



STANDARD OPERATING PROCEDURE

SOP OP 14 Work Health and Safety (WHS)

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Purpose

Marine Rescue NSW (MRNSW) is committed to ensuring the health and safety of its members, employees, contractors, and visitors in accordance with the Work Health and Safety Act 2011 (NSW), the Work Health and Safety Regulation 2025 (NSW), and related legislation.

This procedure supports the Commissioner's Work Health and Safety Commitment, the WHS Policy, the Health and Safety Management System Framework, and other operational protocols. It sets out responsibilities to manage risks, prevent injury or illness, and ensure safe operations for members, employees, contractors, and the community.

MRNSW employees are advised to read this procedure alongside their employment agreement; however, it does not form part of their employment terms and conditions.

Scope

This procedure applies to all MRNSW members, employees, contractors, and visitors while:

- Acting in any MRNSW capacity or duties;
- Participating in MRNSW activities;
- On MRNSW premises, vessels, or vehicles;
- Engaged in any activity related to MRNSW operations.

WHS Policy

Marine Rescue NSW (MRNSW) is committed, as reasonably practicable, to ensuring the health, safety, and wellbeing of all members, employees, contractors, and visitors, and to ensuring that others are not put at risk by our operations.

All MRNSW personnel share responsibility for working safely and ensuring their actions or omissions do not cause harm to themselves or others.

MRNSW promotes open and effective consultation on WHS matters through established operational and organisational forums, including Unit and boat-crew meetings, Regional, Unit and Training meetings, bi-monthly State operational meetings, staff meetings, and post-incident reviews or debriefs. These forums ensure safety communication, consultation, and continuous improvement across all levels of the organisation.

MRNSW will:

- Provide and maintain a safe working environment;
- Identify, assess, and control hazards using the hierarchy of control;
- Take proactive action to prevent incidents and injuries; and
- Continuously improve our WHS systems through review and consultation.

Roles and Responsibilities

Effective WHS management at Marine Rescue NSW (MRNSW) relies on clear roles and shared responsibility, and defined accountability at all levels of MRNSW.

This section outlines the general WHS obligations that apply to workers, managers, officers, contractors, and visitors. These obligations must be read in conjunction with the WHS Roles and Responsibilities Appendix, which provides a role-specific summary of WHS authority, decision-making, and accountability, including stand-down and governance powers.

The appendices form part of this SOP and are intended to clarify, not replace, the responsibilities described below.

Workers

A worker includes any member, volunteer, or employee performing work for MRNSW.

Workers must:

- Take reasonable care for their own safety and that of others;
- Follow WHS procedures and instructions; and
- Report hazards and incidents promptly.

Managers and Supervisors

Includes Unit Commanders, Deputy Unit Commanders, Skippers, Duty/Watch Officers, Assessors, ZDOMs, ZTMs, and employees with direct reports.

They must:

- Provide leadership in WHS;
- Identify, assess, and manage risks;
- Consult with workers on WHS matters
- Ensure incidents are reported and corrective actions implemented.

Officers

Includes the Board of Directors, Commissioner, Deputy Commissioners, and Executive Officers.

They must exercise due diligence by:

- Understanding WHS obligations and organisational risks;
- Ensuring appropriate resources and processes are in place
- Monitoring compliance and performance.

Contractors and Visitors

Must comply with MRNSW's WHS policies and procedures while on site and report any hazards or incidents.

MRNSW as a Person Conducting a Business or Undertaking (PCBU)

MRNSW has the primary duty of care to ensure, so far as is reasonably practicable, the health and safety of all workers and others affected by its operations.

Guidelines for workers, members and contractors

MRNSW workers (members, employees, contractors) must:

- Follow all MRNSW WHS policies, SOPs, and procedures.
- Only perform tasks they are trained, authorised, and capable to do.
- Work safely, using required personal protective equipment (PPE).
- Report hazards, incidents, and near misses promptly to supervisors or ZDOM.
- Complete required WHS training and participate in return-to-work programs.
- Use and maintain MRNSW equipment safely.
- Seek training or advice when unsure and actively participate in WHS consultation.
- Promote safety and risk management.

Guidelines for Officers, Managers, and Supervisors

As WHS duty holders under the NSW WHS Act, they must:

- Implement and enforce MRNSW WHS policies and procedures.
- Lead by example and promote a positive safety culture.
- Integrate WHS into business planning and manage risks in their areas.
- Monitor safe work practices and ensure compliance.
- Facilitate effective WHS communication, consultation, and dispute resolution.
- Ensure proper use of PPE and maintain emergency response plans.
- Provide tailored WHS training and ensure incident reporting and investigation.
- Support rehabilitation and return-to-work processes.
- Encourage WHS participation through meetings and activities.

Appendix 1 - WHS roles and responsibilities provides a summary table of WHS roles, including authority for decision-making, stand-down during investigations, and governance oversight. This appendix supports consistent application of WHS responsibilities across MRNSW.

WHS Management System (WHSMS) framework

Each Unit must implement a Work Health and Safety Management System (WHSMS) to:

- Document identified hazards
- Assess associated risks
- Develop and apply appropriate risk mitigation strategies
- Implement corrective actions

The elements of the WHSMS Framework (numbered 1–10) are outlined below. Supporting checklists, guides, and registers are included in the Appendix.

Additional tools and resources may be developed over time to assist Units with clarification, compliance, documentation, and record-keeping.

1. Commitment to WHS

This Work Health and Safety Commitment formally articulates Marine Rescue NSW's leadership commitment, governance obligations, and shared responsibilities to protect the health, safety, and wellbeing of all persons involved in or affected by its operations; it is endorsed by the Commissioner, reviewed and revised as required, and is provided in Appendix 3.

2. Consultation, Cooperation and Coordination

Under WHS legislation, Marine Rescue NSW (MRNSW) must consult regularly and continuously with members and employees on matters affecting their health and safety. Consultation, cooperation, and coordination are key components of WHS due diligence and risk management.

Members and employees must be involved in planning and decision-making where their health and safety may be affected and given the opportunity to provide input. MRNSW also works collaboratively with other rescue services and community stakeholders, who share WHS responsibilities for their own personnel and MRNSW members.

When working with the NSW Police Force (NSWPF), the lead agency during joint operations, MRNSW retains its duty of care. Skippers, Managers, and Supervisors are responsible for ensuring safe work practices and must report any safety concerns, hazards, or risks promptly.

Consultation Requirements

Consultation must occur when:

- Identifying hazards or assessing risks
- Controlling risks or changing work conditions, facilities or PPE
- Resolving safety issues or monitoring worker health
- Providing health and safety information or training

Other activities, such as upgrades to equipment, systems, or processes (e.g. radio systems, IT systems), may involve consultation but are not legally required under WHS legislation unless they directly affect the health and safety of workers.

Methods of Consultation

Consultation can occur through:

- Safety briefings and unit meetings
- Health and Safety Committees (HSCs)
- Appointment of a Unit WHS Officer (WHSO)

WHS should be a standing agenda item at all briefings, meetings, and training sessions. Each Unit Commander (UC) may appoint a WHSO to assist with WHS matters and report directly to them. The WHSO may attend Unit Executive meetings at the UC's discretion.

- Appendix 4 – WHSO Position Guide
- Appendix 5 – WHS Hazard Report Template

Safety Bulletins

MRNSW Safety Bulletins are issued periodically to share safety requirements and lessons learned from workplace incidents.

They are available in OTTER and on the Member Services webpage.

For feedback, clarification, or suggestions for future Safety Bulletin topics, contact: WHS@marinerescuensw.com.au or your Zone Duty Operations Manager (ZDOM).

Cooperation

Cooperation involves implementing arrangements agreed upon during consultation with relevant stakeholders. On operational matters, Units must coordinate with the Zone Duty Operations Manager (ZDOM) rather than directly contacting external agencies. ZDOM's will manage communications with authorised emergency services such as the NSW Police Force (NSWPF), NSW Ambulance, or the State Emergency Service (SES).

WHS cooperation between stakeholders is a legal requirement. MRNSW Units must not obstruct communication, must respond to reasonable requests, and should participate where possible to support joint WHS responsibilities, while ensuring all external contacts are routed through authorised staff channels.

Coordination

Coordination requires all duty holders to work together to meet their WHS obligations.

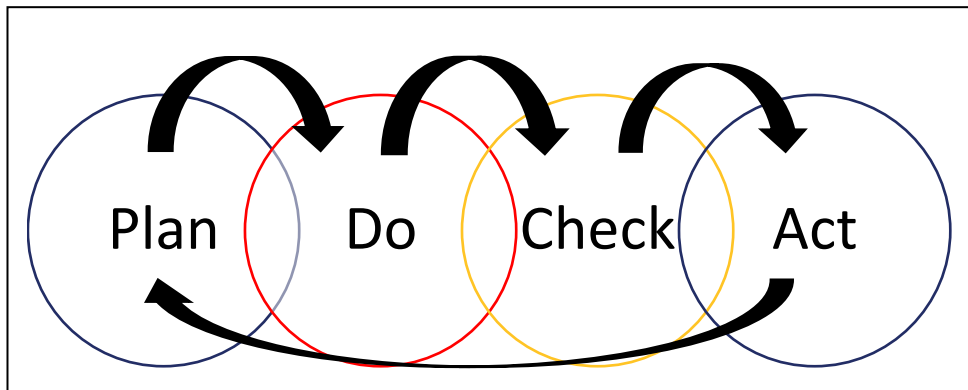
Effective coordination ensures stakeholders share information and resources to maintain a safe and efficient working environment without gaps in safety protection.

Units and Zone Operations teams must conduct annual interagency training, including search and rescue exercises, to meet this requirement.

With ZDOM or ZTM approval, Units may also coordinate local training opportunities with neighbouring MRNSW Units and emergency service agencies.

3. Continuous improvement

Work Health and Safety (WHS) is a proactive process focused on maintaining safe work practices. To ensure all systems remain effective, relevant, and compliant, MRNSW applies a Continuous Improvement Process based on the Plan–Do–Check–Act (PDCA) model.



Action	Description	Who is responsible
Plan	Identify improvement opportunities and plan for change in line with the current MRNSW Strategic Plan.	Senior Managers, Supervisors, Team Leaders, Unit Executives.
Do	Implement changes, report hazards, and trial risk controls. Escalate multi-site issues to the ZDOM.	All members, employees, contractors, visitors, and workplace leaders
Check	Monitor, inspect, and measure results to ensure safety improvements are effective.	Leaders and Supervisors
Act	Apply successful changes broadly or review and restart the process if required. Take timely action to reduce hazards and improve WHS performance.	Senior Leaders

Appendix 6 includes a WHS Action Plan template aligned with the WHSMS framework. This tool assists WHS Officers (WHSOs) in documenting, tracking, and developing WHS initiatives, projects, and programs.

4. Site Emergency Plan (SEP)

Each Unit must maintain a Site Emergency Plan (SEP) outlining emergency procedures for facilities, fleet, members, employees, and visitors.

The SEP must be stored electronically and in hard copy in an accessible location and included in member inductions. It should also be tested through safety drills so all members understand their roles and responsibilities.

A Site Emergency Plan template is available in OTTER.

Emergency Evacuation Diagrams

Emergency Evacuation Diagrams must show key site features and safety equipment.

Examples include:

Facilities	Fleet/Equipment
• Access/egress points • Chemical/fuel storage • First aid & fire equipment • Offices, garages, storage areas	• Boat ramps, sheds • Vessels, vehicles • Trailers, pontoons • Wharves

Emergency Planning and Response Requirements

The Emergency Response Exercise Plan template available on Otter provides a framework for documenting emergency drills and exercises.

Fire and Safety Requirements

- Fire safety certificates must be displayed where required by legislation or building classification.
- Fire extinguishers, hose reels, and emergency exits must be inspected and maintained in accordance with applicable Australian Standards.

Emergency Response Procedures

Emergency procedures should include:

- Evacuation
- Lockdown
- Shelter-in-place
- Medical emergency response
- Fire response
- Communication and emergency notification processes

The Chief Emergency Warden coordinates the overall site emergency response, provides direction to wardens, and may request external emergency services where required.

Emergency Training and Drills

All members and staff, and where practicable visitors, must be informed of emergency procedures and participate in emergency response drills and exercises relevant to the site's risks.

Training may include evacuation drills, lockdown exercises, medical emergency response, and shelter-in-place scenarios.

A debrief should occur following drills or incidents to identify lessons learned and support continuous improvement.

Emergency Wardens

Emergency Wardens, including Fire Wardens where appointed, and First Aid Officers where designated, are responsible for implementing emergency procedures within their designated area of responsibility.

This may include assisting with evacuation procedures, directing occupants to assembly areas, conducting area checks where safe to do so, reporting status updates and supporting emergency communication and coordination during incidents.

Wardens operate under the direction of the Chief Emergency Warden during emergency situations.

Units are responsible for ensuring appropriate wardens are appointed and for arranging accredited emergency warden training where required.

