SafeWork NSW

NSW GOVERNMENT

Collection and transport of waste

Code of practice

March 2026

Editorial note

This Code of practice has been developed by SafeWork NSW and has been approved under section 274 of the NSW *Work Health and Safety Act 2011*. Notice of that approval was published in the NSW Government Gazette referring to this Code of practice as Collection and transport of waste on Friday 27 March 2026. This Code of practice commenced on 27 March 2026. It replaces the 2005 Collection of domestic waste Code of practice.

This Code of practice (this Code) should be read in its entirety.

When reading this Code, please be aware that any reference to:

- the 'Work Health and Safety Act' refers to the *Work Health and Safety Act 2011* (NSW), or any successor legislation,
- the 'Work Health and Safety Regulation' refers to the *Work Health and Safety Regulation 2025* (NSW), or any successor regulation,
- a code of practice refers to the relevant NSW Code of practice, or any successor code of practice.

This Code may contain references to relevant withdrawn or superseded Australian Standards or Australian/New Zealand Standards.

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Acknowledgment

SafeWork NSW wishes to acknowledge the contribution and collaboration of industry and social partners through the public comment period and technical development of this Code.

Contents

Foreword

This Code of practice (this Code) on how to manage work health and safety risks associated with the collection and transport of waste is an approved code of practice under section 274 of the *Work Health and Safety Act* (the WHS Act).

An approved code of practice provides practical guidance on how to achieve the standards of work health and safety required under the WHS Act and the *Work Health and Safety Regulation* (the WHS Regulation) and effective ways to identify and manage risks.

A code of practice can assist anyone who has a duty of care in the circumstances described in the code of practice. Following an approved code of practice will assist the duty holder in achieving compliance with the health and safety duties in the WHS Act and WHS Regulation in relation to the subject matter of the code of practice. Like regulations, codes of practice deal with particular issues and may not cover all relevant hazards or risks. The health and safety duties require duty holders to consider all risks associated with work, not only those for which regulations and codes of practice exist.

Codes of practice are admissible in court proceedings under the WHS Act and WHS Regulation. Courts may regard a code of practice as evidence of what is known about a hazard, risk, risk assessment, or risk control and may rely on the code in determining what is reasonably practicable in the circumstances to which the code of practice relates. For further information see Safe Work Australia's *Interpretive Guideline: The meaning of 'reasonably practicable'*.

Compliance with the WHS Act and WHS Regulation may be achieved by following another method if it provides an equivalent or higher standard of work health and safety than the code.

An inspector may refer to an approved code of practice when issuing an improvement or prohibition notice.

Scope and application

This Code is intended to be read by a person conducting a business or undertaking (PCBU). It provides practical guidance to PCBUs on how to manage risks to health and safety associated with the collection and transport of waste. Other approved codes of practice should be referenced for guidance on managing the risk of specific hazards.

This Code may be a useful reference for other persons interested in the duties under the WHS Act and WHS Regulation.

This Code applies to all types of work and all workplaces covered by the WHS Act where the collection and transport of domestic, commercial, industrial waste is carried out.

This Code covers the risks associated with the collection and transport of waste including kerbside collection and skip bin waste.

This Code does not cover regulated waste and the handling of waste after it's been unloaded to a site (e.g. landfill, recycling processing, transfer stations and Council depots). Asbestos and contaminated waste have specific disposal requirements and general content has been included in Chapter 8 to manage risks where incorrect disposal is identified. PCBUs should refer to other applicable requirements, e.g. Local Council, EPA, NSW Health, NHVR.

PCBUs, workers and others should also refer to the National Heavy Vehicle Regulator's Waste and Recycling Industry Code of Practice. It provides practical guidance to all parties in the waste and recycling transport chain about complying with national heavy vehicle laws.

How to use this Code of Practice

This Code includes various references to the legal requirements under the WHS Act and WHS Regulation. These references are included for convenience only and should not be relied on in place of the full text of the WHS Act or WHS Regulation. The words ‘must’, ‘requires’, or ‘mandatory’ indicate a legal requirement exists that must be complied with.

The word ‘should’ is used in this Code to indicate a recommended course of action, while ‘may’ is used to indicate an optional course of action.

1. Introduction

1.1 What is the collection and transport of waste?

The collection and transport of waste is the movement of waste from the point of generation to a place of disposal, by Local Councils or commercial contractors, typically using specialised fit for purpose vehicles. Waste sources include households, schools, offices, shops, factories, industries and buildings.

Waste includes:

- organic waste: waste that decomposes naturally such as some food scraps, paper, grass and plant trimmings,
- general waste: everyday items, such as packaging, food waste, clothing and household goods,
- recyclable waste: materials such as plastics, paper, glass and metals which can be recycled and reprocessed to reduce environmental impacts,
- other regulated waste: waste that can be harmful and potentially dangerous including chemicals, batteries, and other materials that require specific measures. **Note:** while regulated waste is outside the scope of this Code, some general content has been included in Chapter 8 to manage instances where incorrect disposal occurs.

The overarching activities of collecting the waste from the point of generation, travelling to and from the waste collection site and unloading the waste, all present various risks that need to be managed. Given the multi-PCBU nature of waste collection and transport activities, PCBUs must consult, cooperate and coordinate with each other to manage health and safety risks across all phases of work. The PCBUs typically involved in waste collection and transport activities are Local Councils, commercial contractors and subcontractors.

In addition to requirements under the WHS legislation, consideration should also be given to Local Council, Environment Protection Authority (EPA), NSW Health and National Heavy Vehicle Regulator requirements.

1.2 Who has health and safety duties?

There are a number of duty holders who have a role in managing the risks of collecting and transporting waste, including those listed below.

A person can have more than one duty and more than one person can have the same duty at the same time.

The main duty holders and key legislative provisions have been referenced in the table below, however the list is not exhaustive.

Duty holder	Application
Person conducting a business or undertaking (PCBU) WHS Act sections 19, 46 and 47 WHS Regulation section 55C	A PCBU must eliminate risks to health and safety arising from the collection and transport of waste, or if that is not reasonably practicable, minimise the risks so far as is reasonably practicable. This includes: • the provision and maintenance of a work environment without risks to health and safety, • the provision and maintenance of safe plant and structures, • the provision and maintenance of safe systems of work, • the safe use, handling, and storage of plant, structures and substances, • the provision of information, training, instruction and supervision necessary to protect people from risks to health and safety, • the provision of adequate facilities for the welfare at work of workers, • monitoring the health and conditions of the workplace to prevent illness and injury, • managing psychosocial hazards. PCBUs also have duties to: • consult workers about work health and safety, • consult, cooperate and coordinate with other duty holders, • ensure that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
Designers, manufacturers, importers, installers and suppliers of plant, substances or structures WHS Act sections 22-26	Must ensure, so far as is reasonably practicable, the plant / substances / structures they design, manufacture, import, supply or install are, so far as is reasonably practicable, without risks to health and safety including carrying out testing and analysis and providing adequate information about the risks posed to users of the plant, substances or structures.
Persons with management or control of fixtures, fittings and plant at a workplace WHS Act section 21	Must ensure, so far as is reasonably practicable, that the fixtures, fittings and plant are without risks to the health and safety of any person.

