

Friends of the Escarpment Parks Toowoomba Inc (FEP)

Safe Work and Procedures Manual

Updated May 2026

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Volunteer Handbook

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Section 1: Safety Commitment

Friends of the Escarpment Parks (FEP) are passionate about restoring the health and beauty of our bushland parks and the native flora and fauna they contain. Undertaking bush regeneration activities with FEP is a healthy and rewarding activity. FEP is committed to ensure these activities are conducted in a safe manner, with volunteers and members of the public free from harm.

This booklet provides guidelines, procedures and resources which underpin FEP's commitment. All volunteers have a responsibility to read, understand and observe these procedures and follow reasonable instruction whilst working in our bushland parks.

In caring for our bushland parks in a safe manner, we face some specific challenges:

Key challenges and hazards faced:

Demographics

Our volunteer workforce includes people across the age spectrum. People ranging from 18 through their 80's can participate in bush regeneration activities. Undertaking bush regeneration is a healthy activity, however we must be ever mindful of our body's limitations and work sensibly within those limitations.

Weather

Work in bushland parks is undertaken in the exposed elements. Different seasons and days can vary from frosty cold, to boiling hot, windy, rainy, slippery. These conditions contribute to and amplify potential hazards. **Note that FEP has a directive concerning Heatwave Conditions at the end of this section.**

Terrain & Bush Environment

Our bushland parks are mostly in range escarpment areas. Some can be rocky and steep, with patches of dense thorny vegetation, fallen logs, and hanging branches. Others have flat, even terrain. The bush may contain snakes, spiders, ticks, wasps, bees, stinging ants and wild animals. Bushland is beautiful but can have potential hazards.

Chemicals and Equipment

To undertake weeding, removal and regeneration activities, volunteers may utilise various tools as well as low-impact chemicals. Incorrect use can pose dangers. Volunteers need to be competent in employing these to remove invasive plants in a safe and effective manner.

The combination of the above factors provide challenges in ensuring freedom from harm for both volunteers and the public. The FEP Safe Work Manual addresses these challenges in a straightforward, practical and workable manner.

Shared Responsibility

FEP Management Committee, Bushcare Coordinators, and Bushcare Volunteers have a shared responsibility to ensuring Safe Work in our bushland parks, with complementary parts to play.

Management Committee

The FEP Management Committee is responsible to ensure that a robust safety framework covers volunteer activities at each bushland park. This includes identifying potential hazards and mitigating risk; maintaining appropriate insurance cover to protect volunteers and the Association; having incident reporting systems in place; and providing appropriate instruction and oversight.

Bushcare Coordinators

The Bushcare Coordinator is responsible to ensure that the FEP safety guidelines are followed. The Coordinator will plan the day's work activities with the relevant potential hazards in mind (individual capabilities, terrain, weather). The Coordinator will choose appropriate task allocations

to minimise risk and match tasks to available skill sets; and respond to any concerns raised by volunteers.

Note: If the conditions pose unacceptable risk, work will not commence.

Bushcare Volunteer

Bushcare volunteers are responsible to conduct themselves in a safe manner in accordance with these guidelines; wear appropriate protective clothing; raise attention to any concerns, physical limitations or potential hazards with the Coordinator, and to follow reasonable safety instructions from the Coordinator.

Note: If any volunteer feels uncomfortable, uncertain, unwell or otherwise unable to do the task safely and confidently, they should not do so.

FEP Approach to Safe Work in Bushland Parks:

- we will have clear and accessible safety guidelines and instructions available.
- we will identify potential hazards and have appropriate risk management measures in place.
- we will provide training for Bushcare Coordinators to enable Safe Work to be conducted in each Bushland Park.
- we will provide on-site activities for Bushcare Volunteers to enable them to perform tasks safely in each Bushland Park.
- we will advise that suitable attire be worn, together with Personal Protective Equipment appropriate for the task.
- we will seek out appropriate training courses for interested Volunteers to improve their skills in Safe Work practices, e.g. First Aid Certificate.
- we regard Safe Work practices above all else and will strive to keep Safety Awareness at the forefront of all our activities.

Declared Heatwave Conditions:

ALL outdoor bush regeneration work is to cease after 09.00am on days when the BOM issues a severe or extreme Heatwave Warning for our region.

This policy has been determined taking into account the following factors:

- The BOM warning is based on maximum and minimum temperatures over a 3 day period.
- Therefore, looking at a single forecast maximum temperature on the day of an activity could be misleading. Many of our members due to their age (65 and older) are at higher risk than the general population.
- Heat stress risks to the individual are multifactorial of which the ambient temperature and humidity are only one factor. We aren't able to accurately assess the individual volunteer's risk as we are not privy to the other factors such as degree of hydration, medication and underlying health conditions. Therefore, we have adopted a cautious approach.

Section 2: Awareness

Every volunteer is encouraged to maintain high awareness of potential risks, when conducting bush care activities. The following “Take 5” exercise is a practical means of bringing mindful focus to working safely by considering themselves, the current conditions, bush, terrain and others.