Response Type	Code and Situation	When to Use	Key Actions/Responsibilities
Evacuate	Code Red – Internal Threat	When a threat is inside the building (e.g. fire) and it is safer to leave.	- Implement the evacuation plan. - Check all areas (offices, toilets, meeting rooms, storage) to ensure everyone evacuates. - Assign someone to bring the first aid kit and sign-in book. - Evacuate calmly via designated routes. - Assemble at the emergency assembly point. - Account for all people using rosters and visitor logs.
Lockdown	Code Black – Security Threat	When evacuation is not safe due to an unauthorised person or security breach.	- Call 000 and request NSW Police. - Move to a predetermined safe internal area. - Lock and barricade doors. - Remain quiet and out of sight until NSW Police confirm it is safe to leave.
Medical Response	Code Yellow – Serious or Multiple Injuries	When there are serious injuries or multiple casualties beyond basic first aid.	- Call 000 and request NSW Ambulance. - Provide first aid if safe to do so and only by certified personnel. - Support emergency services upon arrival.
Shelter in Place	Code Blue – External Threat	When the threat is outside the building and it is safer to stay indoors.	- Call 000 and request NSW Police (if applicable) - Remain inside and secure the premises. - Restrict entry to prevent confrontation. - Wait for emergency services to confirm it is safe to leave.

5. Incident notification, investigation and corrective actions

The MRNSW Incident and Investigation Workflow ensures that all workplace and on-water incidents, including injuries, near misses, or equipment damage, are reported, investigated, and addressed promptly to maintain a safe and compliant operational environment.

When an incident occurs, the ZDOM, Manager and HQ must be notified immediately, followed by completion of the appropriate Incident/Near Miss or Vessel Incident Report Form (Appendix 7). Certain incidents may also require reporting to AMSA (Australian Maritime Safety Authority) or SafeWork NSW under legislative obligations.

Following notification, an investigation is commenced, generally by the ZDOM and the Senior Manager, People and Culture, to determine the root causes and contributing factors. Investigations should commence within 24 hours for serious or notifiable incidents, or within 2-3 business days for minor incidents or near misses, once the scene is safe and any regulatory reporting obligations have been met.

MRNSW investigations follow the ICAM (Incident Cause Analysis Method) using the PEEPO model to ensure a structured and comprehensive review:

- **People** – human factors and actions involved;
- **Equipment** – tools, vessels, or systems contributing to the event;
- **Environment** – physical or operational conditions at the time;
- **Processes** – existing procedures, policies, or work practices; and
- **Organisation** – management systems, culture, communication, or training influences.

The investigation seeks to determine what happened, why it happened, and what can be improved. Findings are used to develop corrective actions and preventive actions, which are recorded and reviewed within the MRNSW Safety Management System to strengthen future safety performance.

A visual overview of the reporting and investigation process, refer to Appendix 8 – Workflow for Incidents and Investigation and Appendix 9 – Investigation methods for WHS Incidents.

6. Injury and Health Management

MRNSW manages all health, fitness and injury-related matters in accordance with Workers' Compensation, SafeWork NSW, and Australian Maritime Safety Authority (AMSA) requirements to ensure the safety and wellbeing of all employees, members, contractors, and visitors.

Injury and Incident Response

If an injury occurs, first aid must be administered immediately, and the injured person must seek medical attention as soon as practicable. All injuries, hazards, and incidents must be reported without delay to activate appropriate support, investigation, and recovery processes.

Medical Assessment and Clearance

A medical assessment or clearance from a registered medical practitioner (RMP) is required before any member or employee returns to operational or training duties following an injury, illness, medical condition, or surgical procedure that may affect their fitness for duty.

Before resuming any operational or training activities, the affected individual must provide a medical certificate of capacity or fitness clearance from a registered medical practitioner that:

- Specifically addresses the Marine Rescue NSW (MRNSW) Job Safety Analysis (JSA) relating to the member's rating(s), and
- Confirms that this standard of fitness, or specific components therein, can be safely met.

MRNSW may also require a medical assessment at any time if there are concerns about a person's ability to safely perform their role.

Job Safety Analyses (Appendix 18) for Vessel Operations, Radio Operator and Administrative roles outline the physical and cognitive decision-making requirements inherent to these positions. The RMP must refer to the relevant JSA when assessing any restrictions or limitations to capacity.

Based on the assessment, the RMP may recommend rehabilitation, exercise programs, or suitable duties to support a safe and sustainable return to operational, administrative, or training activities.

Health, Fitness and Self-Assessment Declarations

All members and employees must complete a variety of Health and Fitness Self-Assessment Declarations confirming their capacity to safely perform their role. These declarations are required during annual membership renewal, which is conducted in accordance with SOP ADM 28 – Membership Renewal Form (FORM MR 430), available in OTTER in membership forms. Declarations may also be requested at other times as determined by MRNSW.

For specific operational roles such as State Operations Group (SOG) and Vessel Operations, additional self-assessment declarations must be completed to confirm that individuals are physically and mentally fit to undertake operational, training, or on-water duties.

To assist members and employees in assessing their personal readiness, MRNSW recommends using the IMSAFER model, which encourages consideration of the following factors before undertaking any activity:

- I – Illness: Any symptoms or illness affecting performance?
- M – Medication: Taking anything that may impair ability?
- S – Stress: Experiencing personal or work stress?
- A – Alcohol: Consumed alcohol recently?
- F – Fatigue: Well-rested and alert?
- E – Eating/Emotion: Nourished and emotionally stable?
- R – Readiness: Physically and mentally ready to perform?

This model supports individuals in identifying any factors that may impair safe performance. Members and employees are responsible for consciously monitoring their own fitness and fatigue levels and must self-assess before participating in any MRNSW activity to ensure they are fit, alert, and capable of performing their duties safely.

To maintain operational capability, drills, skills logs, and periodic skills refreshers are conducted to ensure members and employees retain the necessary competencies and currency for their role.

It is essential that all members and employees promptly inform their Unit Commander (UC), Zone Duty Operations Manager (ZDOM) or Manager of any medical condition, illness, injury, surgery, or mental health concern that may affect their ability to perform duties or participate in training.

Return to Work Program and Rehabilitation

If an individual is injured while working or volunteering for MRNSW, they must comply with MRNSW's Return to Work (RTW) and Rehabilitation process. This process ensures that all injuries are managed in line with Workers' Compensation and SafeWork NSW requirements, supporting a safe, structured, and sustainable recovery.

Before resuming any operational or training activities, the affected individual must provide a medical certificate of capacity or fitness clearance from a registered medical practitioner.

Injured members and employees are required to:

- Actively participate in their recovery and rehabilitation program
- Attend medical appointments as directed
- Comply with their individual return-to-work plan
- Maintain regular communication with MRNSW and the relevant insurer

This collaborative approach helps ensure that recovery, rehabilitation, and return to operational duties are managed safely and effectively for both the individual and their team.

Privacy

All medical and fitness information is treated confidentially and shared only on a need-to-know basis. MRNSW is committed to maintaining privacy, respect, and trust throughout the return-to-duty process.

For further guidance, contact the People and Culture team at WHS@marinerescuensw.com.au

Induction, Competency and Skills Maintenance

All members and employees must complete site, vehicle, and vessel inductions to ensure familiarity with their work environment, roles, and responsibilities, and to reduce the risk of accidents or injury.

Induction

The Member Induction Form (Appendix 10) must be acknowledged and signed by all members. It includes a general induction covering:

- Roles and responsibilities
- Key MRNSW information and reference documents
- Training and development requirements
- Workplace Health and Safety (WHS) focus areas
- Rescue vessel inductions
- Fitness self-assessment

Completed forms must be signed off and recorded in accordance with MRNSW procedures. Members are required to disclose any medical or physical limitations to support reasonable adjustments where appropriate.

A rescue vessel induction must be completed for each vessel, with a skipper in attendance, to ensure members understand vessel layout, equipment, safety systems, and emergency procedures.

Competency

Members undertaking operational roles must complete competency assessments that align with the inherent requirements of their duties. These assessments include:

- Skills refreshers and competency checklists
- Compliance with applicable Standard Operating Procedures (SOPs)

All MRNSW activities are governed by SOPs, including SOP OP 1 for all ratings, and additional SOPs relevant to specific functions or operational activities. Compliance with SOPs ensures consistent, safe work practices across all members and employees.

Skills Maintenance

Ongoing skills maintenance is required to ensure operational readiness. A skills refresher must be completed when a member has been inactive for more than six months, is returning from leave or injury, or as part of a currency check determined by MRNSW.

All training, induction, and competency records must be maintained in accordance with MRNSW procedures. This ensures verification of capability, adherence to safe work practices, and support for continual improvement of operational performance.

7. Positive and respectful workplace behaviours

All members and employees must comply with the MRNSW Code of Conduct, which sets out expected standards of behaviour across the organisation. MRNSW also maintains several policies and SOPs that prevent and address unwanted or inappropriate conduct, including:

- Bullying, Harassment and Discrimination Prevention Policy
- Sexual Harassment Prevention Policy
- Child Safety and Wellbeing Policy
- Whistleblower Policy

In addition, several governance documents outline behavioural expectations and processes for managing concerns, including the MRNSW Constitution, Rules, Code of Conduct Policy, SOP ADM 19 Protocol Guide, SOP ADM 05 Complaint Resolution and Discipline Procedures, SOP ADM 06 Grievance Handling, and SOP ADM 09 Suspension Pending Investigation and Expulsion.

Where a complaint or concern is under investigation, members or employees may be stood down from operational duties or specific activities to ensure the integrity of the process, maintain safety, and protect all parties involved. This stand-down may be temporary and will be applied in accordance with relevant SOPs and governance requirements.

Together, these documents establish clear behavioural standards for MRNSW and provide consistent pathways for reporting, managing, and resolving issues, while ensuring investigations are conducted safely, fairly, and efficiently.

8. WHS Issue resolution

MRNSW manages safety through routine risk assessments, consultation, and safe work practices. Members and employees are expected to take appropriate steps, within their role, skills, and experience, to address hazards when they become aware of them.

When hazards are identified, members, and employees must consider the likelihood and seriousness of potential harm, apply the hierarchy of control, and take necessary corrective action. Some hazards must be made safe immediately by isolating the risk and reporting it through the appropriate channels. The urgency and complexity of the hazard, along with resourcing and external factors, may influence the time required to fully resolve it, but hazards must always be eliminated or made safe.

The WHS Issue Resolution Process (Appendix 11) outlines how WHS issues should be managed to ensure timely and consistent decision-making. WHS matters should, where possible, be resolved in the workplace, as close as possible to where they arise, with those affected consulted on suitable control measures.

If an issue is sensitive, complex, or has broader organisational implications, it may be escalated to the ZDOM. The ZDOM may then consult with the relevant Zone Commander (ZC), Unit Commander (UC), or HQ as required.

9. Record Management

The NSW WHS Act requires MRNSW to create, classify, maintain, and appropriately dispose of WHS records to ensure accurate documentation of incidents, hazards, safety actions, and compliance activities.

Creation and Retention

WHS records must be kept for:

- Incidents causing injury or damage – 25 years, or 75 years if serious or notifiable.
- Injuries to members, employees, visitors, or the public – 25 years, or 75 years for serious injuries; volunteers/public – 15 years.
- Damage to MRNSW property – 25 years.
- Actions taken to prevent incidents – 5–40 years depending on risk.
- Compensation, injury management, rehabilitation, and first-aid treatment – 5–75 years depending on severity.
- Hazard identification, risk assessments, and control measures – 5–40 years.

These retention periods ensure compliance with NSW guidelines and provide documentation for legal, safety, and operational purposes.

Classification & Filing

WHS records should be stored electronically alongside other MRNSW governance records. Paper documents should be scanned and saved, including diary notes, emails, incident reports, investigations, invoices and consultation evidence.

All WHS documents should be stored in line with MRNSW WHSMS requirements.

Record Maintenance

Each Unit should maintain a WHS Documents Register (Appendix 12) to track the creation, review, updates and disposal of WHS records.

Disposition

Some WHS records, particularly those related to injuries and compensation, must be retained for extended periods, in some cases up to 75 years.

Refer to the MRNSW Records Management Requirements Guide (Appendix 13) for retention timeframes and examples of required record types.

10. WHS Risk Management

Risk management ensures MRNSW identifies hazards, assesses risks, and implements effective controls to maintain a safe environment for members, employees, contractors, and volunteers. Risks may affect operational capability, compliance, finances, security, people, or reputation.