Duty holder	Application
Officers WHS Act section 27	Officers of the PCBU must exercise due diligence to ensure the PCBU complies with the WHS Act and WHS Regulation. This includes maintaining up to date WHS knowledge and taking reasonable steps to ensure the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety from the collection and transport of waste. Further information on who is an officer and their duties is available in Safe Work Australia's *Interpretive Guideline: The health and safety duty of an officer*.
Workers WHS Act section 28 WHS Regulation section 46	While at work, workers must: • take reasonable care for their own health and safety, • take reasonable care that their actions or omissions do not adversely affect the health and safety of other persons, • comply with any reasonable instructions given by the PCBU, as far as they are reasonably able, • cooperate with any reasonable health and safety policies or procedures of the PCBU. If personal protective equipment (PPE) is provided by the PCBU, the worker must, so far as they are reasonably able, use or wear it in accordance with the information, instruction and training provided.
Other persons at the workplace WHS Act section 29	A person at a workplace must: • take reasonable care for their own health and safety, • take reasonable care that their acts or omissions do not adversely affect other people's health and safety, • comply, so far as they are reasonably able, with reasonable instructions given by the PCBU to allow the PCBU to comply with the WHS Act.

1.3 Consultation

This table includes recommendations in how to comply with the WHS legislative requirements.

Duty / Provisions	Application
Consulting workers WHS Act sections 47-49	• PCBUs have a duty to consult with workers, so far as reasonably practicable, on WHS matters which affect them. • Consultation is a two-way process with workers to identify WHS issues, share information, give workers a reasonable opportunity to express views and take those views into account before making decisions about health and safety matters. • While consultation may not always result in agreement, agreement should be the objective as it will make it more likely the decisions are effective and actively supported. • Workers should be encouraged to report hazards and health and safety problems immediately so the risks can be managed before an incident occurs. • If workers are represented by a health and safety representative, the consultation must involve that representative. • Workers must be advised of consultation outcomes in a timely manner. • PCBUs must have effective mechanisms to consult with workers, including when: — identifying hazards and assessing risks, — making decisions about ways to eliminate or control risks, — changing or updating workplace facilities, — proposing changes that may affect the health and safety of workers, — making decisions about consultation procedures, resolving safety issues, monitoring workers' health and conditions, and providing information and training, — selecting new equipment, — introducing new tasks, changing existing tasks or carrying out work in new environments.

Duty / Provisions	Application
Consulting, cooperating and coordinating activities with other duty holders WHS Act section 46	• PCBUs must, as far as reasonably practicable, consult, cooperate and coordinate activities with all other persons who have a WHS duty in relation to the same matter. • Duty holders should exchange information about who is doing what to ensure effective coordination of works and management of risks, this includes: — the PCBU engages workers to carry out work, — the PCBU directs or influences workers in carrying out work, — other persons may be put at risk from work carried out in their business or undertaking, — the PCBU manages or controls a workplace or the fixtures, fittings or plant at a workplace, — the PCBUs business or undertaking involves designing, manufacturing, importing or supplying plant, substances or structures for use at a workplace, — the PCBUs business or undertaking involves installing, constructing or commissioning plant or structures at a workplace.

Further guidance on consultation requirements is available in the *Code of practice: Work health and safety consultation, cooperation and coordination.*

1.4 Information, training, instruction and supervision

Duty / Provisions	Application
Information, training, instruction or supervision WHS Act section 19 WHS Regulation section 39	• PCBUs must provide any information, training, instruction, or supervision necessary to protect all persons from health and safety risks, including when collecting and transporting waste. • The information, training and instruction: — must be suitable and adequate for the nature of the works, risks and control measures implemented, — must be readily understandable to the person it is being provided to, so far as is reasonably practicable, — should be supported by relevant safe work procedures, e.g. emergency procedures, traffic rules, PPE, contaminated waste, managing hot loads, driver safety, situational awareness, — training should be provided to workers by a competent person, — training programs should be practical and ‘hands on’ and take into account the particular needs of workers.

2. Risk management process

Risk management is a systematic process to eliminate or minimise the potential for harm to people.

2.1 Hierarchy of control

The hierarchy of control measures set out in Part 3.1 of the WHS Regulation can be applied in relation to any risk.

The WHS Regulation makes it mandatory for duty holders to work through this hierarchy when managing certain risks. The sections that require the process in Part 3.1 to be followed are set out below.

WHS Regulation reference
Chapter 3 General risk and workplace management, Part 3.2 General workplace management
Division 6 Remote or isolated work, Section 48 Remote or isolated work
Division 8 Hazardous atmospheres, Section 51 Managing risks to health and safety
Division 8 Hazardous atmospheres, Section 52 Ignition sources
Division 10 Falling objects, Section 54 Management of risk of falling objects
Division 11 Psychosocial risks, Section 55C Managing psychosocial risks
Chapter 4 Hazardous work, Part 4.1 Noise
Section 57 Managing risk of hearing loss from noise
Chapter 4 Hazardous work, Part 4.2 Hazardous manual tasks
Section 60 Managing risks to health and safety
Chapter 4 Hazardous work, Part 4.3 Confined spaces
Division 3 Duties of person conducting business or undertaking, Section 66 Managing risks to health and safety
Chapter 4 Hazardous work, Part 4.4 Falls
Section 78 Management of risk of fall
Chapter 4 Hazardous work, Part 4.7 General electrical safety in workplaces and energised electrical work
Division 2 General risk management, Section 147 Risk management
Chapter 4 Hazardous work, Part 4.8 Diving work
Division 3 Managing risks-general diving work, Section 176 Management of risks to health and safety
Chapter 5 Plant and structures, Part 5.1 General duties for plant and structures
Division 7 General duties of a person conducting a business or undertaking involving the management or control of plant, Section 203 Management of risks to health and safety
Division 7 General duties of a person conducting a business or undertaking involving the management or control of plant, Section 214 Powered mobile plant — general control of risk
Chapter 6 Construction work, Part 6.3 Duties of person conducting business or undertaking
Division 1 General, Section 297 Management of risks to health and safety
Division 3 Excavation work, Section 305 Management of risks to health and safety associated with excavation work
Chapter 6 Construction work, Part 6.4 Additional duties of principal contractor
Section 315 Further health and safety duties — specific risks
Chapter 7 Hazardous chemicals, Part 7.1 Hazardous chemicals
Division 5 Control of risk-obligations of persons conducting businesses or undertakings, Section 351 Management of risks to health or safety
Division 9 Pipelines, Section 391 Management of risks to health and safety by pipeline operator
Chapter 8 Asbestos, Part 8.4 Management of naturally occurring asbestos
Section 431 Naturally occurring asbestos