This short exercise is best performed immediately prior to commencing the day’s activity. It can be performed individually or as a group. It can be used as a group “refresher” exercise at frequent intervals.

“Take 5” involves 5 steps (~1 minute per step):

1. **Self**-awareness
2. **Weather** awareness
3. **Bush** awareness
4. **Task** awareness
5. **People** awareness

Take #1: Self-awareness.

- physical fitness, strength
- injuries or pains: back, neck, knees, hands, feet, etc.
- recent illnesses

Ask yourself:

1. *“Am I feeling fit, strong and capable doing this activity today?”*
2. *“How long should I be doing this activity for?”*
3. *“What should I be making others aware of concerning myself today?”*

Note:

Do not put yourself, and potentially others, at risk of harm if you aren’t feeling well or capable of doing particular work today.

Take #2: Weather awareness.

- sun
- heat, humidity
- cold, frosty, icy
- wet and slippery
- windy, stormy

Ask yourself:

1. *“How should I respond to the weather conditions today?”*
2. *“Am I properly clothed for the weather?”*
3. *“Do I have sufficient water & refreshments?”*

Note:

- a. Ensure the activity matches the weather conditions. Hot days / shady location, etc.***
- b. Make sure you have comfortable attire, and water with you.***
- c. No outdoor work is to be carried out after 9am during BOM-declared heatwave conditions.***

Take #3: Bush awareness.

a. Terrain

- rocky, rough
- steep, gullies, drops
- dense growth, logs and obstacles
- isolation

b. Poisonous snakes, insects, plants.

- always be alert for snakes, especially warmer weather.
- for snake bite **dial 000 immediately**.
- have a snake bite kit and know how to use it (refer First Aid)
- check for ticks after each session; know how to treat (refer First Aid)
NB ticks are the most likely animal to cause volunteers problems, in particular because of the small but definite risk of tick-induced Mammalian Meat Allergy
- learn how to recognise particular poisonous plants (Giant Stinging Tree picture below).

Ask yourself:

- 1. “Do I feel comfortable working in the location assigned to me?”***
- 2. “Am I suitably attired, protected and equipped for the terrain and conditions?”***
- 3. “Will there be any communication issues, if something goes wrong?”***

Note:

- Hats, long sleeves, long trousers & SPF50+ sunscreen should always be worn to protect from sun damage.***
- If you do not feel comfortable with the terrain, seek an alternate task you are entirely comfortable with.***
- Make sure you have the right personal protective equipment with you.***
- Make sure that your group is able to keep in touch with the main group.***



Giant Stinging Tree (Dendrocnide excelsa)

Take #4: Task awareness.

- clarity of the task; exactly what is required and involved
- skills required
- assistance required
- appropriate for weather conditions
- tools required, and their condition
- chemicals required
- physical strength required
- other physical requirements or limitations

Ask yourself:

1. ***“Am I completely clear of what is required in performing this task?”***
2. ***“Do I feel confident doing this task?”***
3. ***‘Am I lacking some of the skills or training needed?’***
4. ***“Do I have the proper equipment and assistance for the task?”***

Ask the coordinator:

6. ***For further clarification of the task***

Note:

- a. ***If you are unfamiliar with the task, ask for training and assistance in performing the task.***
- b. ***If you are not confident undertaking the task, or working with the equipment in the area designated, tell the supervisor who will either change the task or assign a different area.***

Take #5: People awareness.

- look around at your co-workers
- identify new people who may need assistance or familiarisation
- anyone appearing unwell
- anyone looking unsure or uncertain
- members of public in vicinity

Ask:

1. ***“How are you feeling today?”***
2. ***“Have you done this task before?”***
3. ***“Do we need to act to protect members of the public?”***

Note:

Caring for ourselves and caring for each other is THE most important thing we do today.

Take #6: Enjoy, Study and Learn.

(Yes, this is number #6 out of 5, but a very important point to remember)

- ***observe birds, wildlife and plant species***
- ***share and show others***
- ***activities are not all about work. Learning is a key part of the enjoyment.***

Note:

Let's have a safe, enjoyable, and satisfying day!

Section 3: Bushcare

Our beautiful bushland

The native Australian bush in its natural state is truly beautiful. Unfortunately, white settlement brought foreign garden plants, hedges and vines. Widespread agriculture likewise brought weed seeds along with the grains and pulses.

Fast forward 200-odd years and our bush is suffering the impacts. The once wonderful and unique dry rainforest along Toowoomba's escarpment has been heavily choked with lantana and privet, along with every imaginable weed.

Our Bushcare volunteers have been at work since the early 1990's, eliminating invasive species and enabling the struggling endemic native plants to receive sunshine, nutrient, grow and multiply.

Bushland Parks.

The Toowoomba Regional Council has set aside many areas along or near the escarpment in order to provide habitat for native animals and birds. They are public lands and available for the enjoyment of the public for rest, recreation and connection with the environment.

These parks are the areas that FEP volunteers base their regeneration activities. Whilst some planting of native species takes place, the main focus is the removal of invasive plants. Once the competition is removed the native grasses, ground covers, understory plants and rainforest trees soon reappear and flourish. This is evidenced in Bushland Parks that have been tended over many years. They are now thriving natural ecosystems with naturally restored native flora and fauna in abundance.

