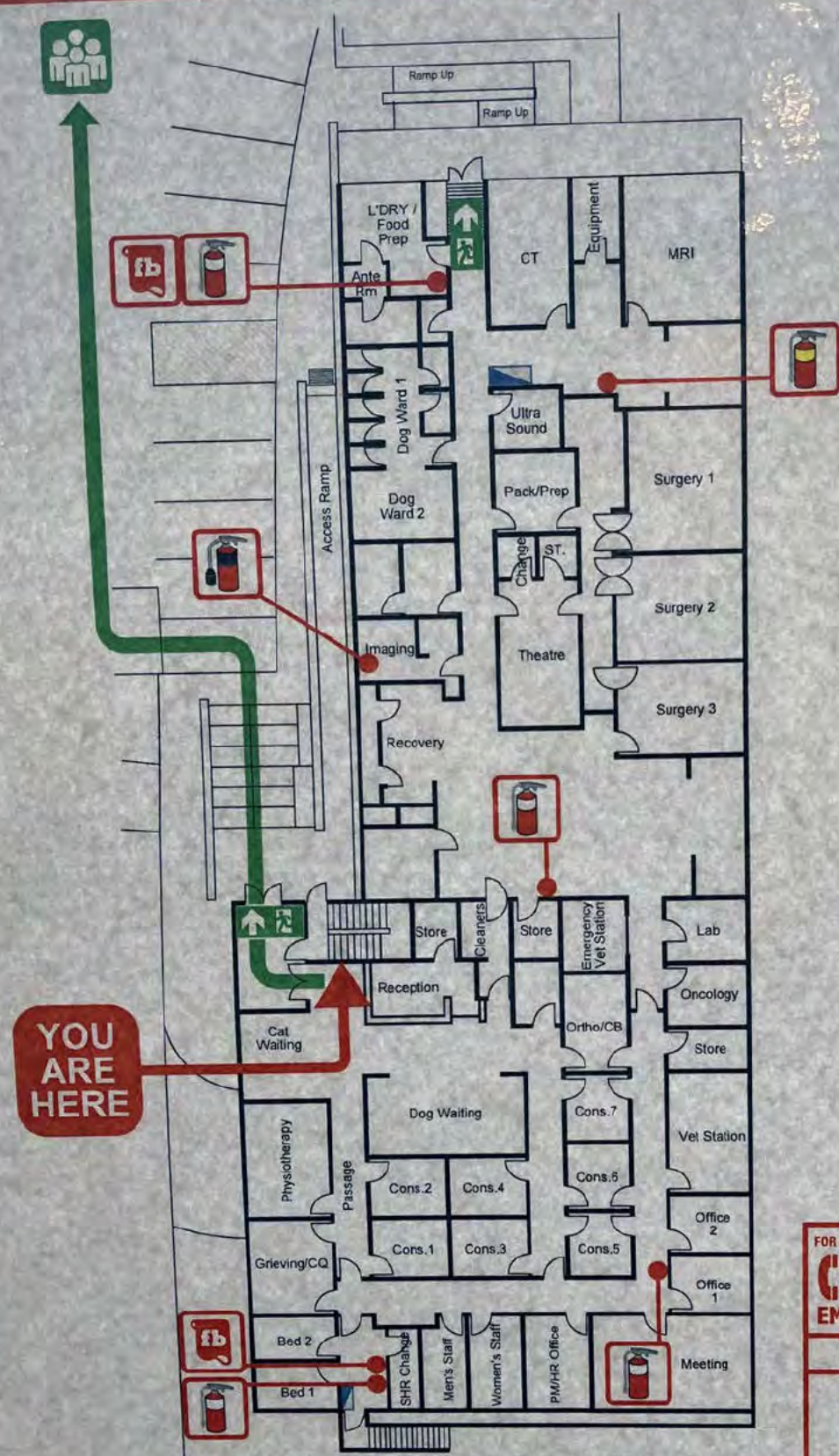
Significant Incident Escalation

EVACUATION DIAGRAM

364 Fairbairn Avenue Pialligo ACT 2609



Guardian Safety Solutions
1300 656 432



YOU ARE HERE

- LEGEND**
- FIRE EXTINGUISHER CO2
 - FIRE EXTINGUISHER ABE
 - FIRE SAPPHERE MRI EXTINGUISHER
 - FIRE BLANKET
 - ELECTRICAL SWITCHBOARD
 - EMERGENCY EXIT
 - ASSEMBLY AREA
 - EGRESS ROUTE



Issue Date: 12-04-22
Expiry Date: 12-04-27

FOR ALL EMERGENCIES
000
EMERGENCY

Mobility impaired persons should evacuate immediately on hearing the fire alarm assisted by a nominated Team Member.