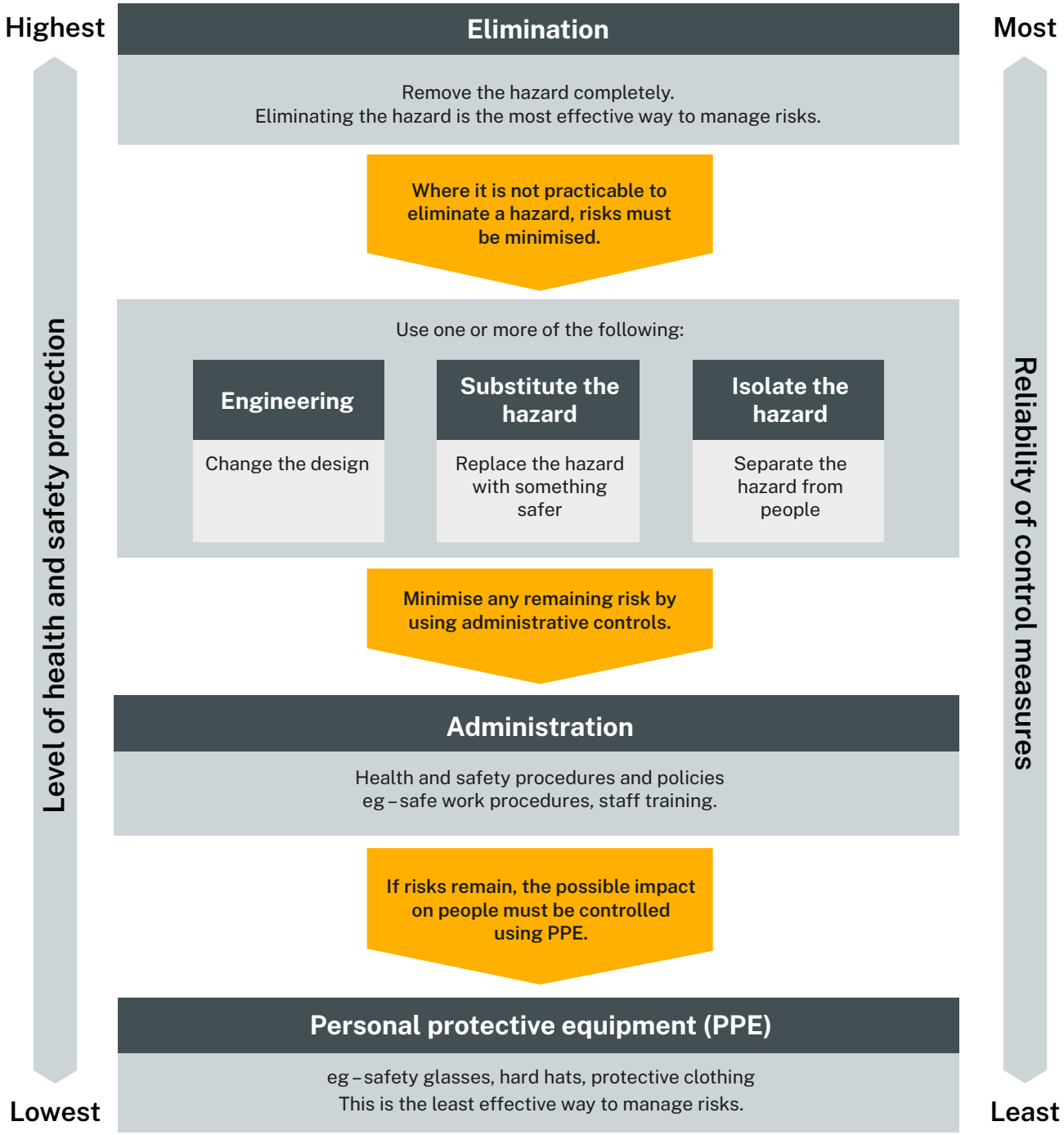

Figure 1: An overview of the hierarchy of control measures

Further risk management guidance is available in the:

- *Code of practice: How to manage work health and safety risks*
- *Code of practice: Managing psychosocial hazards at work*
- *Code of practice: Sexual and gender-based harassment*

3. Common causes of harm from the collection and transport of waste

The following points list common causes of harm associated with the collection and transport of waste.

- Workers and other persons on foot being struck by moving vehicles including while reversing or maneuvering at low speeds.
- Inadequate communication methods between operators of vehicles and workers on foot contributing to the risk of persons being struck by vehicles.
- Inadequate traffic management.
- Light vehicles being crushed or struck while interacting with heavy vehicles.
- Lithium-ion battery and other hot load events, e.g. fires from an embedded battery being compacted and thermal runaway from damaged lithium-ion batteries.
- Contaminated hazardous waste, e.g. asbestos in skip bins.
- Poorly maintained vehicles causing potential failure of brakes, steering and/or hydraulic systems, risking uncontrolled movements.
- Vehicles used outside design parameters or intended use, such as:
    - overloading or exceeding the load capacity,
    - exceeding slope and gradient capability,
    - use of vehicles on unsuitable supporting ground or structures,
    - alteration, modification or use of unapproved attachments.
- Vehicles transiting or operating near live overhead electric lines, resulting in electric shock and/or electrocution.
- Vehicle roll over from ground instability, e.g. due to heavy vehicular movement or significant rain events.
- Operator entrapment between the vehicle and obstructions and between moving parts of the vehicle.
- Inexperienced operators, reckless actions of operators, and/or operators being unfit for work.
- Thermal exposure, e.g. working in the heat.
- Difficult working environment, e.g. restricted space for maneuvering vehicles, poor visibility, steep road gradients.
- Climbing in an out of large vehicles.
- Hazardous manual tasks.
- Psychosocial harms resulting from factors such as working alone, shift work, low work control, repetitive tasks, violence, abuse or aggression.

3.1 Factors increasing risks presented by vehicles

The use of vehicles and their components pose a risk of death and serious injury. The following are some factors that should be considered when applying control measures to site operations and specific work tasks.

- ***Travelling speed of vehicles and/or operational movements:*** Moving vehicles and their operations pose a higher risk as speeds increase. The stopping distance increases relative to operator reaction times and inertia.
- ***Restricted operator vision from vehicles:*** Vision restrictions at the rear, sides, front and above the vehicle. This includes common vision restrictions around:
    - moving components such as arms,
    - the structural supports for the operator's cabin,
    - loads carried / suspended,
    - engine bays and hydraulic components,
    - counterweights,
    - dual drive vehicles,
    - additional equipment / accessories added to the vehicle without adequate consideration of visibility implications, e.g. additional handrail or guardrails, fire extinguisher bottle and tanks, displays in the operator cab.
- ***Restricted operator vision from the operational environment:*** Vision restrictions can occur due to the operational environment. Common restrictions include:
    - corners, crests, obstructed view caused by other vehicles and change of gradients,
    - dust or other environmental factors, such as windshield glare at night, sun glare during the day, rain and fog,
    - narrow collection corridors and laneways.
- ***Multiple work activities in the same area:*** Multiple work activities, e.g. construction activities at or near waste collection or disposal areas, increase the risks posed by vehicles.
- ***Communication limitations:*** Communication can be limited by conditions such as high-noise environments, low-light environments, faulty communication equipment and communication coverage failures.
- ***Personal electronic devices:*** Personal electronic devices, e.g. phones, tablets and earphones, can create distractions increasing the risk of injury.
- ***Operator fitness for work:*** Operators may present a higher risk when not fit for work, e.g. due to fatigue, illness, medical conditions, medications and drug / alcohol effects. Environmental factors such as extreme heat or cold can also impact on fitness for work.
- ***Serviceability and maintenance:*** Where vehicles are not adequately maintained and do not adequately or reliably respond to the actions of an operator. For example, worn brakes and increased stopping distances.
- ***Selection and suitability:*** Where vehicles are not suited to the task and work is being completed outside its capability or safe working capacity.