Bush Regeneration activities.

Our volunteers meet regularly to tend these Parks. Some volunteers work in the Park in their local vicinity. Others travel and work in multiple Parks. Adults of all ages are welcomed and valued. One thing we share is a passion for the environment and the sense of satisfaction we receive seeing tangible positive results whilst keeping fit and healthy.

Different parks have different weed challenges, and different strategies for removal and control of regrowth. Some volunteers are happy using low-impact herbicides; others prefer to control manually. Coordinators may also have preferred methods and practices, and respecting these will ensure harmony within the volunteer team.

Prior experience is not required. Identification of different weeds comes with familiarity over time. Practical training happens on each site, starting at the knowledge level of the volunteer and their ability to perform various tasks comfortably and confidently.

Tools used.

Volunteers use common gardening tools including secateurs, loppers, trowels, and handsaws. Some volunteers use blade shovels for digging out lantana roots. Powered equipment is not to be used without approval by TRC.

Chemicals used.

Glyphosate (aka Roundup™) is used to kill freshly cut lantana and privet stumps and is often used as a foliage spray on various weeds.

Starane™ Fluoxypyr is used to spray annual broadleaf weeds, such as cobblers' pegs, fleabane, blackberry nightshade and thistle.

Different sprayers are used, ranging from backpack pressure sprayers, 5 litre pressure sprayers and small 'squirry' bottles. Usage depends on the area being sprayed and the preference of the volunteer.

Chemicals are never sprayed on windy days, and volunteers wear appropriate Personal Protective Equipment such as gloves, masks and safety glasses whilst spraying. Many volunteers choose not to spray – this is their choice and no one is ever asked to do a task they are not comfortable performing.

Clothing to be worn.

Volunteers are required to wear clothing appropriate for the tasks to be undertaken.

Appropriate clothing includes:

- trousers.
- long sleeved shirt with collar.
- boots or closed in shoes with good sole tread.
- long socks
- wide-brimmed hat
- warm jacket for winter
- prescription glasses or sunglasses

FEP provides:

- safety gloves
- safety glasses (non-prescription)
- masks
- sunscreen
- insect repellent

Induction:

Prior to a new volunteer commencing at a Bushland Park, it is vital that the Bushland Coordinator takes the volunteer through a brief induction process. This Safe Work Manual is an important resource for all volunteers and coordinators and is constantly used as reference.

The Bushcare Coordinator will also take down personal details, which are required for statutory and insurance purposes, as well as ensuring the safety of the volunteer. Every volunteer is covered by insurance on site, provided their details are recorded.

Personal information includes name, address, phone and email address. If the volunteer has any medical conditions which may potentially require attention on a Bushcare day, this disclosure could prove vital. Likewise, any infirmities, pain, allergies or past injuries which need to be catered for in the allocation of tasks will greatly assist the Bushcare Coordinator in allocating suitable tasks which will be pleasant, pain-free and enjoyable.

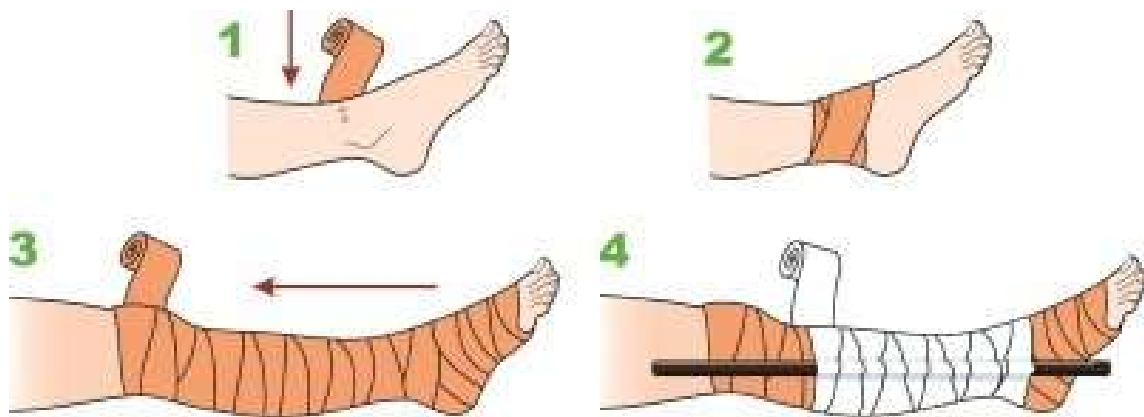
Refer to **Section 6 Site Induction** for further information.

Section 4: First Aid

Should first aid be required, first check if the site has a currently certified First Aid Officer to administer. Following is a list of common first aid injuries along with brief guidelines on how to address them:

Snake Bite

- **call 000** immediately.
- keep person calm and **still** (reduce lymph flow),
- remove any tight clothing near the bite site,
- don't wash the area as a swab may be taken at hospital to help identification.
- apply restrictive bandage such as Evo-Bandage™.
- Immobilise the bitten limb with a splint
- avoid giving food or drink,
- keep calm and still until Ambulance arrives,
- try to remember and note down snake's appearance.
- Do not attempt to kill or capture the snake.