ASSEMBLY AREA



ACTION ON DISCOVERY OF FIRE

- R**emove people
If in danger to the Assembly Area
- A**lert the fire service
Nearby businesses and/or residences
- C**onfine fire and smoke
Close all doors if safe to do so
- E**xtinguish
And control the fire if safe to do so

STAGES OF EVACUATION

- IN CASE OF FIRE**
- ✓ Alert others.
 - ✓ Try to stop the source of the fire if safe to do so.
 - ✓ Use the nearest suitable extinguisher to put out the fire.
- IF IN DOUBT, JUST GET OUT!**
- ✓ If you are going to Evacuate, Alert others.
 - ✓ Move staff and customers to the Assembly Point.
 - ✓ Staff are to conduct a visual inspection to ensure the premises is clear.
 - ✓ Notify the emergency services by calling 000.
 - ✓ As soon as possible, notify your Supervisor/ Manager



Employee Self Service (ESS) - New Look and Feel

Quick Reference Guide

November 2019



First Aid Kit Contents list

Product Code	Item	Required quantity	Expiry date	Stock quantity
ASN096P	First Aid quick reference Guide			1
ND90	Incident report notebook	1	N/A	2
RM LWC05	Sharps container	1	N/A	1
UTSP12	CPR Face shield		N/A	1
HYP002	Safety Pins - 12 Pack		N/A	2
TAF325	Paper tape 2.5cm x 9.1m	1	N/A	1
UTS100	Paper tape 1.25cm x 9.1m	1	N/A	1
	splinter Probes 5 pack		N/A	1
	Scissors - blunt sharps		N/A	3
	Forceps - 13cm sharp	1	N/A	1
NSMM30	Medicine Measure	1	N/A	1
EYEBTH	Eye Bath Cup	1	N/A	2
	Zyrtec 10mg - liquid capsule 14 pack		N/A	1
SAVR50	Antiseptic Spray 50ml		Jan-24	1
BABF10	AEROPLAST Butterfly Wound Closures 10 Pack		Feb-26	1
SGBS35	Burn Gel 3.5ml Sachet of Hydrogel		Sep-25	1
TAZT25	Zinc Oxide Tape 2.5cm x 5m		Aug-27	3
SWAW1B	Alcohol Wipes (Single)		Dec-28	1
SODI15	Saline 15ml Steritube - Single	10	Sep-27	15
BDWB01	Crepe Bandage - Hospital - 2.5cm x 1.5m	6	Mar-28	8
BDWB03	Crepe Bandage - Hospital - 7.5cm x 1.5m		Nov-27	2
BDCH04	10cm Heavy Crepe Bandage - 1.5M		Jan-23	2
BDCF01	2.5cm x 150cm Conforming Gauze Bandage		Jan-23	1
BDCF02	5cm x 150cm Conforming Gauze Bandage		Jan-28	2
BDCF03	7.5cm x 150cm Conforming Gauze Bandage		Jan-28	2
BDCF04	10cm x 150cm Conforming Gauze Bandage	2	Jan-28	1
BDCF05	15cm x 150cm Conforming Gauze Bandage	2	Jan-28	1
HCAHC5001	HOT COLD PACK REUSEABLE WITH SOFT COVER 320g		Jun-26	1
CWB10L	Clinical Waste Bag 10L - 350mm x 470mm	1	N/A	1
SWBDPK	Basic Wound Dressing Pack type 6		Feb-28	1
	Amputated parts bags 3 pack		N/A	2
SW0503	Gauze Swabs 5cm x 5cm - 3 Pack		Jan-28	2
BDTBLA	Thermal shock Blanket	1	Dec-27	1
CD9120	Combine Dressing - 90cm x 20cm	1	Feb-28	1
BDTN11	Triangular Bandage Non Woven 110		Nov-27	2
BDTC11	Calico Triangular Bandage 110cm x 110cm	1	Nov-27	1
GNL1000	Nitrile BLUE Latex Free Gloves - Pack of 2 - 5 Pairs	2	Dec-27	3
CD1010	Combine Dressing - 10cm x 10cm	1	Feb-28	2
CD2010	Combine Dressing - 10cm x 20cm		Feb-28	2
PSS003	Burn Sheet - Polyethylene - Large - 60cm x 90cm	1	Jun-27	1
EPXIXI	Eye Pad Sterile Single Use	2	Dec-27	3
	Band-Aid 100 pack		Jul-25	1
BAP050	AEROPLAST Plastic Dressing Strips 50 Pack	1	Sep-27	1
BAF701	AEROPLAST Fabric Dressing Roll 7.5cm x 1m		Dec-26	1
NAD001	Non-Adherent Dressing - 5cm x 5cm		Nov-27	1
NAL001	7.5cm x 5cm Non-Adherent Dressing - Lite		Nov-27	2
NAD002	7.5cm x 7.5cm Non-Adherent Dressing		Apr-28	1
NAL003	7.5cm x 10cm - Non-Adherent Dressing - Lite	2	Dec-27	3
NAD003	10cm x 10cm - Non-Adherent Dressing	1	Nov-27	1
NAL004	7.5cm x 20cm - Non Adherent Dressing - Lite		Nov-27	1
BDWD13	No 13 Wound Dressing	1	Feb-28	1
BDWD14	No 14 Wound Dressing	1	Nov-27	1
BDWD15	No 15 Wound Dressing		Nov-27	1

First Aid Kit C
Product Code
AS2096F
N090
BMTWCOS
LUTSP12
LUTSP02
TAP325
LUTS100
NSAM3A
EYEBTH
SAVR50
BABF10
SGBS35
TAPT25
SWAW1
SOD15
EDWB0
BDCH04
BDCFO1
BDCFO2
BDCFO3
BDCFO4
BDCFO5
HCAH06
CWB00
SWB00
SMO50
BDTBLA
GD9120
BDTNT1
BDTCL1
GNTL300
CD1010
CD2010
PSS003
EPX00
BAPO50
BAF701
NAD001
NAD001
NAD002
NAD003
NAD004
NAD005
BOWD13
BOWD14
BOWD15