The MRNSW Risk Matrix below (Appendix 15) is used to consider the likelihood and consequence of each risk, assessing both inherent and residual levels across key dimensions:

- Strategic
- Compliance
- Legal
- Financial
- Operational
- People and member management
- Security

MRNSW RISK MATRIX

				Consequence				
				1	2	3	4	5
				Insignificant	Minor	Moderate	Major	Catastrophic
			Definition	Minimal or no impact	Low impact easy to control	Noticeable impact, requires management	Significant impact, requires thorough management	Critical impact, can be catastrophic
Likelihood	E	Almost certain	Very likely to happen	Low	Medium	High	Extreme	Extreme
	D	Likely	Expected to happen under normal circumstances	Low	Medium	High	High	Extreme
	C	Possible	May happen under normal circumstances	Very low	Low	Medium	High	High
	B	Unlikely	Not expected to happen	Very low	Low	Medium	Medium	High
	A	Rare	Rare, very unlikely to happen	Very low	Very low	Low	Medium	High

Risk Level Definitions		
Risk Levels		
	Rating	Definition
1	Very low	Very low risk – acceptable, no action required
2	Low	Low risk – monitor and manage
3	Medium	Medium risk – requires attention
4	High	High risk – requires priority attention, significant action needed
5	Extreme	Extreme risk – immediate action or termination of activity needed

Assessed Inherent Residual Levels	
Risk	Inherent
Strategic	Medium
Compliance & Legal	Medium
Financial	Low
Operational	High
People & Member Management	Medium
Security	Medium

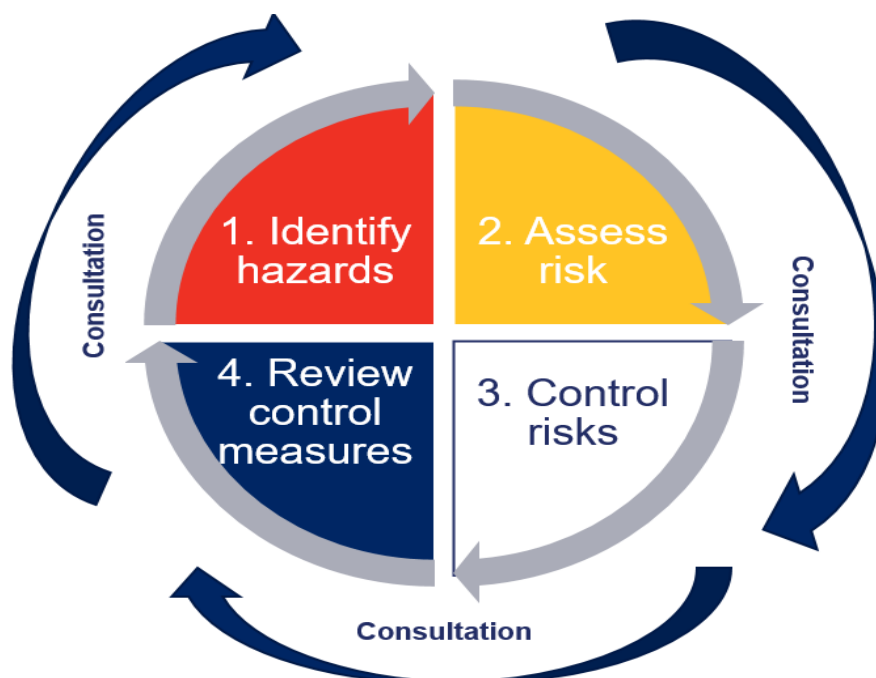
Appendix 15 – MRNSW Risk Matrix Template

Risk assessments are required whenever:

- New hazards are identified
- Tasks or operational conditions change
- Equipment, facilities, or procedures change
- An incident or near miss occurs
- Concerns are raised by personnel

The MRNSW Risk Assessment Template and the SafeWork NSW Hierarchy of Control guide the identification, assessment, and control of hazards (see Appendices 14 and 16).

The Safe Work NSW WHS Risk Assessment model (below) ensures a systematic, repeatable, and compliant approach to workplace risk management, helping MRNSW keep people safe and operations compliant.



Procedure

1. Identify Hazards

All personnel are responsible for proactively identifying hazards. A hazard is anything that has the potential to cause harm. Steps include:

1. Observe and inspect: Work areas, vessels, equipment, and operational tasks.
2. Consult: Speak with team members, supervisors, or subject-matter experts.
3. Consider hazard categories: Physical, chemical, biological, environmental, ergonomic, psychosocial, operational, security.
4. Document hazards: Use the MRNSW Risk Assessment Template (Appendix 14). Include location, activity, and who may be affected.
5. Reference guidance: Use SafeWork NSW “Hazards A–Z” and relevant Codes of Practice.

2. Assess Risk

Once hazards are identified, assess the risk using a structured approach:

1. Determine likelihood – How likely is the hazard to cause harm?
2. Determine consequence – What is the potential impact (injury, property damage, operational disruption, legal/financial consequences)?
3. Use MRNSW Risk Matrix (Appendix 15) – Assign inherent risk levels before controls are applied.

4. Consider all dimensions – Strategic, compliance, legal, financial, operational, people/member management, security.
5. Document assessment – Record risk rating, assumptions, and supporting information in the Risk Assessment Template.

3. Apply Controls

Select and implement controls using the SafeWork NSW Hierarchy of Control (Appendix 16):

1. Elimination – Remove the hazard where possible.
2. Substitution – Replace the hazard with something less hazardous.
3. Isolation – Separate people from the hazard.
4. Engineering controls – Redesign, guard, or modify equipment or processes.
5. Administrative controls – Implement procedures, training, signage, rostering, or checklists.
6. PPC/PPE – Last line of defence; only used if other controls are insufficient.

Multiple layers of control are often required to reduce risk to as low as reasonably practicable.

4. Review Control Measures

After implementing controls, it is essential to review their effectiveness to ensure ongoing risk reduction:

1. Monitor performance – Observe whether the controls are working as intended.
2. Review after changes – Reassess if operational tasks, personnel, equipment, or environmental conditions change.
3. Review after incidents – Following near misses or incidents, determine if controls were adequate.
4. Consult personnel – Gather feedback from members, employees, and supervisors on the practicality and effectiveness of controls.
5. Update documentation – Record outcomes, lessons learned, and any required adjustments in the Risk Assessment Template.
6. Continuous improvement – Revise controls as needed to maintain safety and compliance.

In addition to general workplace hazards, MRNSW recognises that certain operational and environmental factors pose higher or more complex risks that require targeted management and monitoring.

Specific Hazards

Fatigue Management

Fatigue is a major workplace hazard in maritime and emergency services, reducing cognitive and physical abilities and increasing the risk of incidents. Being awake for ~17 hours can impair performance similarly to a blood alcohol content of 0.05. ([Transport for NSW, Toward Zero](#)).

Requirements and Mitigation:

- Plan rest, sleep, hydration, and avoid alcohol or sedating medication 24 hours before duty.
- Consider fatigue risk factors: long or irregular hours, insufficient breaks, circadian disruption, high physical or emotional demands, and prolonged or stressful tasks.
- Implement a fatigue risk management plan including education, monitoring, and self-reflection.

Controls using Hierarchy of Control:

- **Elimination:** Avoid operating vessels while fatigued.
- **Engineering:** Ensure vessel/vehicle readiness and safety.
- **Substitution:** Share duties or use alternative transport.
- **Isolation:** Schedule rest breaks; condition crew for long trips.
- **Administrative:** Use fatigue checklists and plan communications according to urgency and personnel status.

Operational Considerations:

- Account for on-call status, recent overnight work, urgency of communications, and contact method.
- Rostering must consider activity level, season, recovery time, and support facilities.
- Unit Commanders and activity leaders must monitor fatigue during operations, training, events, and emergency response, including extended search/rescue and travel readiness.

References:

- [AMSA Fatigue Guidelines for Managing and Reducing the risk of Fatigue at Sea](#)

Psychological and Psychosocial Hazards

Poorly managed psychosocial hazards increase the likelihood of work-related psychological injuries. Early intervention, awareness, timely action, and effective communication are key.

Key Actions:

1. **Protect** – Identify work-related hazards and implement controls; consider internal/external factors such as resourcing, environment, partner agencies, and team interactions.
2. **Respond** – Address concerns, incidents, or behaviour changes promptly; engage with individuals and provide guidance or support.
3. **Promote** – Encourage wellbeing, positive mental health, and awareness of support services; foster a supportive culture.

Support Services:

MRNSW provides Critical Incident Support, Employee Assistance Programs (EAP), Peer Support Officers, Chaplaincy, and wellbeing resources for members and employees. Further information on these support services are available on the MRNSW website under Member Services in the Member Support Area.

11. Legislative and Governance Framework

This document is to be read in conjunction with applicable NSW work health and safety legislation, relevant Australian Standards, and Marine Rescue NSW (MRNSW) Standard Operating Procedures (SOPs), which collectively establish the mandatory requirements, controls, and operational guidance to support the safe conduct of MRNSW activities.

NSW legislation

- [OCCUPATIONAL HEALTH AND SAFETY | State Records NSW](#)
- [Work Health and Safety Act 2011 No 10 - NSW Legislation](#)
- [Work Health and Safety Regulation 2025 - NSW Legislation](#)
- [WORKPLACE INJURY MANAGEMENT AND WORKERS COMPENSATION ACT 1998 - As of 1 July 2024 - Act 86 of 1998 \(austlii.edu.au\)](#)
- [Who is eligible to make a workers insurance claim | iCare \(nsw.gov.au\)](#)
- SIRA [Certificate of capacity/certificate of fitness for work \(nsw.gov.au\)](#)

Safe Work NSW

- [Easy to do work health and safety \(nsw.gov.au\)](#)
- Safe Work NSW [Code of practice - Work health and safety consultation cooperation and coordination \(nsw.gov.au\)](#)

Federal legislation

- [Federal Register of Legislation - Fair Work Act 2009](#)
- [Federal Register of Legislation - Fair Work Regulations 2009](#)

MRNSW

- For all SOPs on OTTER refer to link - otter.marinerescuensw.com.au/file/list#
- SOP OP 1 – Training 2025 v2
- SOP ADM 05 – Complaint Resolution and Discipline Procedures
- SOP ADM 06 – Grievance Handling
- SOP ADM 09 – Suspension Pending Investigation and Expulsion
- SOP ADM 19 – Protocol Guide

Standards

- *AS 3745:2010 Planning for emergencies in facilities*
- *AS/NZS ISO 45001:2018 Occupational health and safety management systems – Requirements with guidance for use.*
- *ISO 9001:2016 Quality Management System – Requirements*
- *ISO 31000: 2009 Risk Management – Principles and guidelines*
- *ISO 45003:2021 Occupational health and safety – Psychological health and safety at work – Guidelines for management psychosocial risks*

12. Support and advice

Advice on workplace safety should initially be sought from the relevant ZDOM. For further guidance, information on incidents, injuries, fitness for duty, WHS inquiries, or feedback on this SOP, contact the People and Culture Team on Email: WHS@marinerescue.com.au

- Senior Manager, People and Culture
Mobile: 0407 667 383
- Manager Member, People and Culture
Mobile: 0447 722 667

Definitions and acronyms

Appendix 17. WHS Glossary of terms

A. [Easy WHS Templates and glossary | SafeWork NSW](#)

B. [Glossary | SafeWork NSW](#)

MRNSW conventions and acronyms used in this document.

Acronym	Description
AMSA	Australian Maritime Safety Authority
DC	Deputy Commissioner
LOP	Local Operating Procedure
MRNSW	Marine Rescue New South Wales
NSWPF	NSWPF Marine Area Command
Otter	MRNSW internal web-based portal and document repository
RWC	Rescue watercraft – jet-ski
RWCO	Jet ski operator
SOG	State Operations Group
SOP	Standard Operating Procedure
SOP ADM	Administration SOP
SOP OP	Operational SOP
Vessel	means any ship, lighter, barge, boat, raft, craft and any floating object or apparatus used wholly or in part for the conveyance of persons or things by water, of whatsoever description and howsoever navigated, and includes amphibious vehicles, seaplanes, hydroplanes, hydrofoils, hovercraft, sunken or stranded vessels and the wreck or remains of any vessel.
WHS	Work Health and Safety
WHS Act 2011	NSW Work Health and Safety Act 2011
WHS Regulation 2025	NSW Work Health and Safety Regulation 2025
WHSMS	Work Health and Safety Management System
ZDOM	Zone Duty Operations Manager
ZC	Zone Commander
ZTM	Zone Training Manager

Approval and document control

Draft	Author	Document status / change	Reviewers	Approver	Date
V 2.0	M Gibbs	new	D. Schott	Commissioner	Dec 2025

Appendices

Attachment number	Title	SOP OP 14 & WHSMS Section
1.	WHS Roles and responsibilities summary	Roles and Responsibilities
2.	Membership Renewal Form MR430	
3.	WHS Commitment	1. WHS Commitment
4.	WHS Officer Position Guide	2. Consultation, cooperation and coordination
5.	WHS Hazard Report Template	
6.	WHS Action plan	
7.	Notification of near miss, incident or injury form	5. Incident management, investigation and corrective actions
8.	Workflow for Incidents and Investigation	
9.	Investigation methods for WHS incidents	
10.	Member Induction Form	6. Injury management
11.	WHS Issue resolution process	8. Issue resolution
12.	WHS Document Register template	9. Record management
13.	WHS Records Management	
14.	Risk Assessment Template	10. Risk management
15.	MRNSW Risk Matrix Template	
16.	Safe Work NSW Hierarchy of control	
17.	WHS Glossary of terms 1. Easy WHS Templates and Glossary SafeWork NSW 2. Glossary SafeWork NSW	Definitions and acronyms
18.	Job Safety Analysis (JSA)	Injury management