Tick Bite

- Do not attempt to pull out tick unless trained.
- Apply "Tix Off" or other freezing spray.
- Apply Permethrin 5% (Lyclear) cream to tiny nymph (scrub itch) ticks
- The tick will die instantly and likely drop off within a couple of hours.
- Monitor for local persistent infection, if so seek medical attention.

Cuts and Scrapes

- Clean the wound with water.
- Apply an antiseptic.
- Cover with a sterile bandage or dressing.
- Monitor for signs of infection.

Fractures/broken bones

- Cover any wounds with clean dressing.
- Immobilise the limb.
- Seek medical assistance.

Burns

- First-degree (superficial redness): Cool the burn with running water for at least 10 minutes, then apply a sterile dressing.
- Second-degree (partial thickness blisters): Cool the burn, cover with a non-stick dressing, and seek medical advice.
- Third-degree (full thickness): Cover with a clean cloth, do not apply water, and seek emergency medical help.

Sprains and Strains

- Follow the R.I.C.E. method: Rest, Ice, Compression, and Elevation.
- Avoid using the injured part and seek medical advice if pain or swelling persists.

Nosebleeds

- Have the person sit up and lean forward slightly.
- Pinch the nostrils together just below the bridge of the nose for about 10 minutes.
- If bleeding persists, seek medical advice.

Insect Bites and Stings

- Remove the stinger if present.
- Wash the area with soap and water.
- Apply a cold compress to reduce swelling.
- seek medical help if there is a severe allergic reaction.

Eye Injuries

- For foreign objects: Flush the eye with water.
- For chemical exposure: Rinse the eye continuously with water for at least 15 minutes and seek emergency medical help.
- Avoid rubbing the eye or applying pressure.

Heat Exhaustion and Heat Stroke

- Move the person to a cool place.
- Have them sip water or an electrolyte drink.
- Apply cool, wet cloths to the skin.
- For heat stroke: (headache, dizziness, nausea, vomiting and confusion, having flushed, hot and unusually dry skin) seek emergency medical assistance immediately. Ring 000

Hypothermia

- Move the person to a warm place.
- Remove wet clothing and cover with blankets.
- Offer warm, non-alcoholic beverages.
- Seek medical help if the person is confused, shivering violently, or unconscious.

Section 5: Insurance

FEP retains current insurance policies for:

- Public Liability
- Volunteer Workers Personal Accident
- Association Liability

Public Liability

Public Liability insurance covers a legal liability to pay compensation to third parties for injury and/or damage to property arising out of the business activities or products. This specifically relates to:

- injury to any person
- property damage

Volunteer Workers Personal Accident

This policy provides financial compensation and cover for defined out-of-pocket expenses if an accident results in the injury or death of a volunteer.

Note:

This insurance covers volunteers whilst working in a group's volunteer capacity, members and non-members alike. Recording of attendance whilst on a Bushcare site is essential to ensure coverage. Also, injuries sustained whilst working on the site must be reported and recorded as soon as possible following the injury, preferably on the day of the work injury is apparent.

Out-of-pocket expenses are limited to reasonable expenses incurred in obtaining care at a medical practitioner or public hospital. It does not reimburse for private medical expenses incurred.

For injuries sustained, there is a defined compensation list which is updated annually.

Association Liability Insurance

This policy covers the association, its officers & volunteers from their legal liability to third parties for legal costs and damages expenses that could arise from allegations of misconduct, breach of duty, mismanagement, crime losses and more.

Full Policy Wording Documents can be accessed via the following links:

<https://qwalc.org.au/wp-content/uploads/2026/03/Canopus-Public-Liability-Policy-Wording.pdf>

<https://qwalc.org.au/wp-content/uploads/2026/03/Voluntary-Workers-Policy-Wording.pdf>

<https://qwalc.org.au/wp-content/uploads/2026/03/Association-Liability.pdf>

Section 6: Site Induction

Each Bushland Park in the Toowoomba Region is unique in its terrain, plant species and challenges. Weed control practices may vary from Park to Park, which may reflect personal preferences or may be a result of trial and error in determining effectiveness.

Before commencing work in any Bushland Park, as well as working in a new Park, a Site Induction is an important precursor to working in that Park. A Site Induction will typically entail:

- An introduction to others working at that Park.
- A walk around the Park, or the area being worked on, to familiarise the new volunteer.
- A background of the Park; the invasive plants being targeted for removal and control; the native species predominant; and the challenges faced.
- Where facilities (if they exist) are located.
- Questions on your experience, bush care experience, work preferences, and the like.

The Bushcare Coordinator will take your details, including full name, address, phone number and email address. Every volunteers' name is recorded at every work session. This is a mandatory requirement and ensures that every volunteer is covered under the Volunteer Workers Personal Accident Policy.