4. Planning and preparation to manage risks

PCBUs including Local Councils, commercial contractors and subcontractors must, so far as is reasonably practicable, eliminate or minimise risks associated with the collection and transport of waste.

This chapter offers guidance to assist with planning waste collection to ensure the safety of both workers and the public.

Planning must involve consultation with other PCBUs, workers and stakeholders, and should include:

- route planning and access points,
- WHS management systems,
- resources,
- emergencies and reporting,
- shift briefings.

4.1 Contracting of services

Where services are provided under contract, managing risks is an essential factor that should be considered during the contracting process, e.g. tendering process. Documentation to engage contractors to provide waste collection services should include an outline of WHS risks and requirements. Factors that should be considered include:

- ***Planning***: is an opportunity to minimise the risk to health or safety and maximise WHS outcomes. PCBUs should consider the inherent WHS risks in the services being procured, the level of WHS capacity required to be demonstrated by service providers and the duties that they will be required to comply with during the term of the contract.
- ***Approach to market***: any documents should identify novel or elevated WHS risks and include terms to ensure risks are properly addressed.
- ***Evaluation***: documents should require each respondent to demonstrate their capacity to meet their WHS requirements specified as well as demonstrate how they will meet their WHS duties, including consideration of past WHS performance.
- ***Contract management***: should include any special conditions to address and manage WHS risks. Special conditions can be used to monitor and manage WHS performance during the contract term and ensure the goods and/or services are delivered in line with the WHS requirement.
- The WHS considerations provided in this Code, such as vehicle management, consultation, risk management, route planning, resource management, WHS management systems and reporting.

Note: WHS duties are not transferrable and cannot be contracted out to another party, such as a subcontractor. In a contractual chain there will be multiple PCBUs who share the same WHS duties. PCBUs must consult, cooperate and coordinate on WHS matters with other duty holders when working as part of a contractual chain.

For further information refer to Safe Work Australia's *Fact sheet – WHS duties in a contractual chain*.

4.2 Route planning and access points

Routes of travel and access points to collect waste require careful consideration and planning to keep workers and others safe.

PCBUs should conduct a risk assessment and consult with workers and stakeholders to identify hazards when route planning, relevant to the geographical location and its context (e.g. urban, high-rise, rural). Considerations should include:

- main arterial roads,
- traffic,
- planned road closures and road works,
- school zones,
- peak times,
- navigating lanes, alleyways, narrow streets, one-way streets,
- roads with limited or restricted access,
- dirt or unpaved roads,
- other road users, e.g. trucks, cars, pedestrians,
- parking zones,
- clearways,
- environmental conditions,
- high risk collection locations, e.g. schools, childcare centres, high pedestrian areas and sites with obstructions.

These considerations will inform the run sheet detailing how and when routes are undertaken to collect waste safely and optimise time and resources. For example, where bins must be manually handled due to access requirements, this should be scheduled outside peak hours to maintain the safety of workers.

Route planning must also consider how communication with workers will be maintained and any access to amenities or facilities that might be required, e.g. restrooms and rest breaks with safe parking zones.

There may be unforeseen circumstances that affect route plans, e.g. unplanned road closures or roadworks, accidents, burst water mains, flooding and fallen trees. Monitoring live traffic updates should be undertaken to identify issues and plan alternate routes if required.

4.3 WHS management systems

A WHS management system is a set of policies, procedures and plans that systematically manages WHS and can assist in eliminating or minimising the risks associated with the collection and transport of waste, including those outlined in this Code.

PCBUs should establish a WHS management system, in consultation with relevant PCBUs, workers and other stakeholders, that includes:

- processes to ensure hazards are identified and assessed to eliminate or minimise the risks associated with the activities undertaken during the collection and transport of waste, e.g. workers on foot, working in constrained access environments, laneways, work near electric lines,
- arrangements are in place for consultation, co-operation and the co-ordination of work activities with other PCBUs,

- monitoring unexpected conditions that may affect route planning, e.g. unplanned road closures or roadworks, accidents, burst water mains and events,
- monitoring weather conditions to determine if waste collection can be safely completed during extreme weather conditions such as extreme high winds, flooding, deluge, bush fires or natural disasters,
- safe driving protocols, e.g. wet weather driving, safe operation and use of safety / warning systems, adhering to speed limits, use of hazard lights,
- arrangements are in place for managing and reporting any incidents and emergencies that occur, including vehicle breakdown or safety issues, hot loads, collision, injury or near misses,
- site-specific processes for the safe unloading of waste to a site (see Chapter 9),
- processes to confirm the suitability of vehicles, verify the competency of operators and address unsafe operation of vehicles,
- processes to ensure the inspection and maintenance of vehicles, and defect reporting systems,
- ensuring communication methods are established, e.g. between depot workers and drivers / supervisors and drivers, including when working alone and encountering unplanned risks or hazards,
- processes for monitoring, reviewing and evaluating the implementation of the WHS management system, including post-incidents,
- protocols for managing and reporting regulated waste that has been incorrectly disposed of, such as asbestos and unsolicited contents in skip bins and bulk waste collections, e.g. hazardous waste, batteries,
- reporting issues such as low hanging electric lines, road hazards, road access restrictions affecting safety / schedules,
- training, e.g. emergency response, communication systems, driver safety, situational awareness, risk management principles.

4.4 Resources

Appropriate resources should be allocated to ensure the effective and safe operations when collecting and transporting waste. This includes:

- adequate number of workers to manage the workload and ensure fatigue is minimised, e.g. drivers, runners, and supervisors,
- ensuring workers are fit for work, e.g. not under the influence of drugs or alcohol,
- provision of facilities for workers to wash, dry and sanitise their hands while working,
- vehicles are maintained and fit for purpose, including:
    - ergonomic considerations,
    - the type of vehicle required to collect specific types of waste, appropriate safety features, such as GPS / telematics, cameras and thermal sensors to detect hot loads,
- workers are competent and licensed for the plant / vehicle they are operating, e.g. Drivers Licence, plant operators' licence and High risk work licence (where relevant),
- workers are trained in the safe use of the specific vehicles they will be operating, including:
    - safety and warning systems fitted and their use, e.g. GPS / telematics, thermal sensors to detect hot loads, cameras, sensors and auto park brake alarms,
    - safe use of equipment, e.g. hydraulic bin lifters,

- workers are trained in the key operational risks associated with vehicles, including:
    - functions and movements,
    - blind spots,
    - operating in difficult environments or challenging conditions such as narrow streets, uneven surfaces or slopes and restricted access,
- the provision and maintenance of safety equipment such as communication devices, e.g. radios, dispatch tablets and emergency equipment, e.g. fire extinguishers, suppression systems, first aid kits and spill kits,
- competent persons undertake the maintenance, inspection and testing of plant.