Appendix 1 – WHS Roles and responsibilities Summary



WHS roles and responsibilities

Board & Commissioner		Deputy Commissioner Corporate & Deputy Commissioner Operations		Senior Managers, Unit Commander (UC), Zone Commander (ZC) & Zone Duty Operations Manager (ZDOM)		Members & Staff
Role	Role	Role	Role	Role	Role	Role
- Decision makers for the overall safe governance & operation of MRNSW. - Demonstrate due diligence to ensure the safety of members, contractors, and visitors. - Duty of care to all MRNSW members and staff. - Implement reasonably practical WHS outcomes and hierarchy of controls. - Authority to stand down members or staff where required for safety or investigations. - Authority to expel members following investigation or disciplinary processes. Responsibilities <u>Consultation:</u> - Undertake actions to improve workplace safety, WHS agenda item at meetings. Cooperation and Coordination - Work with internal and external stakeholders on WHS matters.	- Decision makers within their delegation for safe governance & operation of MRNSW. - Establish WHS objectives in the Strategic Plan. - Identify WHS hazards & implement controls. - Provide WHS information, instruction & training. - Review risks & mitigation strategies. - Authority to stand down members or staff where required for safety or investigations. Responsibilities <u>Consultation</u> - Communicate effectively with internal & external stakeholders regarding WHS issues, WHS agenda item at meetings. Cooperation and Coordination - Coordinate with MRNSW and external stakeholders. - Document actions taken to improve workplace safety. - Provide skills & WHS related information, instruction & training.	- Decision maker within their delegation for operation safety. - Duty of care for self, members & visitors. - Identify WHS hazards & implement the hierarchy of control. - Ensure reasonably practical WHS & wellbeing outcomes. - Review and manage risks, accidents, incidents, injuries & near misses. - Keep records of actions taken to improve workplace safety. - Provide WHS related information, instruction & training. - Authority to stand down members during investigations to maintain safety and integrity. Responsibilities <u>Consultation:</u> - Timely communication with the Deputy Commissioner (DC) & internal & external stakeholders. - Include WHS as a standard agenda item at all meetings. - Report risks & mitigation strategies. Cooperation and Coordination - Internal & external stakeholders. - Risk assess all MRNSW activities.	- Complete incident notifications for all accidents, incidents, injuries & near misses. - Duty of care for self, other members & visitors. - Follow all reasonable directives & instructions. - Identify, report and mitigate workplace hazards. - Members - communicate with Unit Commander & Unit personnel as required. - Staff - communicate with their direct Manager, other staff & members. Responsibilities <u>Consultation:</u> - Effective & timely communication regarding WHS hazards or risks with Unit Commander, manager or staff. - Identify workplace hazards with internal & external stakeholders as appropriate. Cooperation and Coordination - Work with MRNSW Unit members, staff and external stakeholders.			

[Code of practice - Work health and safety consultation cooperation and coordination \(nsw.gov.au\)](https://www.nsw.gov.au/code-of-practice-work-health-and-safety-consultation-cooperation-and-coordination)

Membership Renewal Form (FORM MR 430)



Member Name: Unit:

Otter ID:

Annual membership renewal requirements

In accordance with Clause 19 of the Constitution of Volunteer Marine Rescue NSW, members are required to forward a signed membership renewal form to the relevant Unit Commander on or before 1 July of each year.

Responsibilities of Members

In accordance with Clause 16 of the Constitution, all Members must:

- abide by the Constitution, Rules, policies, procedures and any other instructions issued by Marine Rescue NSW;
- obey the lawful instruction of their superiors;
- undertake required training to become and remain competent in their assigned duties;
- maintain active membership of their Unit, except when undertaking a period of approved leave of absence; &
- abide by the Marine Rescue NSW Members Code of Conduct.
- comply with all Work Health and Safety (WHS) legislation, regulations and take reasonable care for my health, safety and wellbeing of others.

Declarations

I, , confirm the renewal of my membership of Volunteer Marine Rescue NSW,
as a member of Marine Rescue Unit for the year
from to .

I confirm that my details contained in the Membership database (OTTER) are current and up-to-date and that I have disclosed all required information as outlined below.

Medical Declaration

- ☐ I declare that I have no ongoing physical limitations or medical conditions that would impact my ability to safely carry out my assigned duties and could place myself and/or others at risk while carrying out those duties.
- ☐ I undertake to immediately notify my Unit Commander if the above circumstances change.

Criminal History Declaration (tick the appropriate box)

- ☐ I have not had any charges laid or convictions recorded against me under the Crimes Act 1900 (NSW) (whether under my name or any aliases) since my last MRNSW Criminal Records Check.
- ☐ I have had charges laid or convictions recorded against me (whether under my name or any aliases) since my last MRNSW Criminal Records Check. I agree that within two weeks of signing this declaration, I will complete a Police Check Informed Consent Form to authorise MRNSW to undertake a new Criminal Records Check.

If at any stage after signing this declaration, I have fresh or further charges laid against me or am convicted of an offence under the Crimes Act 1900 (NSW) (whether under my name or any aliases), I agree that within two weeks of this occurrence, I will complete a Police Check Informed Consent Form to authorise MRNSW to undertake a new Criminal Records Check.

I am aware that the Police Check Informed Consent Form is located on the MRNSW Otter database and that this should be completed, together with a 100 point check, and forwarded to admin@mmsw.com.au to facilitate a Criminal Records Check.

I understand charges or offences listed against my name may affect my MRNSW membership.

I acknowledge that MRNSW will treat these matters confidentially.

Signed: Dated: Signed: Dated:
(Member) (Unit Commander)

PLEASE RETURN THIS RENEWAL FORM TO YOUR UNIT COMMANDER BY JULY 1

[Click here to print form](#)

MR430 – May 2026



Commitment

Work Health and Safety

At Marine Rescue NSW we recognise that our people are our greatest asset and that work health and safety (WHS) is everyone's responsibility.

We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and wellbeing of our members (volunteers), staff (employees), contractors and visitors.

Marine Rescue NSW is committed to:

- complying with the Work Health and Safety Act 2011 (NSW) and Work Health and Safety Regulation 2025 (NSW) and any other relevant legislation.
- consultation with members, staff and stakeholders on health and safety matters in the workplace.
- developing and implementing strategies to eliminate or control hazards, including a Safety Management Framework.
- establishing measurable objectives for work health and safety that encourage continuous improvement.
- implementing and maintaining appropriate information and reporting methods.
- implementing appropriate training for members, staff, contractors, and visitors.
- provide a workplace that is safe for our members, staff, contractors and visitors, who may be affected by our operations.
- provide relevant WHS information, instruction and training to members, staff, and stakeholders on matters such as workplace safety roles and responsibilities.
- regularly review this WHS Commitment, associated Policy and related Standard Operating Procedures (SOP) to ensure they operate effectively.

The Marine Rescue NSW Work Health and Safety Policy and relevant Marine Rescue NSW SOP outline the safety arrangements and principles which are to be observed by Marine Rescue NSW members, staff, contractors, and visitors.

This Work Health and Safety Commitment is endorsed by the Marine Rescue NSW Commissioner, Todd Andrews.



Todd Andrews
Commissioner
2 March 2026





Position Guide - Work Health and Safety (WHS) Officer

Position Title:	WHS Officer
Reporting to:	Unit Commander (UC) Deputy Unit Commander (DUC)
Responsible to:	Executive Committee
Position type:	Advisory - Volunteer member appointed by Unit Commander
Purpose Statement The WHS Officer (WHSO) assists their unit with WHS matters. The WHSO provides support to the UC and DUC to foster compliance with Work, Health and Safety (WHS) requirements. However the UC and DUC remain responsible for the WHS outcomes at the unit. The WHSO maintains accurate safety records taking a lead role when WHS hazards are identified, assessing risk and consulting on risk mitigation strategies. In addition, the WHSO consults and collaborates with the UC and DUC, members and staff, and encourages continuous improvement, to meet our goal of no workplace injuries at MRNSW.	
Unit Executive Position Induction: It is recommended an induction and handover meeting is convened between the incoming and outgoing WHS Officers.	

Knowledge, skills and experience

Essential	Desirable
- Ability to consult and work collaboratively with others including: Unit Commander/Executive; MRNSW members and staff; external stakeholders. - Ability to maintain confidentiality particularly in relation to private medical information. - Ability to read and apply standards and WHS legislation. - An accurate and systematic approach to record keeping. - An understanding of the MRNSW organisation (or willingness to acquire). - Capable of documenting Local Operating Procedures (LOPs). - Commitment to respectful workplace behaviours and ethical conduct. - Commitment to working in support of Unit Executive and volunteer members. - Desire to improve health, safety and wellbeing. - Good written and oral communication skills. - Good computer/tablet/smart-phone literacy, competent with Microsoft Office programs and able to use the internet and online systems. - Interest in WHS and the application of safe work practices. - Leadership and coaching skills.	- Experience applying WHS requirements. - Experience dealing with Safe Work NSW, on-site contractors and the public. - Familiarity with the concept of risk management. - Pragmatic disposition. - Understanding of the Work Health and Safety Act 2011 (nsw.gov.au) & Work Health and Safety Regulation 2025 (nsw.gov.au)

Appendix 4 – WHS Officer Position Guide Cont.

The position holder shall uphold and promote the Values of MRNSW:

SERVICE	Volunteers dedicated to boating safety and saving lives
TEAMWORK	Working together to face out challenges and achieve our goals
PROFESSIONALISM	A constant focus on accountability, transparency and excellence
RESPECT	Living a culture of respect for our people, the community and the environment
HISTORY	We will always look to the future but will never forget our past

The position holder shall contribute to the following Strategic Objectives of MRNSW:

OUR PEOPLE	A motivated professional volunteer membership, able to meet current and future demands
OUR SERVICE	A world-class 24/7 volunteer-based rescue, communications and safety education service
OUR ORGANISATION	A leading volunteer-based emergency service, acting collaboratively at all levels and with our partners and stakeholders.
OUR BUSINESS	Application of sound business principles to ensure the long-term financial and management sustainability of the organisation

Key Focus Areas	
PLAN	Determine and assess WHS risks and opportunities. Establish Unit/local WHS objectives and safety processes as necessary. Deliver results in accordance with MRNSW WHS Policy & Procedure. Strategies - Assist MRNSW to fulfil legal requirements in accordance with legislation including: Work Health and Safety Act 2011 (nsw.gov.au), Work Health and Safety Regulation 2025 (nsw.gov.au) Workers Compensation (Bush Fire, Emergency and Rescue Services) Act 1987 No 83 - NSW legislation, Workers Compensation (Bush Fire, Emergency and Rescue Services) Regulation 2023 - NSW legislation and Workplace Injury Management and Workers Compensation Act 1998 No 86 - NSW legislation - Continuous improvement of WHS performance and systems at the Unit. - Document WHS consultation and communication with Unit Commander, Executive and members. - Establish an Emergency Management Plan in consultation with the Unit Property Officer including: - access/egress, - drills (emergency response), - evacuation diagrams, - First Aid equipment, - local Emergency Manual, and - wardens. - Evaluate flammable and hazardous chemical storage to reflect safety data sheet content. - Identify workplace hazards associated with MRNSW routine activities including: - events, - fundraisers, - operations, - psychological stressors, - search and rescue, - team environment and - training - Participate in consultation with other emergency service providers and first responders regarding risk mitigation strategies as required. - Routinely assess WHS risk introducing appropriate risk mitigation strategies.
DO	Implement MRNSW WHS procedures as planned

Appendix 4 – WHS Officer Position Guide Cont.

	Strategies • Consult with members and staff, Unit Commander and Unit Executive, in relation to WHS matters. • Demonstrate leadership and commitment in respect to the health, safety and wellbeing of MRNSW members. • Document unit WHS: ○ consultation, ○ directives, ○ initiatives, ○ LOPs, ○ risk assessments, and ○ training provided and undertaken. • Draft and review WHS related LOPs for approval by Unit Commander. • Encourage disclosure and documentation of all workplace illnesses, incidents and injuries. • Liaise with Unit Property Officer in relation to facilities and property matters. • Review WHS registers including: Hazardous substances, Injury/illness, risk. • Support and promote initiatives to improve member psychological wellbeing. • Support members returning to the workplace after injury. • Visibly demonstrate commitment to WHS, by establishing and displaying high safety standards. • Work in partnership with external and internal stakeholders.
CHECK	Monitor and measure activities and processes with regard to WHS Policy objectives and report the results. Strategies • AED battery life (quarterly) • Electrical Testing and Tagging (schedule) • Emergency desk top exercise (at least annually) • Fire safety certification (annual) • Fire safety evacuation drill (at least annually) • Fire safety equipment checks (6 monthly) • First Aid kits checked (quarterly) • Incident, injury, near miss, data (quarterly) • Lift registration (annual) • Risk Register (ongoing) • Safety data sheets (valid for 5 years) • Workplace safety inspections (quarterly)
ACT	Take actions to continually improve the WHS performance to achieve the intended outcomes. Strategies • Analyse incident, injury, near miss and hazard data, identify trends and assess potential WHS risk. • Attend unit Executive meetings as requested by Unit Commander. • Conduct regular inspections and assessments of the workplace environment and equipment and report to the Unit Commander. • Comply with MRNSW Constitution, Rules, Standard Operating Procedures (SOP), WHS Management System (WSMS) . • Review and draft LOPs documenting safe work practices. • Submit information and reports to Unit Commander in relation to WHS matters. • Support unit project planning. • Undertake and provide safety training if required. • Undertake risk assessments, as required.