After appropriate questions, you will be allotted a task. This task should be an appropriate match to your experience, skills, physical abilities and work preferences. You will be part of a small team. Always feel free to ask any question – you will find team members helpful and desirous of making your day enjoyable and rewarding.

If you have any medical or physical conditions which could potentially cause an issue if not known, then disclose these to the Bushcare Coordinator. The following serve as a prompt:

- heart conditions, high blood pressure.
- stroke.
- severe allergic reactions (pollens, sap, stings, bites, certain plants).
- epilepsy.
- balance, steadiness on feet.
- injuries: back, feet, legs, knees, neck, etc.
- recent illnesses you are recovering from.

Section 7: Emergency Instructions

What is an Emergency?

An emergency is any sudden event which:

- endangers or threatens to endanger the safety or health of any person, or
- destroys or threatens to destroy or damage property.

If uncertain, review the table below which outlines examples of emergency situations.

In any emergency:

1. **call 000 immediately,**
2. **then** deal with the situation at hand.

Next response measures (after calling 000):

Fire:	
(out of control fire)	<ul style="list-style-type: none"> • ensure all people are accounted for, • determine the safest (clear, accessible) exit route, • leave site together (in convoy fashion if in vehicles), • do NOT delay response by gathering up property or personal effects.
Personal injuries:	
<ul style="list-style-type: none"> • snake bite 	<ul style="list-style-type: none"> • keep person calm and still (reduce lymph flow), • remove any tight clothing near the bite site, • apply restrictive bandage (refer First Aid Section 6), • immobilise the bitten limb with a splint • avoid giving food or drink, • keep calm and still until Ambulance arrives, • try to remember and note down snake's appearance. • Do not attempt to kill or capture the snake
<ul style="list-style-type: none"> • broken or fractured limb 	<ul style="list-style-type: none"> • keep limb immobile and the person still, • stabilise and support the limb, • do <u>not</u> apply pressure to the limb, • if possible, elevate the limb above the level of the heart to reduce swelling and any bleeding, • if available, apply an ice pack wrapped in cloth to the area to reduce swelling and pain, • if there is an open wound, cover it with a clean cloth or sterile dressing to prevent infection, • avoid giving food or drink, in case they need surgery, • if signs of shock, lay person down, elevate their legs and keep them calm and warm, • reassure person, keep comfortable until ambulance arrives
<ul style="list-style-type: none"> • collapse (still conscious) 	<ul style="list-style-type: none"> • ensure person is out of danger, clam and comfortable, • ask person if they have medication at hand), • if so, help them to self-administer, • keep them calm and comfortable and wait for emergency services.
<ul style="list-style-type: none"> • collapse (unconscious) 	<ul style="list-style-type: none"> • check respiration and pulse for vital signs, • if no breathing or pulse, begin CPR (see Section 6 First Aid) • do not move unless in immediate danger,

	<ul style="list-style-type: none"> • if moving is necessary, get assistance and move out of harm's way, into a comfortable spot and position, in the immediate vicinity, • place person in recovery position (on their side with head tilted back) to keep their airway open, • keep close watch until ambulance arrives.
<ul style="list-style-type: none"> • cuts with severe blood loss 	<ul style="list-style-type: none"> • avoid unnecessary movement of patient, • protect yourself with gloves, • ensure wound is clean and free from sharp object, • or use clean material (item of clothing) as bandage. • apply firm, steady pressure to the wound, • if arm or leg, elevate the injured limb above heart level, • keep person calm and still until ambulance arrives.
<ul style="list-style-type: none"> • epileptic seizure 	<ul style="list-style-type: none"> • keep the person safe, protect their head, • place them on their side in the recovery position • do <u>not</u> put anything in their mouth, • place something soft under their head, • do not restrain, • reassure and comfort them until ambulance arrives.
<ul style="list-style-type: none"> • heavy blow to the head 	<ul style="list-style-type: none"> • keep the person still, avoid moving head and neck, • support their head and neck, to keep them in a stable position, • if person loses consciousness, be prepared to apply CPR (see First Aid Section 6), • control any bleeding using a clean, soft cloth and apply gently pressure to the wound, • avoid giving food or drink, • provide comfort and assurance until ambulance arrives.
<ul style="list-style-type: none"> • heart attack or stroke (or suspected) 	<ul style="list-style-type: none"> • have person sit down and stay as calm and still as possible, • follow any instructions provided by emergency services, • if person has heart medication on hand, help them self-administer, • if person loses consciousness, be prepared to apply CPR (see First Aid Section 6), • loosen any tight clothing around neck or chest to make breathing easier, • avoid giving food or drink, • provide comfort and assurance until ambulance arrives.
<ul style="list-style-type: none"> • severe allergic reaction <p><i>Symptoms include:</i></p> <ul style="list-style-type: none"> - difficulty breathing - swelling: face, lips, tongue, throat - rapid or weak pulse - skin reactions; hives, itching, flushing - nausea, vomiting, diarrhea - dizziness, fainting, loss of consciousness 	<ul style="list-style-type: none"> • if the person has an auto-injector (EpiPen), help them use it right away, • if they are unable, do it for them by pressing the auto-injector firmly against the outer thigh, holding it in place for the recommended amount of time (usually around 10 seconds), • if person loses consciousness, be prepared to apply CPR (see First Aid Section 6), • if no improvement in symptoms after 10-15 minutes and emergency services have not arrived, and if another auto-injector is available, administer a second dose, • provide comfort and assurance until ambulance arrives.