First Aid Kit Content

Product Code	Product Name
AS1006P	First Aid Kit Incident Kit
NS990	Incident Kit
RA LK005	Sharp Container
UTSP12	First Aid Kit
HYPO02	First Aid Kit
TA4315	First Aid Kit
UTSP09	First Aid Kit
NSMM30	Eye Patch
EYEBTH	Eye Patch
SAVRS0	First Aid Kit
BAB10	First Aid Kit
SG835	First Aid Kit
TAZ725	First Aid Kit
SWAW1B	First Aid Kit
SOD15	First Aid Kit
BDWB01	First Aid Kit
BDWB03	First Aid Kit
BDWB04	First Aid Kit
BDWB01	First Aid Kit
BDWB02	First Aid Kit
BDWB03	First Aid Kit
BDWB04	First Aid Kit
BDWB05	First Aid Kit
HC4HC5001	First Aid Kit
CWB10L	First Aid Kit
SWBDPK	First Aid Kit
SW0503	First Aid Kit
BDTBLA	First Aid Kit
CD9120	First Aid Kit
BDTN11	First Aid Kit
BDTC11	First Aid Kit
GNL1000	First Aid Kit
CD21010	First Aid Kit
CD22010	First Aid Kit
PSS003	First Aid Kit
EPX001	First Aid Kit
BAPO50	First Aid Kit
BAF701	First Aid Kit
NAD001	First Aid Kit
NAL001	First Aid Kit
NAD002	First Aid Kit
NAL003	First Aid Kit
NAD003	First Aid Kit
NAL004	First Aid Kit
BDWB13	First Aid Kit
BDWB14	First Aid Kit
BDWB15	First Aid Kit

Disputed Parts BAGS
Sorted

REORDER: TB2HFQ
PH: 1300 361 222

REORDER: TB02FQ
PH: 1300 361 222

FIRST AID KITS AUSTRALIA

TRIANGULAR BANDAGE
110cm x 110cm
Non Woven

9 326306 003677

Supplied by Seery Medical Pty Ltd
22 Peter Brock Drive, Bayswater, Vic 3105, Australia

NITRILE AMINATION GLOVES
medical grade

Powder Free
Antibacterial
Hypoallergenic

REORDER: TB02FQ
PH: 1300 361 222

FIRST AID KITS AUSTRALIA

TRIANGULAR BANDAGE
110cm x 110cm
Non Woven

9 326306 003677

Supplied by Seery Medical Pty Ltd
22 Peter Brock Drive, Bayswater, Vic 3105, Australia

DO NOT USE IF PACKAGE IS DAMAGED.
STORE IN A COOL, DRY PLACE.

STERILE - SINGLE USE ONLY
DO NOT REUSE

DIRECTIONS FOR USE:
1. Peel tab to open.
2. Apply pad with inner surface toward wound, holding firm over dressing.
3. Strip from rest of package to hold pad in place.
4. A knot with short end to secure.

Standard Strip PLASTIC BANDAGES
wound protection

Latex free
Hypo-allergenic
SupaBond™ adhesive

50 | 1.5cm x 7.2cm / 1/2" x 2 7/8"

REERO PUST

40cm x 90cm / 23 1/2" x 35 3/4"

Nitrile
EXAMINATION
GLOVES
medical grade

AERO GLOVE™

AERO

Powder free

Ambidextrous

Hypoallergenic

LATEX FREE

Large

Pairs



HEALTHCARE,
WE MAKE IT
BETTER

V5.AGNPF10MY.BG

REF Code AGNPF10

Store in a cool dry place

Store in a cool Non-sterile

Manufactured by AERO HEALTHCARE

Manufactured by AERO HEALTHCARE

AUS 63 Seaton St. Armidale 2350

www.aerohealthcare.com

Market Avenue, Sintfold

MADE IN MALAYSIA

www.aerohealthcare.co.uk



9 341394 001947 >

9 341394 001947

LOT 240015413NCZA

2022-12-11

2027-12-10



FIRST+AID

ARCHIE

RALPH

THOUGHT
DET-TEEM
HOLD.
at (like) when
discarded!



LOCATED
IN TX
ROOM VET
STATION



Your First Aiders are:

<small>Photo</small>	<small>Name:</small>	Sch 2.2(a)(ii)
<small>Photo</small>	<small>Name:</small>	
<small>Photo</small>	<small>Name:</small>	
<small>Photo</small>	<small>Name:</small>	