Appendix 4 – WHS Officer Position Guide Cont.

Appendix 4 – WHS Officer Position Guide Cont.

Relationships

<u>Unit</u>	<u>Headquarters</u>	<u>External stakeholders</u>
• Commander • Executive • Finance • Property Officer • Members	• Grants Officer • Senior Manager People & Culture • Member People & Culture • Property and Projects Manager • Zone Duty Operations Manager • Zone Training Manager	• Boating community • Contractors • Marine Area Command • Service providers • Suppliers

Related documents

WHS relates to all MRNSW Policies and Standard Operating Procedures (SOPs). Emulating the MRNSW value of professionalism we strive for excellence by continuous improvement. MRNSW continues to develop a library of WHS SOPs, checklists, guides and instructions to meet current and future demands.

- SOP OP 14
- [Model Code of Practice: First aid in the workplace \(safeworkaustralia.gov.au\)](#)
- [Model Code of Practice: Hazardous manual tasks \(safeworkaustralia.gov.au\)](#)
- [Model Code of Practice: How to manage work health and safety risks | Safe Work Australia](#)
- [Microsoft Word -model code of practice managing risks of hazardous chemicals in the workplace 210223.docx \(safeworkaustralia.gov.au\)](#)
- [Model Code of Practice: Managing the work environment and facilities \(safeworkaustralia.gov.au\)](#)
- [Work related psychological health and safety - A systematic approach to meeting your duties \(safeworkaustralia.gov.au\)](#)

Support and advice

Support and advice is available from:

<u>Unit</u>	<u>Headquarters</u>
• Unit Commander • Unit Executive • Property Officer • ZDOM	• Senior Manager People Culture Michelle Gibbs Mobile: 0407 667 383 michelle.gibbs@mmsw.com.au • Manager Member People and Culture Adrian Adam membership@mmsw.com.au

Approval and document control

Revision	Author	Document status / change	Reviewer	Approver	Date
Version 1	HSC	Draft for discussion	DC Barrell	Commissioner Tannos	
Version 1.1	HSC	Final	DC Schott	Commissioner Barrell	July 2024
Version 2	P&C	Final	M.Gibbs	Snr Mgr, People and Culture	Dec 2025



WHS HAZARD REPORT

MRNSW Unit Name:	Please select from list	Date:	
Name of person reporting hazard:		Member Number:	
When was hazard identified? Date:		Time:	

Describe in detail the task, equipment, tools and people involved. Additional documents, photos and sketches, may assist to provide a thorough explanation.

Description of the hazard:

What harm may be posed by this hazard?

How has the area/situation been made safe?

Where is the hazard in the workplace?

Who may be exposed to the hazard?

List any reasonably practical risk reduction strategies, for eliminating or minimising exposure to this hazard, using the hierarchy of control: links - Control Measures (nsw.gov.au); Hazards | Safe Work Australia; and Hazards A-Z | SafeWork NSW.

Hierarchy of control	Suggested risk reduction strategies	Date actioned
ELIMINATION - MUST BE CONSIDERED FIRST ALWAYS the preferred option.		
Engineering – Change the design		
Substitution – Replace the hazard.		
Isolation - Separate the hazard from people.		
Administration – Health & safety procedures and policies.		
Personal Protective Equipment (PPE) - LAST RESORT, ONLY ever to be used in conjunction with other higher level controls.		

WHS Hazard Report was submitted to			
Name		Unit Commander	Date:



WHS Action Plan

SOP OP 14: WHS

This Action Plan records and tracks actions the unit is taking to improve health and safety at the workplace. Members and staff must be consulted, when developing and reviewing this plan.

Unit name:

Unit Commander:

Date plan developed:

Review date:

1. WHS Commitment

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

2. Consultation

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

3. Continuous improvement

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

4. Emergency response

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

5. Incident management

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

6. Injury management

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

7. Issue resolution

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

8. Positive and respectful workplace behaviours

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

9. Record management

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

10. Risk management

Task	Action required	Responsible	Resources required	Timeframe	Date completed	Comments

MARINE RESCUE NSW NOTIFICATION OF NEAR MISS, INCIDENT OR INJURY



This form is to be completed when there is a near miss or a person suffers an injury or illness where compensation is or may be payable under the Workers Compensation (Bush Fire, Emergency and Rescue Services) Act 1987.

Additional information and the completion of an insurance claim form may be required.

Who was injured

Title: Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other ☐ Male ☐ Female ☐

Surname:

Given Names:

Street No. & Name

Suburb/Town

State

Post Code

Date of Birth

Details of injury

When did your injury occur

Date

Time

What part(s) of your body were affected from your injury/condition (ie broken right wrist)

What happened to cause your injury/condition

Type of accident/injury/incident

☐ Sprain/Strain ☐ Extreme Temperature ☐ Fracture/Dislocation
☐ Broken Bone ☐ Spinal Injury ☐ Other

If other please specify

What caused the injury/accident/incident

☐ Yacht/boat/ ☐ Uneven ground ☐ Heat
☐ Vehicle/truck ☐ Weather conditions ☐ Other

If other please specify

Appendix 7 – Notification of near miss, incident or injury form cont.

Marine Rescue NSW Details

Name of Zone/Unit

Name of person completing this form

Ph. No. of person completing this form..

Medical Treatment

Did the person receive any medical treatment

☐ Yes ☐ No

Is the person currently having medical treatment for this injury/illness

☐ Yes ☐ No If

yes, please provide details of doctor and/or hospital the person obtained / is obtaining treatment

Doctor/Hospital..

Address.....

Phone

..Medical Certificate attached

☐ Yes ☐ No

Time lost

Have you lost any time from your paid employment as a result of this injury

☐ Yes ☐ No

Declaration

I have read the information provided in this form. I declare that the information that I have supplied in this form and any attachments to this form is true and correct to the best of my knowledge. I understand that the making of a false or misleading notification or false or misleading statement in support of the notification is punishable by law and that I may be prosecuted.

I authorise and consent to the collection, disclosure and release of any personal and health information in connection with an injury/condition to which the notification relates to any person who provides a medical service or hospital service to me in connection with an injury/condition to which this notification relates. I understand that if this notification results in my receiving weekly compensation payments, I am required to notify whomever is paying my benefits if I recommence employment with some other person or in my own business, or if there are any changes in my employment that affects my earnings, and that failure to do so is an offence. I consent to the insurer using the information collected in connection with my notification for the purposes of research about workers compensation, workplace injury management and work health and safety.

Signature

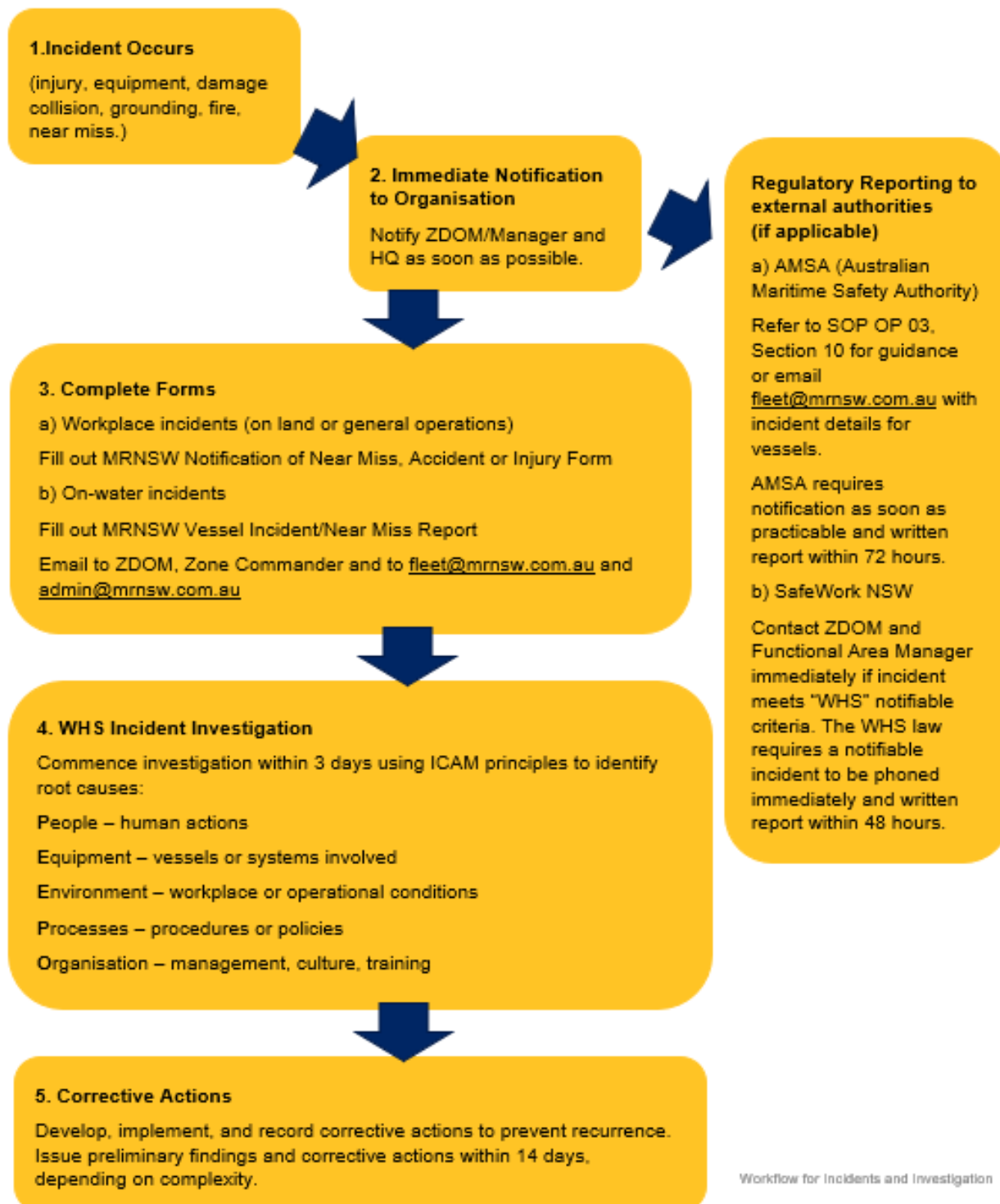
.Date...

FURTHER INFORMATION

- Additional information and the completion of an insurance claim form may be required
- A copy of this form should be retained for your records.
- Send directly to Member Services admin@marinerescuensw.com.au



WORKFLOW FOR INCIDENTS AND INVESTIGATION



Workflow for Incidents and Investigation



Investigation methods for WHS incidents

SOP OP 14 WHS

Investigation methods for WHS incidents should be based on the ICAM model and involve the following 8 steps:

Incident

1. Gather information:

- MRNSW Notification of near miss, incident, injury form.
- Interview all those who witnessed the incident.

2. Establish facts by:

- Consult with any subject matter experts.
- Determine any relevant information, instruction and training.
- Review relevant SOP/LOP
- Review risk assessments undertaken.

Cause

3. Isolate contributing factors by identifying factors which could have possibly contributed to the incident, such as:

- Fatigue
- Inadequate resources.
- Inadequate supervision.
- Inadequate training.
- Incorrect instruction.
- Malicious damage
- Risk assessment not undertaken.
- SOP not being followed.