Reporting an Emergency:

Note: Reporting is to happen as soon as practically possible in the following sequence:

1. By **Bushcare Coordinator** (or delegated person):

Step 1a.

Jot down a concise summary of events, with relevant times, names of eyewitnesses, response measures taken (refer Incident Reporting Section 7 to prompt for the relevant details required). Check with eyewitnesses for further detail, and to verify accuracy.

Step 1b.

Ring the President of FEP (or if non-contactable, then the Secretary of FEP) and

- advise of the Emergency, providing the details recorded in Step 1,
- follow up (if possible) with a short email, summarising the salient points.

Step 1c.

Complete Incident Report – Refer **Section 8 Incident Reporting and Review** and send to President and Secretary of FEP.

2. By **President of FEP** (or delegated person):

Step 2a.

If appropriate, the President of FEP will contact (ring or visit) the injured person to reassure them of FEP support. During the conversation, he will check that the Incident Report fairly represents the recollection of the injured party.

Step 2b.

The President of FEP will then ring and advise the Parks Community and Volunteer Support Facilitator at Toowoomba Regional Council, prior to a formal report.

Step 2c.

The President of FEP will then email the other Committee Members, advising of the Emergency with salient points.

3. By **Secretary of FEP** (or delegated person)

Step 3a.

An Incident Report is to be filled out on-line, with QWALC our insurers. The pertinent information required for this form is detailed in **Section 8 Incident Reporting and Review**.

On-line incident reporting can be accessed by the link below:

<https://qwalc.org.au/incident-report-gravity-form/>

Step 3b.

A copy of the Incident Report is to be sent to the TRC Parks Community Facilitator (refer 2a above).

4. By **Management Committee of FEP**

Step 4.

The President of FEP will consult asap with the Management Committee to review the Emergency Incident and ascertain the root cause and potential process failures. The Committee shall determine changes required to Safe Work practices to minimise the possibility of such an Incident reoccurring (refer **Section 8 – Incident Report and Review**).

Note: Re Media Attention

If there is media attention, then it is important that enquiries be directed to the President of FEP, or a person delegated by the President. It is vital that factual answers be given, without speculation, assertions, or embellishment.

Section 8: Incident Reporting and Review

8.1 Reporting

Incidents must be reported to (a) Committee, (b) our Insurers, and (c) TRC.

Bushcare Coordinators, or their delegate, are to advise incidents providing full particulars as set out below:

Member Group Name		
Friends of The Escarpment Parks Toowoomba Inc		
Type of Incident:		
<input type="radio"/> Near miss <input type="radio"/> First aid case <input type="radio"/> Medical treatment case <input type="radio"/> Other significant event		
Work Site Details:		
(Street Address):		
Person Responsible for the Project or Activity Site (on that day):		
(First Name):	(Last Name):	
(Role):	(Phone):	(Email):
Incident Details:		
(Date):	(Time):	
Details of Injured Person:		
(First Name):	(Last Name):	(Contact phone or email):
(Gender): <input type="radio"/> Male <input type="radio"/> Female	(Role of the Injured): <input type="radio"/> Volunteer <input type="radio"/> Public Participant	
Describe in detail the type of injury/ies and body part/s affected:		
Was the location of the accident/incident different to the address provided above:		
<input type="radio"/> No <input type="radio"/> Yes		
If 'Yes' provide location of accident/ incident:		
(Street Address):		
Was there a witness/es:		
(First Names):	(Last Names):	(Contact phone or emails):

List the task/s undertaken by the injured party:		
Describe what safety instructions and/or training were given prior to project:		
What Personal Protective Equipment (PPE) was injured person wearing at time of incident:		
Describe the incident/accident, identifying the cause:		
Detail the action(s) that has been taken at the work site level to prevent a recurrence:		
Date actions implemented:		
/ /		
Did the injury relate to a pre-existing injury or medical condition?	If 'Yes' was this condition/injury disclosed or previously known to the group?	Was an appropriate entry recorded in your register of injuries/incidents?
<input type="radio"/> No <input type="radio"/> Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
If known (middle box above), provide specific details of the pre-existing injury or medical condition:		
Detail further action/s recommended by project manager or responsible person:		
Authorised person submitting this report:		
(First Name):	(Last Name):	
(Position in Group):	(Contact phone):	(Contact email):

8.2 Incident Review

All incidents will be reviewed to ascertain the root cause and how future similar incidents might be prevented.