4.5 Emergencies and reporting

Emergencies

PCBUs must ensure that an emergency plan is prepared for the workplace, is tested, and is maintained so that it remains effective. The plan should include procedures to effectively respond to an emergency, including evacuation and notifying emergency services.

Emergency plans should include responses to incidents that may occur at fixed and remote work locations, including:

- hot loads / fires in vehicles,
- major chemical / vehicle spills, e.g. diesel / other fuels, acids, paints and hydraulic fluids,
- contact with overhead electric lines,
- exposure to substances that can cause injury or illness, e.g. asbestos, biological waste, chemicals and hazardous substances and lithium-ion batteries,
- incidents related to an extreme weather event,
- where emergency services are required to attend, e.g. vehicle accidents, violence and aggression.

Emergency plans should be communicated to all relevant parties and workers must receive information, training and instruction in relation to implementing the emergency procedures.

Reporting

Processes should be put in place for reporting emergencies, as well as other matters that require attention (e.g. by Local Councils, EPA and electricity network providers), including:

- vehicle mechanical, electrical or safety defects,
- near misses and incidents,
- violence and aggression,
- vehicle accidents,
- other factors impacting waste collection,
    - overhanging branches
    - access issues at waste collection points
    - unusual types of waste collected including suspected contaminated waste,
- illegal dumping.

4.6 Shift briefings

Briefings should be provided at the commencement of shifts. They provide an opportunity for consultation with workers to discuss issues, share information and give workers a reasonable opportunity to share their views. The briefings should include:

- supervisor on duty,
- route plans and any impacting factors, e.g. accidents, road closures, obstructions,
- communication protocols,
- risks associated with the collection and transport of waste and how they should be managed in line with the WHS management system, e.g. environmental conditions, hot loads,
- emergency response procedures,
- vehicle and equipment visual check (see Appendix B),
- changes or updates to WHS management systems,
- rest breaks,
- specific instructions as outlined in the run sheet.

5. Vehicle management

PCBUs must manage risks associated with vehicles and their attachments, including provisions for the selection of vehicles, requirements for maintenance and repairs, supervision, and communication.

PCBUs should:

- select and provide safe vehicles for the work tasks being undertaken,
- conduct a risk assessment to manage the risks associated with the operation of vehicles.

Note: vehicles and their attachments are items of plant.

5.1 Selecting vehicles

When selecting vehicles, the following factors should be considered:

- the type of power train required, e.g. hydrogen, petrol, diesel, electric,
- safety and warning systems required, such as:
    - GPS / telematics with traffic alert systems,
    - in-vehicle monitoring,
    - thermal sensors to monitor and detect hot loads,
    - in-body fire suppression systems,
    - guarding,
    - automatic park brake and movement interlock systems where workers may exit the cab during operation,
    - alarms, e.g. reversing alarm, proximity detectors, automatic parking brakes,
    - warning lights,
    - cameras to monitor the load and around the vehicle to improve driver visibility, e.g. 360° visibility systems,
    - dash cams,
    - an emergency stop button at the rear of the vehicle,
- ergonomic considerations required, such as:
    - adjustable driver seats,
    - devices and components to eliminate worker exposure to whole-body vibration, including vehicle suspension, cabin dampening and operator seats,
    - safe access and egress, e.g. handles / handrails, slip-resistant steps, low cab entry, mirrors, cameras, running board lighting,
- vehicle weight and load management,
- automated lifting mechanisms,
- inspection and maintenance requirements,
- design and manufacturing safety standards.

5.2 Managing vehicle risks

Vehicle risks must be identified, assessed and eliminated, or if elimination is not reasonably practicable, the risks must be managed following the hierarchy of control.

Vehicles include the equipment, appliances, containers and any components fitted or connected (e.g. hydraulic hoses, controls).

To manage and control the risks associated with the use of vehicles:

- vehicles must be used only for the purpose it was designed for and within its rated capacity,
- lifting equipment (e.g. slings and chains), should be inspected as required by the manufacturer,
- vehicles must be inspected and maintained in a safe condition by competent persons,
- ensure that hazards are managed for workers maintaining, inspecting, altering, repairing or cleaning the vehicles,
- ensure that safety devices are maintained, tested regularly and not tampered with,
- ensure that safety decals are correctly located and legible,
- ensure that vehicles are regularly inspected, this includes daily inspections before and after use,
- maintain logbooks and inspection check sheets, including records of the vehicle usage, inspections, maintenance and alterations,
- provide the manufacturer's operating manual to vehicle operators.

5.3 Maintenance and repairs

The maintenance and condition of vehicles used in the collection and transport of waste is critical and impacts all activities involved in waste collection e.g. travel to and from points of origin, collection and unloading of waste.

PCBUs must ensure that vehicles are being suitably maintained. Confirmation that the maintenance, inspection, repairs, and servicing has been completed should include:

- reviewing physical logbook records confirming maintenance,
- reviewing reports from electronic systems that track, record, and confirm that servicing and maintenance has been completed,
- undertaking regular vehicle inspections, and audits.

All repairs, alterations, and maintenance activities should be performed by competent persons complying with the designer or manufacturer's requirements.

Immediate reporting of any equipment defects affecting safety is essential.

PCBUs should have a system in place to identify and take reasonable action to ensure that faulty vehicles are placed out of service. All repairs must be attended to by a competent person, e.g. a vehicle mechanic, and repairs are signed off before the vehicle is returned to service.

5.4 Vision assistance devices and movement warning devices

Vision assistance devices (mirrors, cameras or other similar devices) and movement warning devices (beepers, flashing lights or similar) are important safety features that supplement the operator's direct field of vision. They serve as an aid to the operator to detect people or obstacles around the vehicle. They also provide a warning to others in the area.

When there is damage, incorrect adjustment, or no functionality, the vehicle should not be used and removed from service until repairs have been completed.

5.5 Asset management

PCBUs may implement systems to track, maintain and optimise the use of vehicles to ensure safety and improve efficiency. The system may include:

- a database of all vehicles, including details such as make, model and current status,
- regular servicing and preventive maintenance to reduce downtime and extend vehicle life,
- ensuring vehicles meet regulatory requirements (e.g. registration, insurance, inspections),
- using technology to monitor vehicle telematic data.

Further information can be found in the *Code of practice: Managing the risks of plant in the workplace.*

6. Common hazards

6.1 With people or other vehicles

PCBUs must identify the hazards and the potential points of collision between people and vehicles, especially in waste collection and transport.

This can be done by:

- considering the flow of traffic and people,
- consulting with workers and health and safety representatives about any concerns they encounter during collection and transport of waste,
- analysing high risk locations,
- reviewing reports, e.g. incident and near-miss reports.

PCBUs must implement control measures to eliminate or minimise the risks using the hierarchy of controls. Higher-order controls should be selected and implemented in all instances unless it is demonstrated that doing so is not reasonably practicable. Lower-order controls may be used to support primary higher-level controls so far as is reasonably practicable. A combination of control measures are generally needed to control the risks effectively. These should include:

- scheduling the collection and transport of waste to avoid peak traffic on major or narrow roads,
- improving the operator's ability to see all around the vehicle to ensure visibility of workers, other persons, vehicles and property in close proximity to the vehicle when moving and lifting occurs, e.g. install electronic or physical devices such as additional external mirrors, cameras,
- ensuring that vehicles have operational reversing sensors, flashing lights and reversing alarms to alert pedestrians and other road users that the vehicle is in operation,
- advanced driver training to improve situational awareness (e.g. looking out for cyclists, pedestrians and children), vehicle handling and control.