Analysis

4. Determine causes, including root cause.
5. Determine corrective actions
6. Review findings.
7. Analyse incidents.

Method

8. Implement corrective actions.

Appendix 10 – member Induction Form

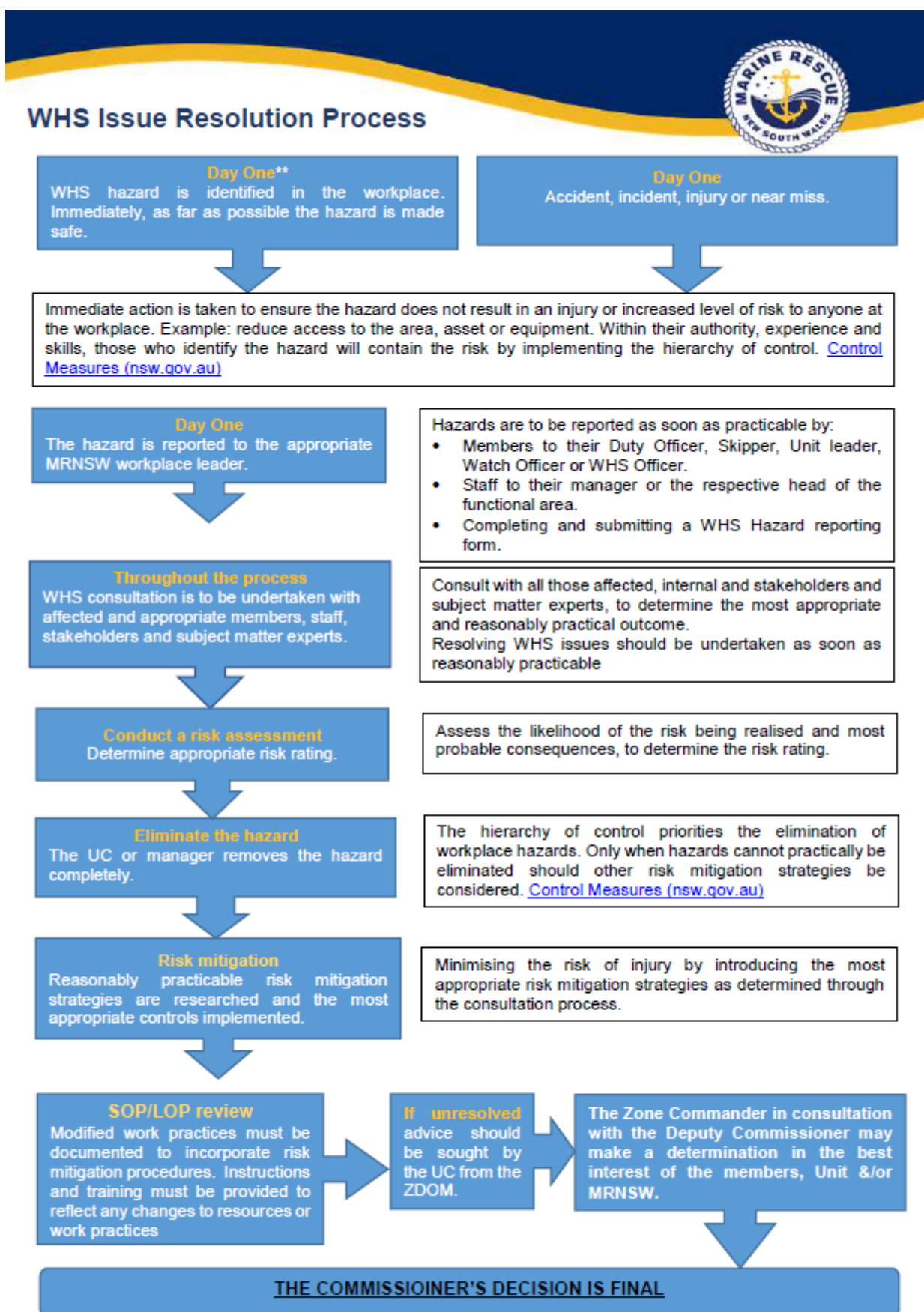
Full form located in OTTER under folder Training/Induction/Member Induction Form
<https://otter.marinerescuensw.com.au/file/list>



MARINE RESCUE NSW
 Volunteers saving lives on the water

Member Induction Form

Member Details			
Member Name:		Membership Number:	N
Unit Name:		Authorised Unit Officer Completing Induction:	
Instructions			
- All Provisional Members are to complete a Unit induction. This must be conducted by an authorised Unit Officer. - The induction shall utilise this checklist and be completed and signed by both the Member and relevant Unit Officers. Additional items / areas of focus may be included in the induction which are relevant to the Unit but not contained in the checklist. - Provisional Members shall be inducted into all areas / components of the Unit and its activities, regardless of whether they may only be interested in radio operations, vessel operations or support activities.			
1. General Induction			
Roles and Responsibilities		Rostering and Workload Expectations	
	Unit community role – including vessel / radio operations, days / hours of service, membership and activity levels		Rostering and workload expectations explained (confirm what commitment can be provided by applicant)
	Unit chain-of-command / lines of reporting and communication (including unit meetings, while on duty)		Notification requirements where the member cannot fulfil a unit commitment (rostered duty, training etc)
	Unit Executive and the role they play within the unit – including rank and ratings structure		Discuss fatigue management (SOP OP 28)
	Role of the HQ staff, in particular the Regional Operations Manager and Training Manager (include chain of command)		
Key Information Sources and Documents (including access)		Uniform and Appearance	
	MRNSW Constitution		Clothing / uniform / presentation expectations
	MRNSW Rules		Uniform provision milestones explained (including SOP ADM 28 3.1.8)
	MRNSW SOPs / Unit LOPs		
	OTTER		
	MRNSW website / Facebook / Unit website / Unit Facebook		
	Soundings Magazine / Unit Newsletter		
	Unit Executive and relevant contact information		
	Point of contact for new members		
		Training	
			Training pathway options (including personal training plan)
			Current training opportunities and process
			SOP OP 01 – Training
			Training key contacts and training resources
Site Access / Parking / Buildings – General			
	Unit buildings / facilities (overview of function)		After-hours access arrangements / restrictions
	Parking arrangements (including disabled parking)		Kitchen, toilet, other facilities & storage of personal items
	Site / building access methods, keys and security issues		Building / site attendance register (visitor book)





WHS Document Register

SOP OP 14 WHS

This Document Register should list Unit WHS related documents, their review and amendment process and the storage or disposal of each document.

MRNSW Unit:

[illegible]



WHS Records Management Requirements

SOP OP 14 WHS

It is important to keep adequate records for the prescribed timeframe to ensure they are available for the purpose they are required and to comply with relevant WHS legislative requirements. The NSW State Records Act 1996 outlines the following requirements. ([Administrative records \(GA28\) Occupational health and safety | NSW Government](#))

Document type	Description	Reference	Example	Requirement
Compensation claims	Records relating to an employee's claim for workers' compensation where an incident has resulted in serious personal injury or incapacity.	3.2.1	- incident/injury records - notifications to insurer, employer's reports of injury and supporting documents - records of acceptance or denial of provisional liability from insurer and arrangement for payments when accepted - claims for compensation and other related documentation, e.g. statements of witnesses - records of acceptance or denial of claim from insurer - correspondence and advice regarding the case, e.g. from the insurer, employee, doctors, injury management advisor or WorkCover NSW, including minutes or notes of meetings - reports, e.g. progress reports, assessments - medical certificates and other medical reports - claim reviews - records of disputes, including medical disputes, and conciliation - records of the outcomes of appeals, e.g. orders - agreements between parties - records relating to payment by the insurer - records of acquisition of services of case managers - injury management plans for injured employee - rehabilitation providers' reports - details of vocational retraining or workplace adjustment if required - medical certificates and reports - return to work plans - records of disputes over injury management or return to work, and mediation	Retain minimum of 75 years after date of birth or minimum of 7 years after action completed, whichever is longer, then destroy.

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
			records regarding fitness to continue assessment and medical retirement	
	Records relating to a claim for compensation in relation to an incident resulting in the death of an employee.	3.2.2	Workplace accident/incident/injury/illness.	Retain minimum of 25 years after date of death or minimum of 7 years after action completed, whichever is longer, then destroy.
	Records relating to an employee's claim for workers' compensation where an incident has not resulted in death, serious personal injury or incapacity.	3.2.3	- incident/injury records - notifications to insurer, employer's reports of injury and supporting documents - records of acceptance or denial of provisional liability from insurer and arrangement for payments when accepted - claims for compensation and other related documentation e.g. statements of witnesses - records of acceptance or denial of claim from insurer - correspondence and advice regarding the case, e.g. from the insurer, employee, doctors, injury management advisor or WorkCover NSW, including minutes or notes of meetings - reports, e.g. progress reports, assessments - medical certificates and other medical reports - claim reviews - records of disputes, including medical disputes, and conciliation - records of the outcomes of appeals, e.g. orders - agreements between parties - records relating to payment by the insurer - records of acquisition of services of case managers - injury management plans for injured employee - rehabilitation providers' reports - details of vocational retraining or workplace adjustment if required - medical certificates and reports - return to work plans	Retain minimum of 25 years after action completed, then destroy.

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
			- records of disputes over injury management or return to work, and mediation - records regarding fitness to continue assessment and medical retirement.	
	Records relating to compensation claims for personal injury made by members of the public, including work experience students and volunteers or other persons who are not employees.	3.2.4	- incident/injury records - notifications to insurer, reports of injury and supporting documents - records of acceptance or denial of provisional liability from insurer and arrangement for payments when accepted - claims for compensation and other related documentation, e.g. statements of witnesses - records of acceptance or denial of claim from insurer - correspondence and advice regarding the case, including minutes or notes of meetings - reports, e.g. progress reports, assessments - medical certificates and other medical reports - claim reviews - records of disputes, including medical disputes, and conciliation - records of the outcomes of appeals, e.g. orders - agreements between parties - records relating to payment by the insurer	Retain minimum of 15 years after action completed or until upon expiry of statutory limitation periods, whichever is longer, then destroy.
	a. damage to personal property or b. loss suffered as a result of the organisation's actions.	3.2.5	- copies of claims, - reports and - related correspondence	Retain minimum of 7 years after finalisation or withdrawal of claim, then destroy.
	Routine activity reports sent from insurers to the organisation regarding premiums and claims made under their insurance policy.	3.2.6	Records relating to: - the use of activity reports in analysis and performance review. - risk management processes using activity reports.	Retain until administrative or reference use ceases, then destroy.
Compensation Policy	Final, approved versions of policies relation to the provision of compensation, rehabilitation and injury management	3.5.1	Includes policies relating to return to work programs developed by the organisation and copies of the injury management program established by the insurer. Evidence of policies in place at a particular time maybe of relevance for	Retain minimum of 5 years after policy is superseded, then destroy.

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
	and associated correspondence indicating who the policies apply to and responsibility for their implementation		future claims or legal action involving the organisation.	
	Records relating to the development and review of the organisation's compensation, rehabilitation and injury management policies.	3.5.2	Records include: Policy proposals Background research Draft versions of policies containing significant changes/alterations or formally circulated for comment Reports analysing issues and the outcomes of consultation with employees, unions other stakeholders etc.	Retain minimum 5 years after action completed, then destroy.
Compliance	Records relating to the development and implementation of industry codes of practice.	14.14.0	- records of consultations with WorkCover NSW - copies of draft codes - submissions on draft codes	Retain minimum of 2 years after action completed, then destroy.
Incidents	General principle		- incident/injury records, e.g. incident/accident report forms - notifications to insurer - records of investigation by the organisation into incident - details of notifications to WorkCover NSW of incident - copies of investigation reports by Police, WorkCover NSW inspectors etc. into incident	Retain minimum of 75 years after action completed, then destroy.
	Workplace incidents which result in a death	14.1.2	- incident records, e.g. incident/accident report forms - notifications to insurer - records of investigation by the organisation into incident - details of notifications to WorkCover NSW of incident - copies of investigation reports by Police, WorkCover NSW inspectors etc. into incident.	Retain minimum of 25 years after date of death or minimum of 7 years after action completed, whichever is longer, then destroy.
	Incidents involving employees that do not result in death, serious personal injury or incapacity to employees.	14.1.3	Records include: - incident/injury records - notifications to insurer - records of investigation by organisation/WorkCover NSW into incident	Retain minimum of 25 years after action completed, then destroy.
	Records relating to incidents involving members of the public including	14.1.4	Records include: - incident/injury records - notifications to insurer	Retain minimum of 15 years after action

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
	work experience students and volunteers or other persons who are not employees		records of investigation by organisation/WorkCover NSW into incident	completed or until expiry of statutory limitations period, whichever is the longer then destroy.
	Records relating to that provision of first aid treatment.	14.1.5	Records include: - First aid registers - Forms/records detailing treatment given.	Retain minimum of 5 years after action completed, then destroy.
	Register of injuries	14.1.6	Paper based registers retain 75 years after last entry in the register. Electronic register minimum 75 years after last update or amendment to an entry or after data has become obsolete, then destroy.	Retain minimum of 75 years after action completed, then destroy.
	Records of all incidents and/or hazards in an organisation	14.1.7	Records kept or compiled together for occupational health and safety assessment or monitoring purposes.	Retain until administrative or reference use ceases, then destroy.
Inspections	Records relating to routinely conducted inspections of hazardous substances in the workplace to ensure or check compliance with regulations, standards etc for their management and use.	14.6.1	Records relating to inspections to determine whether asbestos or other hazardous substances are present in buildings or land.	Retain minimum of 75 years after action completed, then destroy
	Records relating to routinely conducted workplace inspections undertaken either by the organisation or employee representatives to identify and monitor occupational health and safety risks or hazards.	14.6.2	- notes of inspection - records of liaison with WorkCover NSW - records relating to complaints about the way an investigation was carried out - details of remedial action undertaken	Retain minimum of 7 years after action completed, then destroy.
Meetings	Records relating to routine general and section or unit meetings of employees and administrative arrangements for meetings.	19.13.1	- meeting notifications - agenda and minutes - venue bookings - accommodation and transport arrangements - related correspondence.	Retain until administrative or reference use ceases, then destroy.