Please Ring
Doorbell After
Hours

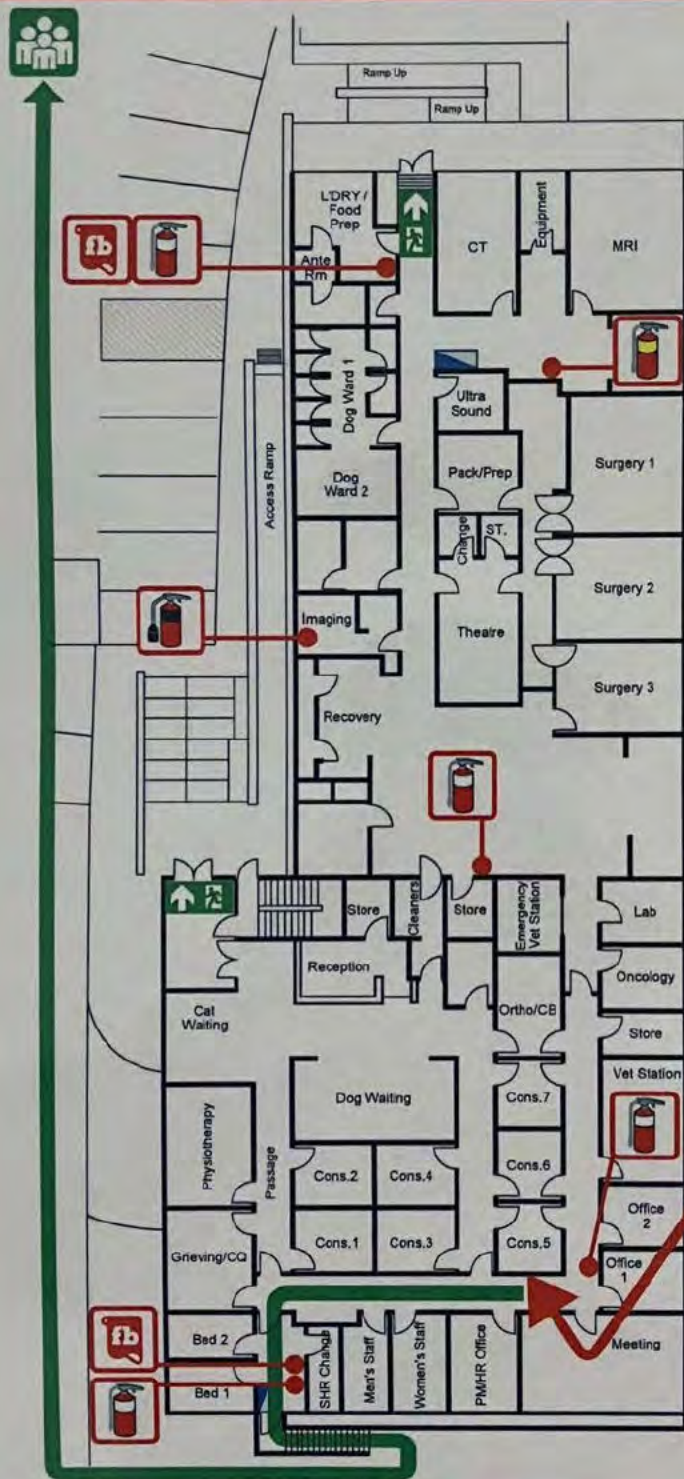


EVACUATION DIAGRAM

364 Fairbairn Avenue Pialligo ACT 2609



Guardian Safety Solutions
1300 656 432



LEGEND

- FIRE EXTINGUISHER CO2
- FIRE EXTINGUISHER ABC
- FIRE EXTINGUISHER SAPPHIRE MRX
- FIRE BLANKET
- ELECTRICAL SWITCHBOARD
- EMERGENCY EXIT
- ASSEMBLY AREA
- EGRESS ROUTE

YOU ARE HERE



Issue Date: 12-04-22
Expiry Date: 12-04-27

FOR ALL EMERGENCIES

000 EMERGENCY

Mobility impaired persons should evacuate immediately on hearing the fire alarm assisted by a nominated Team Member.



ASSEMBLY AREA



ACTION ON DISCOVERY OF FIRE

- Remove people**
If in danger to the Assembly Area
- Alert the fire service**
Nearby businesses and/or residences
- Confine fire and smoke**
Close all doors if safe to do so
- Extinguish**
And control the fire if safe to do so

STAGES OF EVACUATION

- IN CASE OF FIRE**
 - ✓ Alert others.
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- IF IN DOUBT, JUST GET OUT!**
 - ✓ If you are going to Evacuate, Alert others.
 - ✓ Move staff and customers to the Assembly Point.
 - ✓ Staff are to conduct a visual inspection to ensure the premises is clear.
 - ✓ Notify the emergency services by calling 000.
 - ✓ As soon as possible, notify your Supervisor/ Manager

AS 1851 MAINTENANCE RECORD

YEAR	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	
21													13
22													14
23													15
24													16
25													17
26													18
27													19
28													20

PRESSURE TEST







PENTAIR
LEISURETIME
SANDFILTER 2

CLASSIC



13720 Vindex

B-1

Talking mental health.

A quick reference guide for managers to assist in talking with employees about their mental health.

Creating a safe environment for employees to talk openly about mental health builds confidence in the workplace, which in turn boosts employee engagement and productivity. Follow this short guide or contact us to speak with one of our experienced consultants.



Key Identifying Factors

Recognise

"How do I know if there's a mental health problem?"

- Abnormal appearance
- Behaviour change
- Absenteeism
- Drop off in work output
- Aggressive behaviour
- Emotional outbursts
- Inappropriate communication
- Abnormal anxiety or worry

You do not need to be a psychologist to respond to these issues, but you do need to be an observant manager who knows their employees.

Respond

"Now that I have observed that there is a potential mental health issue, how will I respond?"

- Establish there is a problem
- Contact the Manager Consultation Hotline for advice on supporting your employee
- Set up a meeting
- Encourage the employee to talk and engage
- Help the employee to think it through
- Work with the employee to identify & manage the solutions (with support)

Refer

Though you have a responsibility to provide a duty of care to all employees, try not to feel as though you must solve your employee's emotional issues.

However, you do need to try and resolve its impact in the workplace and, where possible, support the employee through:

- Trauma Clinic
- Employee Assistance Program
- Human Resources
- Coaching and Support Program

TELUS Health provides experienced psychologists with managerial experience on the manager consultation, who are here to assist and support managers to more effectively lead through change, understand mental health issues and manage situational crises.