Further information on managing the risk of collision between people and vehicles while unloading waste to a site is available in chapter 9.

6.2 Overhead electric (power) lines

For predetermined collections, the PCBU must conduct risk assessments to identify the location of overhead electric lines and put into place control measures to eliminate accidental contact. The control measures should include:

- using tools such as *Lookup and Live* to assist in identifying overhead electric lines,
- liaising with electricity network operators if required,
- maintaining safe approach distances,
- using different vehicles, e.g. a smaller designed vehicle,
- altering how the waste is collected, e.g. rear loading vehicles,
- altering where the items are located for collection.

For collections that are not predetermined, PCBUs should train workers on identifying hazards and working safely near overhead electric lines and undertaking an in-field assessment to manage the risk, this should include consulting with their supervisor.

Contact with and striking overhead electric lines should be reported to the electricity supply authority for further investigation and/or action.

For further information refer to the *Code of practice: Work near overhead and underground electric lines.*

6.3 Hot loads / fires

PCBUs should identify the risk of hot loads / fires that may occur during the collection and transport of waste due to items such as chemicals, batteries (e.g. lithium-ion), combustible waste, fuel and flammable liquids.

Hot loads / fires not only create hazards such as flames and smoke, but they can also release toxic gases emitted from the waste on fire.

Hot loads / fire risks should be managed through the emergency planning of the PCBU. The control measures should include:

- fitting thermal detection systems to vehicles where reasonably practicable,
- monitoring the load with the use of technology, e.g. cameras,
- suppression systems where reasonably practicable, e.g. oxygen suppression,
- adequate training, information and instruction provided to drivers on the safe management of hot load/fires, such as:
    - emergency procedures, which may include load isolation, dumping the load or driving the vehicle to a safe location wherever possible where further risks aren't generated, e.g. bushfires, waterway contamination,
    - communication protocols, e.g. notifying supervisors and Emergency Services,
    - any other relevant procedures and protocols, e.g. vehicle shutdown, public safety and environmental considerations.

6.4 Runners

When it is necessary to use workers as 'runners' on a waste collection vehicle the PCBU must ensure, so far as reasonably practicable, that no-one is placed at risk of injury or illness. The PCBU must eliminate or minimise the risks.

If a 'runner' stands on the rear of a waste collection vehicle, work should be carried out in accordance with safe work procedures developed by PCBUs in consultation with the workers. As a minimum, the following safeguards should be implemented:

- rear platforms should have non-slip surfaces and should be at least 400 mm x 300 mm, so that 'runners' can stand normally while holding suitable handles. Platforms should have at least 25 mm-high vertical kick plates and should be approximately 400-500 mm above the ground,
- there should be a mechanism to prevent runners from falling from the platform such as a gate, handrail or other positive means,
- 'runners' must not alight from the vehicle while it is moving,
- 'runners' should be able to prevent the bin lifter from operating in the case of emergencies – e.g. by using an emergency-stop system,
- 'runners' should have access to a direct communication device, e.g. buzzer or two-way radio, that allows them to notify the driver when it is safe to move on to the next pick-up spot,
- the driver should be able to monitor the runners, e.g. by video cameras,

- the driver should be able to alert ‘runners’ when the vehicle is to be reversed or when danger is pending – e.g. via two-way radio or a rear-sounding horn,
- vehicles should be fitted with front and rear-mounted flashing lights to alert other road users and pedestrians,
- vehicles should be fitted with warning signs advising that runners may be operating from the vehicle,
- the driver and the ‘runners’ should be competent and trained in safe work practices,
- runners should work on the same side of the road, unless a risk assessment indicates it is safe to collect from both sides,
- when ‘runners’ are on the rear platforms, the driver should not exceed 25 kilometres per hour – road and traffic conditions should be taken into account,
- the distance travelled between pick-up points should be restricted to a geographical collection zone – e.g. if the distance travelled extends beyond a geographical zone and the vehicle is required to exceed 25 kilometres per hour, ‘the ‘runners’ must travel in the cabin of the vehicle,
- personal protective equipment (PPE), such as high-visibility vests, must be provided to the driver and ‘runners’, as well other identified PPE.

7. Hazardous manual tasks

PCBUs must manage risks to health and safety relating to a musculoskeletal disorder (MSD) (e.g. sprain and strain) associated with hazardous manual tasks.

When managing risks from hazardous manual tasks PCBUs must have regard to all relevant matters that may contribute to an MSD, including:

- postures, movements, forces and vibration,
- the duration and frequency of the task,
- workplace environmental conditions,
- design of the work area,
- layout of the workplace,
- systems of work used, and
- nature, size, weight or number of persons or things handled.

Examples of hazardous manual tasks in the collection and transport of waste include:

- repetitively getting in and out of vehicles,
- prolonged sitting while driving,
- sustained posture when using the steering wheel, and
- repetitive movements, awkward postures and high force when handling bins during bulk waste and skip bin deliveries and collections.

7.1 Repetitively getting in and out of vehicles

Workers may be required to get in and out of vehicles for various reasons, including when doing bulk waste collections and skip bin deliveries/collections.

Getting in and out of vehicles can become hazardous when performed repetitively. The design of the vehicle (e.g. high steps or awkward entry points) and work environment (e.g. wet surroundings) can also contribute to other harms such as slips, trips and falls that may cause MSDs.

PCBUs must implement control measures to manage these risks. For example:

- parking vehicles on even, flat and solid ground where possible, including when it is operating at a landfill facility,
- ensuring the use of slip-resistant steps, handles or handrails, maintaining three points of contact when entering and exiting the vehicle, and using safety devices such as mirrors and cameras when checking for other vehicles or pedestrians,
- providing appropriate PPE (e.g. suitable non-slip footwear),
- considering weather conditions before vehicle operation (e.g. high winds, heavy rain).

7.2 Driving

Workers are often required to sit for prolonged periods and experience sustained postures when using the steering wheel while operating vehicles.

PCBUs must implement control measures to manage these risks. For example:

- having ergonomically designed seating that can be adjusted to ensure workers are seated in a comfortable position when driving,
- ensuring frequently used operational controls are within easy reach to reduce overreaching or twisting,
- providing regular rest breaks to allow workers to prevent the build-up of, or recover from, the effects of fatigue in muscle groups used during prolonged sitting.

7.3 Bulk waste collections

Workers may be required to undertake bulk waste collections. This process involves the collection of large, bulky and heavy items such as furniture, appliances (e.g. refrigerators, ovens, washing machines), and other items.