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
	Diaries/appointment books	19.13.3	personnel recordings of basic information, e.g. dates and times of meetings, diaries/appointment books kept by personnel	Retain until administrative or reference use ceases, then destroy.
Procedures	Final, approved versions of procedures relating to specific work health and safety tasks and practices	14.9.1	Procedures on the management of hazardous materials, safe work method statements (SWMS), and associated correspondence indicating who the procedures apply to and responsibilities for their implementation.	Retain minimum of 75 years after procedures are superseded, then destroy
	Final, approved versions of procedures relating to work health and safety programs and associated correspondence indicating who the procedures apply to and responsibilities for their implementation.	14.9.2	Evidence of procedures in place in a particular time may be of relevance for future claims or legal action involving the organisation. Organisations should consider known or potential risks, which may be identified in risk assessments, when deciding if records of procedures need to be retained for longer periods.	Retain minimum of 5 years after procedures are superseded, then destroy.
	Records relating to the development and review of the organisation's work health and safety procedures.	14.9.3	Records include: - background research - records of consultations - draft versions of procedures containing significant changes/alterations or formally circulated for comment - Reports analysing issues and the outcomes of consultation with employees, unions, stakeholders etc.	Retain minimum of 5 years after action completed then destroy.
Risk Management	Records relating to risk management of work health and safety hazards where risk assessments indicate risk to employees and where health surveillance and/or monitoring of employees are necessary, and where the severity of risk is high.	14.13.1	- records identifying and assessing hazards and risks associated with them including hazard reports - reviews of relevant health and safety information related to hazards/risks - records of decisions and reports developed to eliminate or control risks, e.g. health surveillance, changes to facilities, systems or methods of work or plan or substances used for work - reviews of hazards/risks - records of consultation with committees/representatives and affected employees on hazards/risks	Retain minimum of 75 years after action completed, then destroy.
	Records relating to risk management of WHS hazards	14.13.2	Records include:	Retain a minimum of 40 years after

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
	where risk assessments indicate risk to employees where ongoing health surveillance and/or monitoring of employees are necessary but where the severity of the risk is low.		- records identifying and assessing hazards and risks associated with them including hazard reports - Reviews of relevant health and safety information relating to hazards/risks. - Records of decisions and reports developed to eliminate or control risks eg. health surveillance, changes to facilities, systems or methods of work or plans or substances used for work. - Records of consultation with committees/representatives and affected employees on hazards/risks.	action completed or until expiry of statutory limitation periods, whichever is longer, then destroy.
	Records relating to risk management of work health and safety hazards where risk assessments indicate minimal or no risk to employees and where health surveillance and/or monitoring is not required.	14.13.3	- records identifying and assessing hazards and risks associated with them including hazard reports - reviews of relevant health and safety information related to hazards/risks - reviews of hazards/risks - records of consultation with committees/representatives and affected employees on hazards/risks	Retain minimum of 5 years after action completed, then destroy.
	Records relating to the monitoring of atmospheric contaminants.	14.13.4	when a risk assessment indicates that it should be undertaken.	Retain minimum of 30 years after action completed, then destroy.
WHS Policy	Final approved versions of policies relating to specific WHS tasks and practices	14.8.1	Policies on the management of hazardous materials and associated correspondence indicating who the policies apply to and responsibilities for their implementation.	Retain minimum 75 years after policy is superseded, then destroy.
	Final, approved versions of policies relating to WHS programs and associated correspondence indicating who the policies apply to and responsibilities for their implementation.	14.8.2	Evidence of policies in place at a particular time may be of relevance for future claims or legal action involving the organisation. Organisations should consider known potential risks, which may be identified in risk assessments, when deciding if records of policies need to be retained for longer periods.	Retain minimum of 5 years after policy is superseded, then destroy.
	Records relating to the development and review of the organisation's WHS Policies	14.8.3	Records include: - Policy proposals - Background research - Record of consultation	Retain minimum of 5 years after actions completed then destroy.

Appendix 13 – WHS Records Management cont.

Document type	Description	Reference	Example	Requirement
			• Draft versions of policies containing significant changes/alterations or formally circulated for comment • Reports analysing issues and the outcomes of consultation with employees, unions, stakeholders etc.	



WHS Risk Assessment template
(SOP OP 14 WHS)

1. Identify the hazard			2. Assess the hazard				3. Control risk	4. Review control measures			
Hazard category	References	Describe hazard context	Current controls	Likelihood	Consequence	Risk Level	Additional Controls	Likelihood	Consequence	Residual Risk Level	Further action
Physical	- AMSA		Elimination				Elimination				
Chemical	- AS/NZ standards		Engineering Substitution				Engineering Substitution				
Biological	- BCA		Isolation				Isolation				
Psychosocial	- Code of Practice		Administration	Almost Certain to Rare	1 - 5	Very Low to Extreme	Administration	A - E	1 - 5	Low to High	Action to be taken
Ergonomic	- MRNSW		Personal Protective Clothing/Equipment				PPC/PPE				
Environmental	- Safe Work NSW										
Security											
Operational/Procedural											

Appendix 15 – MRNSW Risk Matrix Template

MRNSW RISK MATRIX

			Consequence					
				1	2	3	4	5
				Insignificant	Minor	Moderate	Major	Catastrophic
			Definition	Minimal or no impact	Low impact easy to control	Noticeable impact, requires management	Significant impact, requires thorough management	Critical impact, can be catastrophic
Likelihood	E	Almost certain	Very likely to happen	Low	Medium	High	Extreme	Extreme
	D	Likely	Expected to happen under normal circumstances	Low	Medium	High	High	Extreme
	C	Possible	May happen under normal circumstances	Very low	Low	Medium	High	High
	B	Unlikely	Not expected to happen	Very low	Low	Medium	Medium	High
	A	Rare	Rare, very unlikely to happen	Very low	Very low	Low	Medium	High

Risk Level Definitions		
Risk Levels		
	Rating	Definition
1	Very low	Very low risk – acceptable, no action required
2	Low	Low risk – monitor and manage
3	Medium	Medium risk – requires attention
4	High	High risk – requires priority attention, significant action needed
5	Extreme	Extreme risk – immediate action or termination of activity needed

Assessed Inherent Residual Levels	
Risk	Inherent
Strategic	Medium
Compliance & Legal	Medium
Financial	Low
Operational	High
People & Member Management	Medium
Security	Medium



CONTROL MEASURES

Use the right controls to eliminate or minimise risks and to protect your workers.

ELIMINATION

Remove the hazard completely.
Eliminating the hazard is the most effective way to manage risks.

Where it is not practical to eliminate a hazard,
risk must be minimised.

Use one or more of the following:

Engineering

Change the design

Substitute the hazard

Replace the
hazard with

Isolate the hazard

Separate the
hazard from people

Minimise any remaining risk by using
administrative controls.

ADMINISTRATION

Health and safety procedures and policies,
e.g. safe work procedures, staff training.

If risks remain, the possible impact on people
must be controlled using PPE.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

e.g. safety glasses, hard hats, protective
clothing. This is the least effective way to
manage risks.

To find out more, visit safework.nsw.gov.au or call us on 13 10 50.



Glossary

contractors	workers who work under contract including subcontractors and those who work for contractors and subcontractors.	mental health	a state of wellbeing in which every individual copes with the normal stresses of life, works productively and fruitfully, and contributes to their community.
designer	designs products including plant, substances and structures.	near miss	an occurrence that might have led to an injury or illness, danger to someone's health, and/or damage to property or the environment.
elimination	the complete removal of an item, activity or behaviour. It is the highest option on the hierarchy of controls.	notifiable incident	includes the death of a person, a serious injury or illness of a person, or a potentially dangerous incident.
emergency plan	a set of instructions that outlines what to do in an emergency.	personal protective equipment (PPE)	equipment used to protect someone from hazards in the workplace, such as helmets, boots, gloves, goggles, aprons and sunscreen.
employee assistance program	a program offered by a qualified counsellor, which helps workers with personal problems or work-related problems that may impact their job performance, health and wellbeing.	plant	any machinery, equipment or tools used at work.
harm	includes injuries and illnesses caused by a single exposure or event, or multiple or long-term exposure. Includes physical and psychological harm.	return to work coordinator	the person responsible for supporting workers as they recover at work.
hazard	something, including a person's behaviour, that has the potential to cause death, injury or illness.	return to work program	the formal policy that outlines general procedures for handling work-related injuries or illnesses. It represents an employer's commitment to the health, safety and recovery of workers following an incident. All employers must have one.
hazardous chemicals	solids, liquids or gases that can harm a person's health.	risk	the possibility that death, injury or illness might occur when a person is exposed to a hazard. It refers to the likelihood and potential severity of harm arising from exposure to hazards.
health and safety committee	facilitates consultation on health and safety issues for the whole workplace or for parts of the workplace.	risk assessment	evaluating the probability and consequence of injury or illness arising
health and safety representative	a worker who has been elected by a work group to represent them on health and safety issues.	risk control	eliminating or minimising health and safety risks so far as is reasonably practicable.
health and safety system	a method of working that eliminates or reduces the risk of injury.	risk management	involves hazard identification, risk assessment and risk control.
high risk work licence	required for certain types of work, such as operating cranes and forklifts.	safe work method statement	a document that details the way a work task or process is to be completed. Outlines the hazards involved and includes a step-by-step guide on how to do the job safely.
illness	a disease, or period of sickness, that affects the body or mind.		
importers	someone who brings goods or services into the country for sale.		
injury reporting system	policies and procedures that ensure incidents are reported.		
inspector	a person appointed under the <i>Work Health and Safety Act 2011</i> to monitor and enforce compliance with NSW WHS laws. They can enter any premises they have reason to believe is a place of work.		

safety data sheet	a document prepared by the manufacturer, importer or supplier of a dangerous good, hazardous substance or other chemicals. Describes its properties and uses, including details about substance identity, chemical and physical properties, first aid treatment, and precautions for storage, use and safe handling.
SIRA	State Insurance Regulatory Authority NSW, the government organisation responsible for the regulatory functions for workers compensation insurance, motor accidents compulsory third party (CTP) insurance, and home building compensation.
stress	an illness caused by mental strain.
training	instruction on how to do a job safely.
volunteer	a person who acts on a voluntary basis, regardless of whether they receive out-of-pocket expenses.
WHS	work health and safety.
worker	an individual who carries out work as an employee, labour hire company worker, apprentice, trainee, outworker, person undertaking a work trial or work experience, or a volunteer.
workers compensation policy	an insurance policy which provides an employer coverage in the event one or more of their workers suffer a work-related injury or illness.
workplace bullying	repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.
workplace	a place where work is carried out for a business or undertaking such as a factory, vehicle, aircraft or farm.

JOB SAFETY ANALYSIS (JSA)

Vessel Operations



This Job Safety Analysis (JSA) is provided for reference by a Registered Medical Practitioner (RMP) to assist in forming a medical opinion on whether the patient appears able to safely perform the inherent duties of vessel operations. The JSA is not intended to direct, limit, or influence clinical judgement.

The RMP is requested to identify any medical limitations or functional restrictions that may affect the patient's ability to safely perform these duties. Based on the medical advice provided, Marine Rescue NSW will determine whether reasonable adjustments can be made or whether the member should be assigned to modified or non-operational duties where there is a risk to vessel operations, crew safety, or the patient's health.

Operations are typically conducted with minimum crewing, and all crew must be capable of performing their duties safely for the full duration of the shift/operation. If a crew member is unable to continue, the vessel may be required to return to base.

Inherent role requirements	
Requirements	Criteria
Vision	☐ Distinguish coloured alarms and navigation lights (red/white/green) ☐ Identify navigation aids and other vessels ☐ Observe and identify obstacles ☐ Perform close-up tasks, such as inspecting equipment, fittings, and markings ☐ Read charts, manuals, gauges, and digital/analogue displays ☐ Navigate and maintain watch during night or low light conditions
Hearing & Speech	☐ Hear and respond to alarms ☐ Communicate clearly, including via radio/headset ☐ Listen and respond to instructions effectively ☐ Detect machinery sounds
Consciousness/Alertness & Fatigue	☐ Stay alert to people, machinery, and surroundings ☐ Monitor equipment and instruments ☐ Respond appropriately in emergencies ☐ Manage fatigue and maintain attention over long shifts
Physical Capacity	☐ Bend, reach, scrub, and clean as required ☐ Ability to safely climb and descend boarding ladders in challenging sea conditions ☐ Assist with the retrieval of a person or object from the water onto the vessel, using approved equipment and team-based methods ☐ Use hands and tools for knots, repairs, and machinery ☐ Moor and unmoor vessels ☐ Reach overhead and stand for extended periods ☐ Operate emergency and standard equipment
Other / Operational Requirements	☐ Operate and respond with fire-fighting and life-saving equipment ☐ Handle fuels, paints, and chemicals safely by following procedures and SWMS ☐ Ability to safely access and work on vessel voids, decks and cabin roofs ☐ Wear and maintain required PPE (Closed-toe footwear, duty jacket, fluoro wet weather jacket and trousers, cap or wide brim hat) & issued RWCO and SOG gear. ☐ Conduct vessel inspections and plan maintenance tasks ☐ Work safely on rolling/pitching vessels and in extreme temperatures ☐ Stand, work overhead, and manage long shifts
Ergonomic Tasks	☐ Handle anchors and lines (lifting, securing, throwing) ☐ Board and move safely on the vessel ☐ Fasten and adjust PPE ☐ Grip handrails and safety lines ☐ Tie and untie knots, wind lines



Slips/Trips/Falls	☐ Step safely between vessels, pontoons, and wharves ☐ Walk safely on wet or uneven surfaces ☐ Maintain balance and safety on rolling and pitching vessels
Manual Handling	☐ Lift, carry, push, and pull objects using safe manual handling techniques, including team-based methods where required ☐ Bend, crouch, reach, stretch, turn, and twist as required ☐ Grip and handle equipment safely ☐ Unhook and handle trailers
Psychosocial/ Mental Resilience	☐ Follow, implement, and apply instructions, training, and procedures ☐ Communicate and cooperate respectfully with the public and team members ☐ Demonstrate leadership, support, teamwork, and uphold MRNSW values ☐ Maintain professional reputation, image, and respect ☐ Manage fatigue and maintain focus during shifts ☐ Make independent decisions within their authority level when required ☐ Respond, adapt, and act appropriately during emergencies and critical events ☐ Work collaboratively, seek help when needed, and support team cohesion

I _____ (print name) give permission for the Registered Medical Practitioner (RMP) to assess me in relation to my ability to safely perform the inherent duties of Vessel Operations.