Australia: 1300 361 008 | New Zealand: 0800 155 318

TELUS Health

TELUS Health offers free counselling and support with mental, financial, physical and emotional well-being

You can access TELUS Health anytime of the day or night



Call
1300 361 008



Get the app

Download the FREE TELUS Health App today!

- Connection with confidential support
- Create your own wellbeing plan
- Access discounts at a range of retailers
- Self-guided therapy modules and practical tips
- Mindfulness and meditation videos
- Free home workouts through LIFT virtual fitness
- Sleep health tips
- Library of resources of articles
- Check your Health Score through the Total Wellbeing Assessment (TWA) and see how you can boost your physical, mental, social, financial and career wellbeing

How to login

1. Check your work email inbox for a welcome invitation from TELUS Health, this will have a unique code. If you do not have this email, please contact hr@petbarn.com.au and this can be resent to you.
2. Download the free TELUS Health One app from the Apple Store or Google Play, or go to one.telushealth.com.
3. Click on Sign Up.
4. Enter your invite code.
5. Create your personal login credentials (email and password) - you'll use these credentials next time you log in.



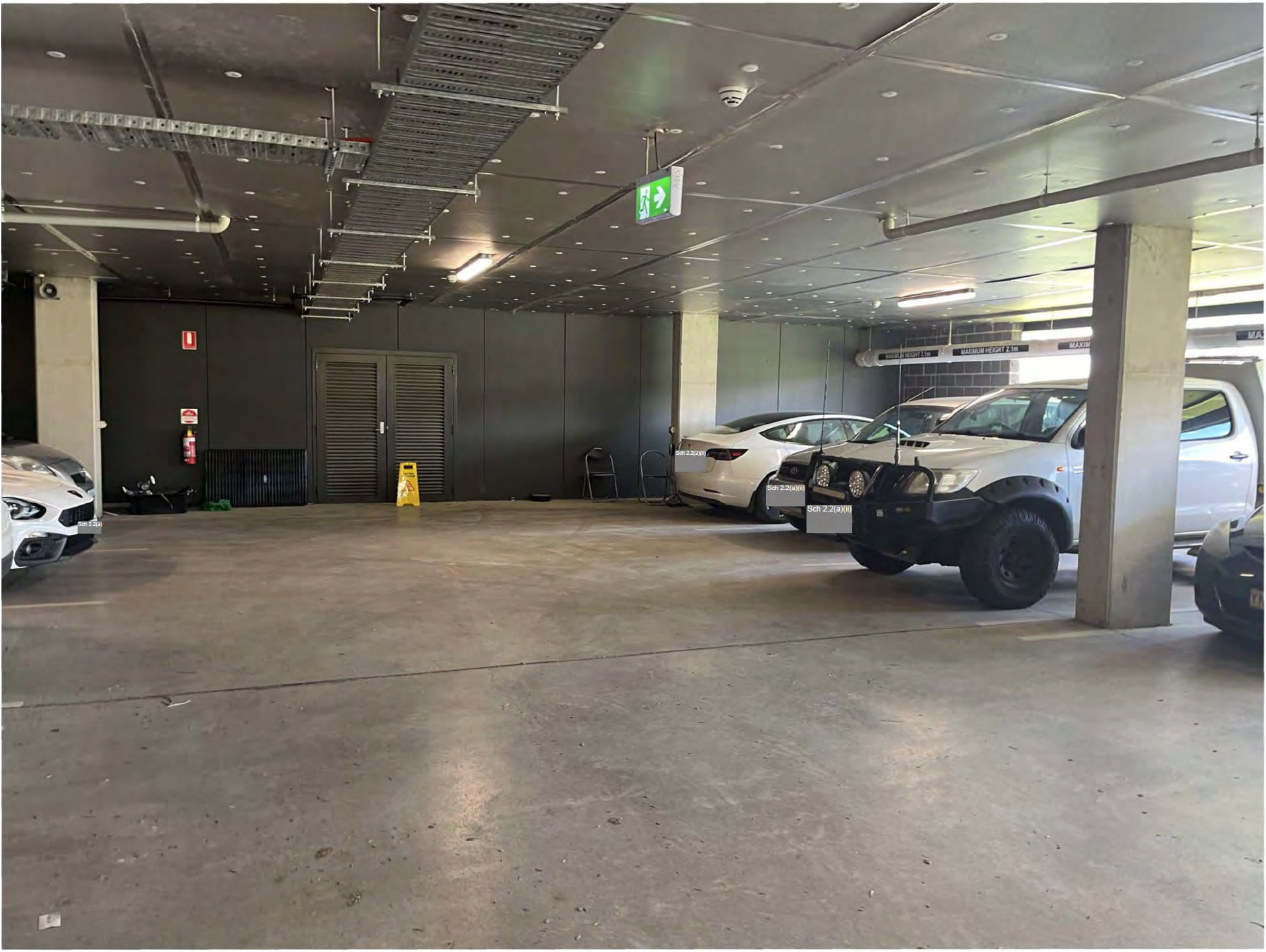
**FIRST AID
KIT**

**LOCATED
IN TX
ROOM VET
STATION**



Your First Aiders are:

<i>Photo</i>	Name:	Sch 2.2(a)(ii)
<i>Photo</i>	Name:	
<i>Photo</i>	Name:	
<i>Photo</i>	Name:	