Incidents may indicate a failure in one or more of the following areas:

- **Leadership Failure:** Unclear expectations, lack of support, and inadequate enforcement of policies.
- **Communication Failure:** Miscommunication or lack of communication can lead to misunderstandings, errors, and a lack of coordination among team members.
- **Policy and Procedure Failure:** Inadequate or poorly implemented policies and procedures can result in inconsistent practices and safety hazards.
- **Training Failure:** Insufficient training can leave volunteers unprepared to handle their responsibilities or respond to emergencies appropriately.
- **Resource Failure:** Lack of necessary resources, including time, personnel, and equipment, can contribute to mistakes and accidents.
- **Risk Management Failure:** Inadequate identification, assessment, and mitigation of risks can lead to preventable incidents.
- **Physical Environment Failure:** Working in unsafe conditions can lead to incidents and injuries.

Emergency Incident Review

Emergencies encountered under Section 5 Emergencies will be reviewed as soon as possible by the FEP Management Committee, in a meeting convened either in person or electronically. The Committee will ascertain the likely failure and corrective action to be taken.

The Safe Work Manual will be updated accordingly, with Bushcare Coordinators notified in order to update their procedures and practices without delay.

The Management Committee will follow up within a suitable period to ensure the new procedures and practices are being observed.

First Aid Incident Review

First Aid Incidents, excepting those with a potential for more serious injuries (which will be dealt with in the same manner as Emergencies), will be reviewed at the next scheduled Committee Meeting. The Committee will ascertain the likely failure and corrective action to be taken.

Such corrective action will be communicated as considered appropriate.

Section 9: Risk Identification and Control

Consideration or Hazard	Control Measures
#1: Personal (health & fitness)	
<ul style="list-style-type: none"> reduced balance, steadiness on feet 	<ul style="list-style-type: none"> avoid steep slopes or rocky terrain.
<ul style="list-style-type: none"> exposed skin 	<ul style="list-style-type: none"> long sleeved shirt, long pants, gloves. Take extra care in prickly areas.
<ul style="list-style-type: none"> injuries 	<ul style="list-style-type: none"> avoid tasks with constant bending. kneel, using knee pads. avoid heavy lifting or pulling. work as a pair.
<ul style="list-style-type: none"> sun exposure - all skin types 	<ul style="list-style-type: none"> always wear wide brimmed hat, long-sleeved shirt and long trousers to protect from sun. always apply SPF 50+ sunscreen (incl. winter).
<ul style="list-style-type: none"> medical conditions 	<ul style="list-style-type: none"> avoid working in temperature extremes. avoid strenuous activity. stop work immediately if feeling light-headed. take plenty of work breaks. let others know, to watch out for you. keep medications at hand.
<ul style="list-style-type: none"> reduced physical strength and agility 	<ul style="list-style-type: none"> be aware of personal limitations and work accordingly. don't strain – ask for assistance. work with a partner.
<ul style="list-style-type: none"> drugs, alcohol 	<ul style="list-style-type: none"> do not work under any circumstances if affected.
<ul style="list-style-type: none"> illness or injury 	<ul style="list-style-type: none"> make others aware. be sensible, and pace yourself. don't risk aggravation of injury. work shorter sessions whilst rebuilding strength.
<ul style="list-style-type: none"> age considerations 	<ul style="list-style-type: none"> age can affect health and fitness. consult your doctor before undertaking a new activity. discuss with your Coordinator and take extra
#2: Weather	
<ul style="list-style-type: none"> sun 	<ul style="list-style-type: none"> wear wide-brimmed hat, long sleeved shirt, long trousers. use SPF50+ sunscreen.
<ul style="list-style-type: none"> hot weather, humidity <p>Note: No outdoor work is to be performed after 9am during a BOM-declared heatwave (refer page 3)</p>	<ul style="list-style-type: none"> work in the cooler morning hours. take frequent breaks. take plenty of water, and drink frequently. work shorter sessions. stop when temperature / humidity too high, or stop when light-headed or fatigued.
<ul style="list-style-type: none"> cold weather 	<ul style="list-style-type: none"> ensure clothing is suitably warm.
<ul style="list-style-type: none"> rain, ice or frost 	<ul style="list-style-type: none"> be aware of risk of slipping. if too wet or too icy, don't work. avoid steep slopes, rocky terrain. wear suitable rain capes, etc.