PCBUs must implement control measures to manage these risks. For example:

- eliminating or minimising the need to manually lift items by planning ahead and using fit-for-purpose mechanical devices, where reasonably practicable (e.g. trolleys, vehicle loading cranes, tilt trays, pallet jacks, tailgate lifter),
- ensuring safe movement, entry and exit to the vehicle to avoid risks such as slips, trips and falls, and being hit by other vehicles in the vicinity,
- processes for assessing and safely handling bulky loads, e.g. use of lifting equipment, team lifting,
- providing appropriate PPE (e.g. non-slip footwear, gloves, high-visibility clothing, UV rated clothing, and clothing appropriate to weather conditions like rain and heat).

7.4 Skip bins and mobile garbage bins

Workers may be required to perform tasks associated with skip bin deliveries and collections.

PCBUs must implement control measures to manage these risks. For example:

- ensuring skip bins are loaded and unloaded safely by planning ahead and using fit-for purpose mechanical devices,
- ensuring skip bins, lifting gear and mechanical devices are regularly inspected and maintained,
- ensuring skip bins are not unloaded near overhead electric lines or residential supply lines,
- ensuring appropriate load restraint and load covers are used when transporting waste,
- ensuring safe entry and exit to the vehicle to prevent the risk of slips, trips, and falls or being hit by other vehicles in the vicinity,
- eliminating or minimising the need for drivers or other people to climb onto the truck to perform tasks to prevent MSDs from potential slips, trips or falls,
- processes for assessing ground conditions to ensure safety when delivering, placing and collecting skip bins,
- ensuring there are exclusion zones to prevent injury or crushing from happening during bin operation such as when the bin is being lifted and placed,
- providing appropriate PPE (e.g. non-slip footwear, gloves, high-visibility clothing, UV rated clothing, and clothing appropriate to weather conditions like rain and heat).

Further information is available *Code of practice: Hazardous manual tasks*.

8. Contaminated waste

PCBUs should manage risks associated with contaminated waste. This includes provisions for the identification of contaminated waste, management plans and control measures including the selection of PPE.

This chapter offers guidance to assist with management of contaminated waste to ensure the safety of both workers and the public.

8.1 Asbestos

WHS Regulation section 420

Exposure to airborne asbestos at workplace

WHS Regulation section 429

Asbestos management plan

WHS Regulation section 445

Duty to train workers about asbestos

Occasionally kerbside bins, bulky waste collections, recycling, and skip bins are contaminated with asbestos from illegal disposal.

Where asbestos contaminates waste that is collected and processed, it also contaminates all the equipment and vehicles used to collect and process that waste, leading to expensive and time-consuming processes for decontamination. When asbestos contaminates materials destined for recycling or re-use, that material becomes asbestos waste and must be disposed of accordingly.

Due to the possibility of asbestos or asbestos containing material (ACM) being illegally or inadvertently disposed of in waste, PCBUs must ensure:

- a written asbestos management plan is prepared for the workplace,
- the asbestos management plan is maintained to ensure the information is up to date,
- workers are trained in the identification and safe handling of, and suitable control measures for asbestos and ACM.

Further information is available *Code of practice: How to manage and control asbestos in the workplace* and *Code of practice: How to safely remove asbestos*.

Detailed information on the lawful disposal of asbestos waste and licensed asbestos waste disposal services can be obtained from the NSW Environment Protection Authority.

8.2 Biological waste

The collection and transport of waste can expose workers to the risk of biological hazards resulting in infection or illness, for example Hepatitis A, B and C, Gastro-enteritis and Tetanus.

- Exposure can occur when collecting, sorting and handling biological waste, e.g. needles, including during bulk waste collections,
- when cleaning vehicles and other equipment that has been used during the collection.

PCBUs must identify and implement control measures to manage the risk of exposure to biological waste. The control measures should include:

- training workers in the identification and safe handling of biological waste,
- procedures for the appropriate handling and disposal of sharps and other biological waste, including spills,
- provision of facilities for workers to wash, dry and sanitise their hands after handling or sorting biological waste,
- procedures for safely cleaning affected vehicles and other equipment,
- frequent washing / renewal of clothes worn during waste collection to protect the health and safety of the wearer and others,
- vaccination programs to ensure workers are immunised where practicable,
- provision and use of appropriate PPE, including overalls, gloves, masks, hand-held mechanical tool, eye shields and / or goggles.

8.3 Chemicals and hazardous substances

Chemicals and hazardous substances may be in the form of a solid, liquid or gas. Incidents can occur through their spillage, leak, escape or mixing which can generate airborne contaminants such as vapours, fumes, dust, mists or liquids that may be harmful to workers or others through exposure or physical contact.

Common chemicals or hazardous substances that can be found in waste include cleaning products, fuels, oils, pesticides, paints and other flammable liquids. Wherever possible, systems should be established to ensure these waste streams are isolated from each other to prevent cross-contamination and are removed separately.

PCBUs must identify and implement control measures to manage the risks of exposure to chemicals and hazardous substances. The control measures should include:

- training workers in the identification of chemicals and hazardous substances,
- processes for the appropriate handling and disposal of chemicals and hazardous substances,
- developing a procedure for workers to follow if they identify, are exposed, or there is an incident during the collection, sorting and disposal of waste, including:
    - isolating the load / area,
    - calling Emergency Services,
    - notifying supervisors,
    - seeking medical assistance,
    - completing a workplace hazard notification,
- monitoring the load cameras,
- provision of a spill kit and PPE in vehicles.

8.4 Lithium-ion batteries

A lithium-ion battery is an energy efficient rechargeable battery with high energy density, long cycle life and long shelf life.

Lithium-ion batteries should be disposed of correctly and they cannot be placed into general waste bins or recycling bins.

Significant risks to health and safety can arise when Lithium-ion batteries are disposed of incorrectly. They can cause fires and explosions during waste collection, transport, handling and processing.

PCBUs must identify and implement control measures to manage the risks associated with lithium-ion batteries. The control measures should include:

- providing training to workers in the identification of lithium-ion batteries,
- developing and implementing procedures for the appropriate handling and disposal of lithium-ion batteries identified in waste / recycling.

Refer to chapter 6.3 for information on managing risks of hot loads / fires.

Refer to *Lithium-ion batteries* on Safe Work's website for information on managing the safety risks.

9. Unloading waste to a site

Sites where waste is unloaded may be operated by other PCBUs, such as landfill facilities, recycling / material recovery facilities and transfer stations. The activity of plant and vehicles moving around the site creates hazards of impact or collision with other vehicles, structures, property and persons on foot. Hazards may also arise when prohibited items, e.g. hazardous waste, lithium-ion batteries, are identified in waste / recycling when it's unloaded.

PCBUs must identify risks associated with the unloading of waste, including any site-specific risks such as the number of plant and vehicles operating at the site, site access and egress. Other PCBUs may also have duties in managing these risks, e.g. councils and contractors.