EXIT

1

1

MAXIMUM HEIGHT 2.1m

Sch 2.2(a)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)


MA

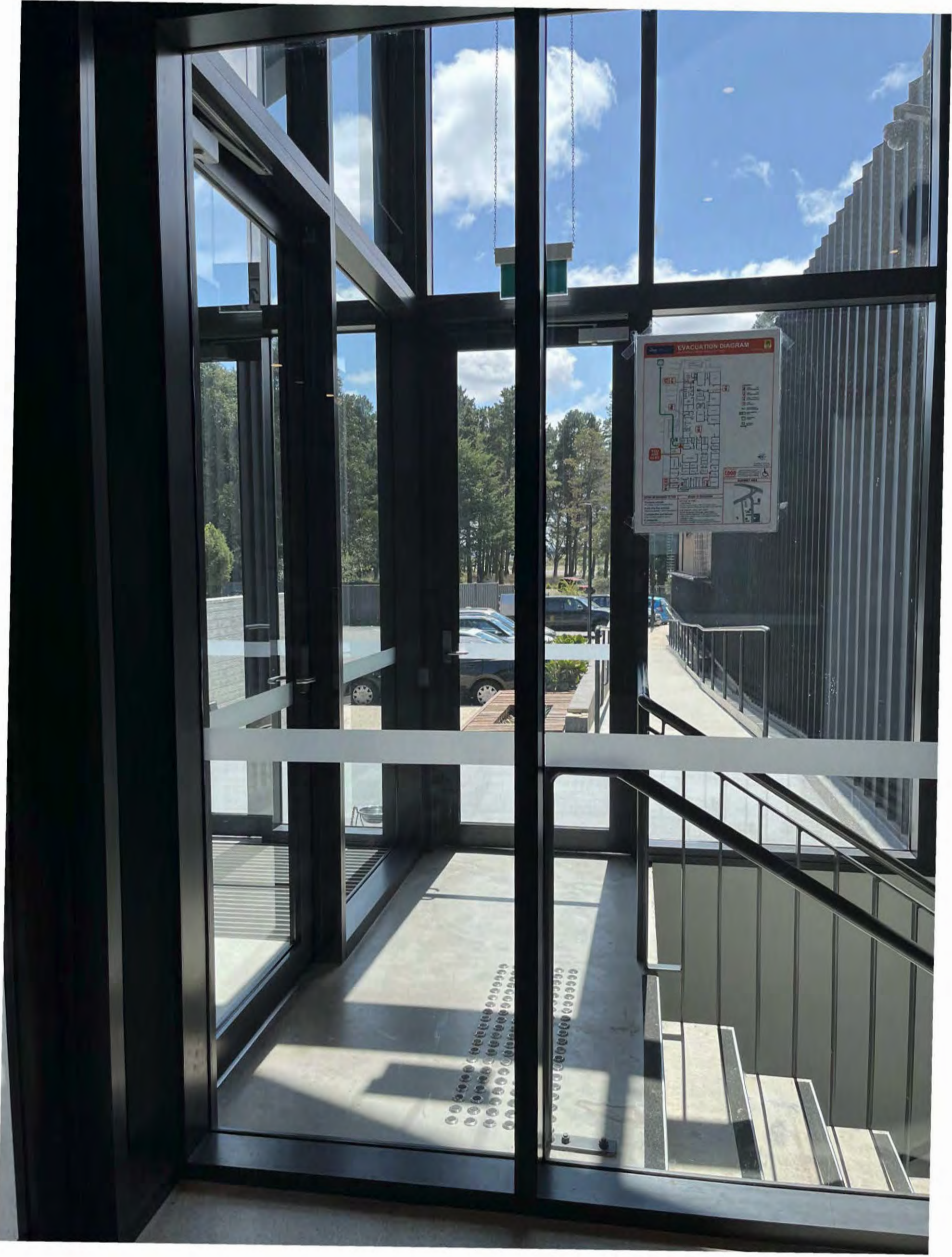
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WARNING