Patient Signature: _____ Date: _____

Patient Member Number/Unit name: _____

Overall Clinical Impression

Based on assessment, in your clinical opinion the patient is:

- ☐ Generally, fit to continue usual Marine Rescue NSW duties
☐ Fit with some limitations (please describe): _____
☐ Not fit at present (temporary): _____
☐ Ongoing concerns (recommend further review): _____

Additional recommendations / referrals (if applicable):

- ☐ Physiotherapy
☐ Psychologist/Mental Health Support
☐ Other: _____

Registered Medical Practitioner (RMP) Signature: _____¹

Registration Number: _____ Date: _____

(The RMP may provide their opinion in any format they consider appropriate, including a separate medical certificate or report, with reference to this JSA).

¹ This reflects a clinical opinion only and does not imply legal or regulatory certification.

JOB SAFETY ANALYSIS (JSA)

Radio Operator



This JSA is provided for reference by a Registered Medical Practitioner (RMP) to assist in assessing whether the member is fit to safely perform the inherent duties of a Marine Rescue NSW Radio Operator. It is not intended to direct or limit clinical judgement. The role involves working in a MRNSW Radio Room or training facility.

Key responsibilities include monitoring Marine Radio, handling log-on/log-off procedures, responding to emergency calls, and liaising with NSWPF, NSW Maritime, and the boating public. Each Radio Room has a lone worker device with fall detection, GPS tracking, and pre-programmed emergency contacts.

The RMP is requested to identify any medical limitations or functional restrictions that may affect the member's ability to safely perform duties. Based on this advice, Marine Rescue NSW will determine whether reasonable adjustments can be made or whether the member should be assigned to modified or non-operational duties. If duties cannot continue, coverage can be transferred to the MRNSW Sydney Communications Centre.

Inherent role requirements	
Requirements	Criteria
Vision	☐ Distinguish colours and visual alarms ☐ Read charts, weather maps, and screen-based programs (e.g., Seahawk, Otter) ☐ Interpret radar, GPS, and digital/graphic displays ☐ Understand instructions, procedures, and manuals
Hearing & Speech	☐ Respond to visual and auditory alarms ☐ Listen and react to radio communications ☐ Communicate effectively via 2-way radio and mobile phone ☐ Give and receive clear instructions during emergency situations ☐ Use hands-free headset for clear communication
Consciousness/Alertness & Fatigue	☐ Monitor vessels and operate marine radio ☐ Communicate with the boating community, distressed vessels and local authorities ☐ Monitor radar, screen systems, and apps (e.g., Seahawk) ☐ Maintain situational awareness and alertness throughout the shift ☐ Respond effectively to emergencies and traumatic events ☐ Manage fatigue and stay focused during extended shifts
Physical Capacity	☐ Use hand coordination for headset, keyboard, mouse, and equipment operation ☐ Lift light equipment or documents (up to 5kg) as needed ☐ Bend to pick up documents and twist to adjust monitor position ☐ Perform basic housekeeping tasks to maintain the work area
Ergonomic Tasks	☐ Adjust posture and chair for comfort and safety ☐ Adjust monitor position for optimal viewing ☐ Use fine motor skills for operating equipment (headset, keyboard, mouse, etc.) ☐ Reach and extend to access files or equipment
Slips/Trips/Falls	☐ Demonstrate flexibility and quick reflexes to prevent trips and falls ☐ Maintain balance and stability when moving around the office ☐ React quickly to avoid obstacles or hazards that may lead to falls ☐ Safely navigate between desks, office furniture, and equipment without tripping ☐ Evacuate the building swiftly and safely during an emergency ☐ Access facilities (Meal room, toilet) without risk of slipping or falling ☐ Perform safety checks (ensure floors are dry and pathways are clear)



Manual Handling	☐ Perform manual tasks at the workstation (typing, using a mouse) ☐ Handle light lifting, typically under 5kg ☐ Adjust workstation components (chair, desk, monitor)
Psychosocial/ Mental Resilience	☐ Follow, implement, and apply instructions, training, and procedures ☐ Communicate and cooperate respectfully with the public and team members ☐ Demonstrate leadership, support, teamwork, and uphold MRNSW values ☐ Maintain professional reputation, image, and respect ☐ Manage fatigue and maintain focus during shifts ☐ Make independent decisions within their authority level when required ☐ Respond, adapt, and act appropriately during emergencies and critical events ☐ Work collaboratively, seek help when needed, and support team cohesion

I _____ (print name) give permission for the Registered Medical Practitioner (RMP) to assess me in relation to my ability to safely perform the inherent duties of a Radio Operator.

Patient Signature: _____ Date: _____

Patient Member Number/Unit name: _____

Overall Clinical Impression

Based on assessment, in your clinical opinion the patient is:

- ☐ Generally, fit to continue usual Marine Rescue NSW duties
☐ Fit with some limitations (please describe): _____
☐ Not fit at present (temporary): _____
☐ Ongoing concerns (recommend further review): _____

Additional recommendations / referrals (if applicable):

- ☐ Physiotherapy
☐ Psychologist/Mental Health Support
☐ Other: _____

Registered Medical Practitioner (RMP) Signature: _____¹

Registration Number: _____ Date: _____

(The RMP may provide their opinion in any format they consider appropriate, including a separate medical certificate or report, with reference to this JSA).

¹ This reflects a clinical opinion only and does not imply legal or regulatory certification.

JOB SAFETY ANALYSIS (JSA)

Administrative Role



This JSA is provided for reference by a Registered Medical Practitioner (RMP) to assist in forming a medical opinion on whether the employee is fit to safely perform their duties across a range of administrative and support positions within a MRNSW unit. These positions may include Training Officer, Treasury Officer, Media Officer, Life Jacket Manager, Radio Club Coordinator, and Stores Officer, and involve office-based work, training support, media and communications, fundraising and events, financial and WHS administration, life jacket and radio coordination, and stores and inventory management.

The JSA outlines the inherent requirements common to these roles and should be referenced during any medical assessment relating to return to duty, ensuring individuals can safely perform all required tasks for the full duration of their shift.

Where an employee is unable to continue duties, tasks can be temporarily reassigned within the unit. Office safety protocols, emergency contacts, and ergonomic resources are in place to support staff and volunteers while maintaining operational continuity.

Inherent role requirements	
Requirements	Criteria
Vision	☐ Read documents, spreadsheets, reports, financial statements, stock/inventory lists, and screen-based programs (Word, Excel, accounting software, inventory management systems) ☐ Inspect life jackets, stock items, media equipment, and event equipment for wear, damage, or compliance issues
Hearing & Speech	☐ Listen and respond to verbal instructions from members and staff ☐ Communicate effectively via phone, radio, video calls, or in person ☐ Provide clear instructions during training, event setup, media tasks, life jacket and store management and radio operations.
Consciousness/ Alertness & Fatigue	☐ Sustain concentration and situational awareness whilst performing office, training, financial, event, media, life jacket, radio, and store/inventory duties ☐ Monitor deadlines, reports, workflows, social media schedules, stock levels, and compliance requirements. ☐ Identify, assess, and respond effectively to urgent request or unexpected situations. ☐ Manage workload, pace, and fatigue during extended workdays, high-demand periods, or multi-task activities
Physical Capacity	☐ Use hand and fingers to type, write, file and operate office, media, radio, and store equipment ☐ Lift, carry, push, pull and reposition light to moderate items (up to 10-15kg) including files, chairs, tables, banners, portable BBQ's, media equipment, life jackets, stock items, and radio equipment ☐ Bend, squat, twist, reach and stretch to set up equipment, handle materials, and inspect stock, life jackets, and radio equipment ☐ Stand, walk, and move around office, storage, and event areas to perform basic housekeeping tasks and maintain a safe working environment

 JOB SAFETY ANALYSIS (JSA) Administrative Role	
Ergonomic Tasks	□ Adjust, position, and reposition chairs, desks, monitors, and camera setups for comfortable working positions and safe posture □ Use fine motor movements of the hands and fingers to operate equipment (keyboard, mouse, media, radio, life jacket and store equipment) □ Grip, lift, carry, place, and secure event and inventory items, including chairs, tables, banners, BBQ's, cameras, tripods, life jackets, radio consoles, stock items)
Slips/Trips/Falls	□ Move safely around office, training, event, media, storage, and vehicle unloading areas □ Maintain balance and stability when moving around the office □ React quickly to avoid obstacles or hazards that may lead to falls □ Safely navigate between desks, office furniture, and equipment without tripping □ Evacuate the building or outdoor area safely during emergencies □ Access facilities (Meal room, toilet) without risk of slipping or falling □ Perform safety checks (ensure floors are dry and pathways are clear)
Manual Handling	□ Lift, carry, and position light to moderate equipment (chairs, tables, BBQ's, boxes, banners, cameras, tripods, life jackets, radio equipment, store items) □ Load, unload, transfer, and secure equipment and life jackets when moving items to and from company vehicles □ Bend knees maintaining neutral posture, engaging core strength and controlled movements to reduce risk of strain or injury
Psychosocial/ Mental Resilience	□ Follow, implement, and apply instructions, training, and procedures □ Communicate and cooperate respectfully with the public, staff and members □ Demonstrate teamwork, leadership, and professional conduct □ Manage multiple tasks and make independent decisions within delegated authority □ Respond, adapt, and act appropriately during emergencies and critical events □ Adapt and respond appropriately to unexpected challenges across office, financial, event, media, life jacket, radio, and store duties
Fundraising/Event Support	□ Set up, lift, carry, and arrange tables, chairs, banners, BBQs, tents, and other event equipment □ Transport equipment and supplies between storage, vehicles, and event sites □ Cook, serve, and handle food and beverages during fundraising events □ Assist with packing down, cleaning, and storing event equipment after activities □ Move around event areas, adjust equipment, and respond quickly to changing site requirements
Training Support	□ Set up training rooms, including arranging chairs, tables, AV equipment, and materials □ Handle training resources, handouts, and equipment safely, including lifting and carrying items □ Demonstrate tasks, operate training equipment, and guide participants through exercises □ Adjust, reposition, and organise training spaces to support sessions and maintain a safe environment



JOB SAFETY ANALYSIS (JSA)

Administrative Role

Financial/ Administrative	☐ Write, enter, review, file, and maintain accurate records of financial transactions, invoices, and bookkeeping documentation ☐ Compile, calculate, update, and review budgets, grant applications, and financial reports ☐ Manage WHS paperwork and ensure compliance with procedures ☐ Prepare reports and administrative documentation accurately
Media/ Communication	☐ Write, type, design, edit, and format content for social media, websites, newsletters, and digital platforms ☐ Hold, position, operate, and adjust cameras, mobile devices, and audio equipment to capture photos and videos at events ☐ Communicate media releases and messages via email and phone ☐ Log in to platforms, schedule, upload, and publish content across multiple channels within required timeframes
Life Jacket Management	☐ Order, pick up, receive, unpack, and inspect life jackets. ☐ Issue, collect, and track the return of life jackets to volunteers and staff ☐ Check, measure, and ensure life jackets meet safety standards ☐ Clean, store, organise, and perform minor repairs on life jackets, lifting and moving items on shelves
Stores/ Inventory Management	☐ Receive, lift, unpack, and safely store equipment and supplies ☐ Pick, carry, and collect stock and equipment ☐ Count, check, and update inventory records ☐ Organise, arrange, clean, and maintain storage ☐ Lift, carry, push, pull, and transport stores safely between vehicles and storage locations

I _____ (print name) give permission for the Registered Medical Practitioner (RMP) to assess me in relation to my ability to safely perform the inherent duties of an Administrative role.

Patient Signature: _____ Date: _____

Patient Member Number/Unit name: _____

Overall Clinical Impression

Based on assessment, in your clinical opinion the patient is:

- ☐ Generally, fit to continue usual Marine Rescue NSW duties
☐ Fit with some limitations (please describe): _____
☐ Not fit at present (temporary): _____
☐ Ongoing concerns (recommend further review): _____

Additional recommendations / referrals (if applicable):

- ☐ Physiotherapy
☐ Psychologist/Mental Health Support
☐ Other: _____

Registered Medical Practitioner (RMP) Signature: _____¹

Registration Number: _____ Date: _____

(The RMP may provide their opinion in any format they consider appropriate, including a separate medical certificate or report, with reference to this JSA).

¹ This reflects a clinical opinion only and does not imply legal or regulatory certification.