<ul style="list-style-type: none"> • wind gusts 	<ul style="list-style-type: none"> • don't work in very high winds >50kph. • avoid areas with taller trees, overhanging branches. • avoid dusty areas.
<ul style="list-style-type: none"> • potential for storms 	<ul style="list-style-type: none"> • keep close watch on BOM for approaching storms. • cease work. • shelter inside solid structure or vehicle if storm hits. • don't shelter under single or isolated small groups of trees
<h3>#3: Terrain, Bushland</h3>	
<ul style="list-style-type: none"> • rocky, rough 	<ul style="list-style-type: none"> • don't work if slippery. • wear work boots with good grip. • move with care, watch every step. • keep at least one arm free for balance (i.e. don't carry items in both hands)
<ul style="list-style-type: none"> • slopes, drops, gullies 	<ul style="list-style-type: none"> • do not work within 5m of a cliff edge. • use judgement – do not work if too steep. • steep slopes require harnesses and <u>two</u> people. • use three points of contact – hold onto something fixed and firm.
<ul style="list-style-type: none"> • dense growth, thorny or jagged 	<ul style="list-style-type: none"> • ensure appropriate protective clothing is worn. • e.g. good quality long-sleeved shirt, trousers, boots, gaiters, gloves, hat, protective eye wear. • proceed cautiously, clearing suitable access. • alert others to seen dangers, toxic plants, etc. • take first aid kit & if allergic, carry medication.
<ul style="list-style-type: none"> • ants, wasps, ticks, bees, spiders 	<ul style="list-style-type: none"> • wear protective clothing. • alert others to avoid insect activity and nests. • look before putting hands under rocks, logs. • take first aid kit & if allergic, carry medication. • check body for ticks after work session.
<ul style="list-style-type: none"> • snakes 	<ul style="list-style-type: none"> • higher risk in warmer weather. • move slowly through bush. • alert others to snakes. • carry Snake Bite kit.
<ul style="list-style-type: none"> • bush fire 	<ul style="list-style-type: none"> • do not smoke cigarettes, or light fires for any reason. • be alert for signs or smell of smoke. • in the event of fire danger, evacuate immediately. • notify authorities in event of local fire initiation.
<ul style="list-style-type: none"> • rubbish, syringes, rusty cans 	<ul style="list-style-type: none"> • always wear protective gloves. • dispose of any rubbish carefully. • Do NOT handle needles or syringes. • tetanus vaccinations prior to working in bush.
<h3>#4: Task</h3>	
<ul style="list-style-type: none"> • task clarity 	<ul style="list-style-type: none"> • ask questions if in any doubt. • if unfamiliar, ask for demonstration or training. • if not comfortable, ask for another task.
<ul style="list-style-type: none"> • skill requirement 	<ul style="list-style-type: none"> • if lacking skills ask for training. • if not comfortable, ask for another task.
<ul style="list-style-type: none"> • isolation 	<ul style="list-style-type: none"> • two people to be assigned for isolated tasks, where separated from the main group.

	<ul style="list-style-type: none"> • if mobile phone coverage poor, then 2-way radios should be provided.
<ul style="list-style-type: none"> • assistance 	<ul style="list-style-type: none"> • assess whether the task is performed better and more safely with 2 or more people. • if uncomfortable, ask for assistance or another task.
<ul style="list-style-type: none"> • tools 	<ul style="list-style-type: none"> • tools should be available appropriate to the task. • tools should be well-maintained in good condition. • tools need to be suited to the person using them. • if unhappy with a tool or its condition, request replacement of the tool or a new task.
<ul style="list-style-type: none"> • chemicals 	<ul style="list-style-type: none"> • whilst FEP uses low impact chemicals, due care and caution must be used. • always wear gloves mask and protective eyewear when spraying, avoiding contact with skin and eyes. • always use chemicals at the recommended strength and recommended application • chemical sprayers should be free from leaks, and in good condition. • people using chemicals are to receive relevant training. • do not spray in windy conditions (avoiding drift). • if uncomfortable using chemicals, ask for another task.
<ul style="list-style-type: none"> • physical strength, mobility, other 	<ul style="list-style-type: none"> • if the assigned task does not fit with your physical abilities, range of motion, or other conditions, do not attempt the task. Ask to be assigned another task.
<p>#5: People (fellow crew members and public)</p>	
<ul style="list-style-type: none"> • new people 	<ul style="list-style-type: none"> • help them to familiarise with park, type of work and other people. • check if they have done this type of work before. • make sure they are accompanied and properly trained.
<ul style="list-style-type: none"> • people with infirmities 	<ul style="list-style-type: none"> • don't assume they are ok – ask them. • ensure tasks appropriate for their physical abilities.
<ul style="list-style-type: none"> • people returning from recent illness or injury 	<ul style="list-style-type: none"> • take care to assign lighter work. • reduce their hours, frequent rest breaks.
<ul style="list-style-type: none"> • members of the public in vicinity 	<ul style="list-style-type: none"> • if appropriate, erect barriers and signage. • take time to talk to them. If interest is shown, promote FEP, the Park and the environment. Ask what they have seen. Bird watchers carry binoculars and cameras. • otherwise make them aware of activities and ask them to keep safely away.
<ul style="list-style-type: none"> • unsafe behaviour 	<ul style="list-style-type: none"> • raise with the person involved – they could be unaware of the risk posed. • raise concerns with the Coordinator. • raise unaddressed concerns with a Committee Member.

Section 10: Other Information

Insurance:

Special Events:

- Planned Park Bushcare activities are notified to QWaLC **prior** to annual insurance renewals.
- Should FEP engage in other activities not advised above it **must** advise QWaLC prior to the event. This ensures that FEP and its officers are covered for the event.
- The link to the form is below:

<https://qwalc.org.au/event-activity-notification-form/>

Volunteers:

- Volunteers are automatically covered, **providing:**
 - FEP has their full name and contact details, and
 - the volunteer's attendance is recorded by the Coordinator or Designated Person at the scheduled park work session or official activity (per item above), noting:
 - note: the volunteer does not need to be a member to be covered.

Purchasing:

(yet to be documented)