**WET
FLOOR**

 Sandeford



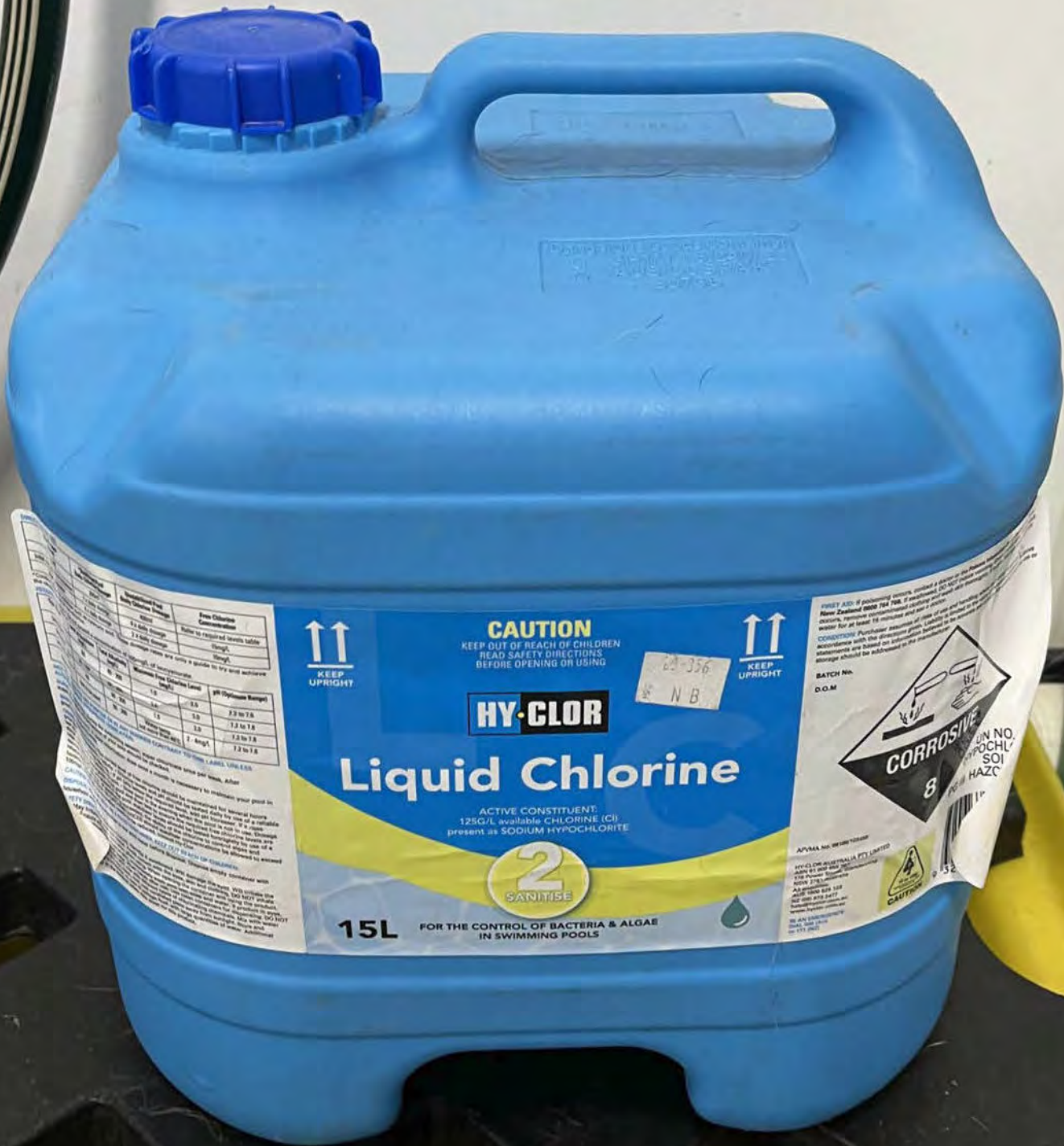


Sch 2.2(a)(ii)









Free Chlorine Concentration

Free Chlorine Concentration	pH (Optimum Range)
1.0 mg/L	7.2 - 7.8
2.0 mg/L	7.2 - 7.8
3.0 mg/L	7.2 - 7.8
4.0 mg/L	7.2 - 7.8
5.0 mg/L	7.2 - 7.8
6.0 mg/L	7.2 - 7.8
7.0 mg/L	7.2 - 7.8
8.0 mg/L	7.2 - 7.8
9.0 mg/L	7.2 - 7.8
10.0 mg/L	7.2 - 7.8

CAUTION
KEEP OUT OF REACH OF CHILDREN
READ SAFETY DIRECTIONS
BEFORE OPENING OR USING

HY-CLOR
Liquid Chlorine

ACTIVE CONSTITUENT:
125G/L available CHLORINE (Cl)
present as SODIUM HYPOCHLORITE

2 SANITISE

15L FOR THE CONTROL OF BACTERIA & ALGAE
IN SWIMMING POOLS

KEEP UPRIGHT

KEEP UPRIGHT

CORROSIVE
UN NO. 8
H290
H314
P273
P501

APVMA No. 10820/10/00
HY-CLOR AUSTRALIA PTY LIMITED
178 Power Street
PO Box 276
Ayrton QLD 4214
Australia
AG 1300 628 138
07 553 218 222
www.hy-clor.com.au
© 2010 Hy-Clor Australia Pty Ltd
All Rights Reserved

sabco long
Dus
Proudly made in
Australia
















Sch 2.2(a)(ii)



DANGER
Causes severe skin burns and eye damage.
May be fatal if swallowed and enters respiratory tract.

bondall
The solution

Hydrochloric Acid

CORROSIVE

!

Recycling symbol

DANGER
Causes severe skin burns and eye damage.
May be fatal if swallowed and enters respiratory tract.

bondall
The solution

Hydrochloric Acid

CORROSIVE

!

Recycling symbol

DRY
CHEMICAL
A-B (E) CLASS
TO BE USED FOR PAPER,
WOOD, TEXTILE, OIL,
LIQUID AND ELECTRICAL
FIRES



CAUTION
Protect Against
WATER DAMAGE
LAPSE 2017-08







ARH | ANIMAL REFERRAL HOSPITAL



ARH

ANIMAL
REFERRAL HOSPITAL

Sch 2.2(a)(ii)







