



NSW WILDLIFE
INFORMATION
RESCUE AND
EDUCATION
SERVICE

Work Health and Safety Risk Assessment

Identified activity for Risk Assessment

Working with the public/community

Describe the identified activity / actions

1. Responding to wildlife rescue requests involving direct interaction with member of the public
2. Attending public locations to access, secure and collect injured, orphaned and displaced native wildlife
3. Receiving wildlife from members of the public and assessing immediate animal welfare needs
4. Managing interactions with distressed, emotional, agitated or hostile members of the community
5. Conducting wildlife rescue activities in uncontrolled public environments

Location of actions

1. Rescue property (private)
2. Volunteer property
3. Public place (national parks, roadway, waterway, camps)
4. Creche facilities
5. Vehicle
6. Vet

Identify the hazards, potential risks and current risk controls then rate them

1. Identify each hazard associated with the actions
2. List existing controls and determine a risk rating
3. List any tools or equipment needed



1-5 / 117 Old Pittwater Rd, Brookvale NSW 2100
PO Box 7276, Warringah Mall NSW 2100
Donations P: (02) 8977 3396 F: (02) 8977 3399
Wildlife Rescue Line 1300 094 737
Gifts of \$2 or more are tax deductible

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RISK MATRIX

What harm could occur?		What is the likelihood of the harm occurring?		Calculate the Risk Score				
Consequence	Description	Likelihood	Description	Likelihood				
				Rare	Unlikely	Possible	Likely	Almost certain
Catastrophic	Potential for death, permanent disability of ill-health	Almost certain	The event will definitely occur at some time or occur as a consequence of another event. Once every 1-3 years.	Moderate	Moderate	High	Critical	Critical
Major	Potential serious long-term injury	Likely	The event is expected to occur at some time in the near future. Once every 3-5 years.	Low	Moderate	Moderate	High	Critical
Moderate	Potential for injury or illness resulting in short term hospitalisation	Possible	The event does occur from time to time. Once every 5-8 years.	Low	Moderate	Moderate	Moderate	High
Minor	Potential for injury or illness resulting in medical attention and several days off work	Unlikely	The event might occur but is not expected. Once every 8-10 years.	Very low	Low	Moderate	Moderate	Moderate
Insignificant	No treatment required or first aid treatment.	Rare	Conceivable but highly unlikely to occur. Once every 10-15 years.	Very low	Very low	Low	Low	Moderate



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Hazard (What could cause harm)	Potential risk (What could happen)	Current risk controls (What is currently in place to reduce the risk)	Residual Risk			Primary Impact
			Likelihood	Consequence	Risk Rating	
Roadside rescues	<ul style="list-style-type: none"> Vehicle incident 	<ul style="list-style-type: none"> High-visibility PPE Situational risk assessments Avoid unsafe rescues 	Unlikely	Catastrophic	High	Human Safety
Working near water	<ul style="list-style-type: none"> Slips Drowning 	<ul style="list-style-type: none"> Avoid unsafe conditions Stay out of water waist height Refer to 'Working Around Water' Risk Assessment 	Unlikely	Major	Moderate	Human safety
Manual handling of animals	<ul style="list-style-type: none"> Musculoskeletal injury, distressed animals 	<ul style="list-style-type: none"> Refer to 'Manual Handling' Risk Assessment 	Possible	Moderate	Moderate	Injury, Safety, animal Welfare
Environmental conditions	<ul style="list-style-type: none"> Heats stress Slips or falls dehydration 	<ul style="list-style-type: none"> Weather monitoring Hydration Task modification Avoid unsafe rescues Appropriate footwear Refer to 'Working Remotely' Risk Assessment 	Possible	Moderate	Moderate	Human safety
Psychological exposure	<ul style="list-style-type: none"> Stress Trauma or burn out 	<ul style="list-style-type: none"> Wellbeing support Dynamic risk assessment 	Possible	Moderate	Moderate	Mental wellbeing
Media or filming by public	<ul style="list-style-type: none"> Distraction Escalation 	<ul style="list-style-type: none"> Disengage Request members of public not to film Keep focus 	Unlikely	Minor	Low	Reputation al, safety
Unpredictable animal behaviour	<ul style="list-style-type: none"> Scratches, Sudden escapes Injury 	<ul style="list-style-type: none"> Secure containments Calm handling PPE Assess for potential flight path 	Possible	Moderate	Moderate	Animal and Volunteers



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Lone work in public	<ul style="list-style-type: none"> Delayed assistance in emergency 	<ul style="list-style-type: none"> Check-in procedures Escalations protocols Refer to 'Working Remotely' Risk Assessment 	Unlikely	Major	Moderate	Human safety
Aggressive or hostile members of the public	<ul style="list-style-type: none"> Physical assault Verbal abuse and psychological stress to volunteers 	<ul style="list-style-type: none"> Conflict resolution training Maintain physical distance Stop and withdraw if unsafe Incident reporting 	Unlikely	Moderate	Moderate	Human Safety
Biosecurity Security Exposure	<ul style="list-style-type: none"> Transmission of disease between animals to humans 	<ul style="list-style-type: none"> Biosecurity protocols PPE Hand hygiene Use of disinfectants 	Possible	Moderate	Moderate	Human safety



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