POWER

ALARM

MUTE

LEVEL ALARM

FPC-SERIES

AUSTRALIAN MADE

DANGER
ELECTRICAL HAZARD
DO NOT OPEN

**HAZCHEM
Transport Spill
Kit**





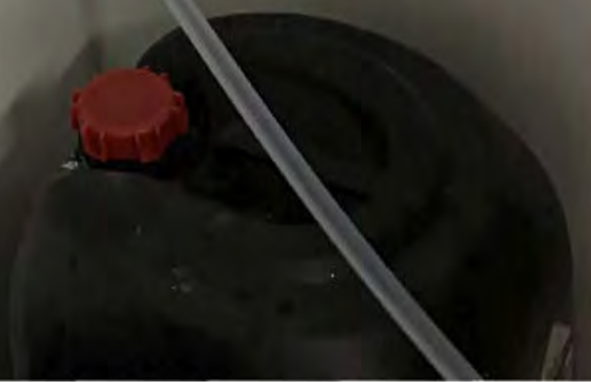
SPILL STATION
SPILL STATION AUSTRALIA
Ph: 1300 66 42 66
www.spillstation.com.au
SUPERIOR ENVIRONMENT PROTECTION SYSTEMS

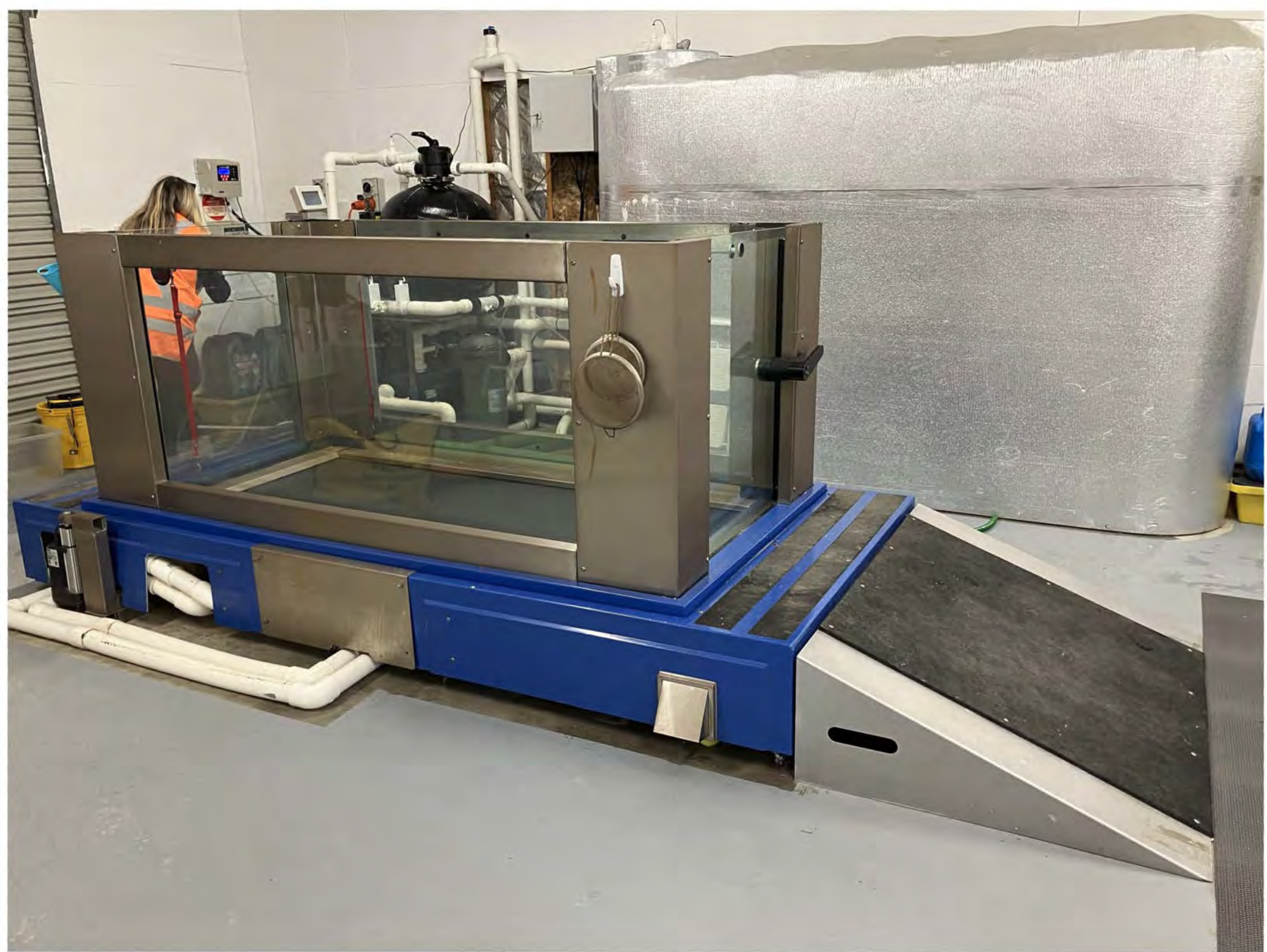
15L 150 5020
FR. QUANTITY 4.3071
FRONTING QUANTITY 3.11
STAMP CAPACITY 3000L
MADE IN AUSTRALIA 2004
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5 1 603 57 5 111



CHEMICALS FOR
INPUT ONLY. NEVER ADD TO
EXISTING. TOTAL LOAD NOT
TO EXCEED 5.0A.
PROTECTION: 50A
ON

THIS COLOUR QUISHER
DRY CHEMICAL
A:B (E) CLASS
TO BE USED FOR PAPER,
WOOD, TEXTILE, OIL,
LIQUID AND ELECTRICAL
FIRES







EXIT 


FIRE
EXTINGUISHER




A (BIE)
POWDER



AS 1851 MAINTENANCE RECORD

YEAR	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	
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32													23

PRESSURE TEST