PCBUs must identify and implement control measures to manage the risks of unloading waste to a site. The control measures should include:

- traffic management plans,
- one-way circuit in traffic management plan to minimise the risk of vehicle collisions,
- scheduling drop offs to minimise the number of vehicles at the site at any one time,
- adequate lighting,
- positive communication protocols for entering site, emptying waste, approaching vehicles and prior to drivers exiting vehicles,
- signposted and clearly delineated paths of travel for pedestrians and vehicles to minimise the risk of collision,
- separate traffic paths and work areas with barriers and collision protection,
- traffic control devices,
- drivers staying in the vehicle,
- reversing and other vision-improving cameras and in cabin displays,
- proximity warning sensors (both object sensing and wearables on a person),
- auditory and visual warnings for plant movements, such as vehicle motion alarms (e.g. vehicle motion alarms, reversing alarms, flashing light systems, or reversing light systems),
- workers on site wearing PPE and high visibility clothing,
- processes for identifying and managing:
    - contaminated waste / recycling during unloading, e.g. monitoring through cameras,
    - hot loads, e.g. monitoring thermal sensors, safe locations to empty hot loads,
- monitoring and reviewing controls to maintain effectiveness.

For further guidance on traffic management, refer to Australian Standard *AS1742.3:2019 Manual of uniform traffic control devices*.

10. Other considerations

10.1 Personal protective equipment (PPE)

If a residual risk remains after implementing higher level controls, PCBUs must provide workers with any PPE identified as required by the risk assessment. PPE must be appropriate for the task and control the risk for the worker.

If PPE is determined to be necessary, PCBUs must ensure that PPE:

- provides adequate protection in relation to the identified risks,
- is fit for purpose,
- is fit tested where necessary,
- is operationally compatible and meets expectations in field environments.

The PCBU is responsible for ensuring:

- the provision and maintenance of PPE,
- the use of PPE by all workers,
- that workers are trained in the proper use, care and maintenance of any items of PPE,
- that PPE is stored in a clean and fully operational condition.

PPE used is relevant to the risks assessment, such as:

- non-slip footwear which is reliable for operational purposes,
- wet weather gear,
- high-visibility clothing with UV protection,
- gloves,
- eye and ear protection,
- sun hats with UV protection,
- sunscreen,
- dust masks, where required,
- personal protective clothing, e.g. apron, disposable coveralls.

10.2 Psychosocial hazards

WHS Regulation sections 55A to 55D

Psychosocial risks

Workers can be exposed to a combination of work-related psychosocial hazards and risks factors. A PCBU has a duty to manage the risk of psychosocial hazards in the workplace.

In determining the control measures to implement to manage the psychosocial hazard, PCBUs must have regard to all relevant matters including:

- duration, frequency and severity of exposure and how hazards may combine or interact,
- design of work and system of work,

- design, layout and environmental conditions of the workplace,
- workplace interactions or behaviours,
- information, training, instruction and supervision provided to workers.

Some examples of psychosocial hazards may include:

- high job demands (e.g. high levels of physical, mental or emotional effort are needed to do the job),
- poor physical environments (e.g. performing hazardous work, conditions that affect concentration or are unpleasant),
- remote or isolated work (e.g. working extended periods alone),
- bullying and sexual harassment.

Further information on how to manage psychosocial hazards in the workplace can be found in the *Code of practice: Managing psychosocial hazards at work*. The code provides guidance on duties and practical strategies to manage and promote a mentally healthy workplace.

10.3 Violence and aggression

Workers can be exposed to violence and aggression during their routine activities from other drivers and pedestrians.

PCBUs must manage the risk of violence and aggression and implement appropriate controls. The controls should include:

- de-escalation training,
- training in managing and responding to road-rage incidents, e.g. training not to get out of vehicles,
- flagging system for repeat offenders,
- installation of dash cam in vehicles,
- notification to council, contractor and police as required.

For further guidance on managing work-related violence refer to SafeWork NSW's *Preventing and responding to work-related violence* guide.

10.4 Fatigue

Workers suffering from fatigue can be at an increased health and safety risk resulting in increased error rates, lapses in concentration, reduced cognitive ability.

PCBUs should assess the health and safety risks of fatigue and implement appropriate controls. The controls should include:

- scheduling adequate rest breaks,
- modification to the design of work, such as the physical and mental work demands, the work intensity,
- modification of environmental factors that contribute to fatigue, such as ensuring a comfortable thermal work environment,
- administrative controls, such as developing work practices to reduce fatigue in the workplace.

For further guidance refer to the *Code of practice: Managing the risk of fatigue at work*.

10.5 Exposure to noise

PCBUs must ensure the noise that a worker is exposed to at the workplace does not exceed the exposure standard for noise. The risk of causing permanent hearing damage is related to both the loudness of the noise and the duration and frequency of exposure.

Noise may be an issue in the collection and transport of waste, and PCBUs must control risks relating to noise exposure, in accordance with the hierarchy of controls. Risk controls may include selecting plant and equipment designed to reduce noise exposure, the use of hearing protection and the undertaking of audiometric testing.

For further guidance refer to the *Code of practice: Managing noise and preventing hearing loss at work.*

10.6 Monitoring and evaluation

Monitoring of information, incidents and reports assists in verifying the effectiveness of processes and ensures systems are in place and functioning as intended.

Some examples of useful information to monitor include:

- daily job records of operators, detailing load mass, daily load frequency, and bins per load,
- use of technology, e.g. load cameras,
- vehicle load information recorded at waste disposal, recycling, or transfer facilities,
- driver records, specifying daily loads, work periods, and rest periods, across all driving activities,
- vehicle inspection and defect reports,
- reports on hazards and incidents,
- investigation reports on incidents,
- records of worker consultations, such as minutes from WHS committee meetings,
- shift briefing records,
- programs and records related to equipment maintenance,
- records of safety concerns raised by workers and health and safety representatives.

The evaluation should determine any identified issues that require rectification or additional control measures to manage the risks.

Any changes must be consulted to workers and other PCBUs as identified.

10.7 Illegal dumping of waste

Illegal dumping, i.e. the unauthorised disposal of waste, presents significant environmental and public health risks. In NSW, illegal dumping is governed by the *Protection of the Environment Operations Act 1997* (POEO Act).

For further guidance refer to the Environment Protection Authority's website.

11. Incident notification

Part 3 of the WHS Act

WHS Act section 35

What is a "notifiable incident"

WHS Act section 38

Duty to notify of notifiable incidents

A 'notifiable incident' is:

- the death of a person,
- a 'serious injury or illness', or
- a 'dangerous incident' that exposes someone to a serious risk (even if no one is injured)

arising out of the conduct of a business or undertaking at a workplace.

'Notifiable incidents' may relate to any person — whether an employee, contractor or member of the public.

A PCBU must ensure that SafeWork NSW is notified immediately after becoming aware that a notifiable incident has occurred. Notifications can be made by contacting SafeWork NSW on 13 10 50 or via the SafeWork NSW website: *Notify SafeWork*.

When a PCBU is made aware that a notifiable incident has occurred, the PCBU must:

- report it to SafeWork NSW immediately, and
- preserve the incident site so far as is reasonably practicable until an inspector arrives or directs otherwise. This doesn't prevent help being provided to an injured person, removing a deceased person, making the site safe to minimise the risk of a further notifiable incident, or to facilitate a police investigation.

Incidents involving multiple businesses or undertakings

If a 'notifiable incident' arises out of more than one business or undertaking then each must ensure that the incident has been notified to SafeWork NSW.

There is no need for all duty holders to notify — only one needs to. However, all duty holders retain their responsibility to ensure SafeWork NSW is notified, regardless of any agreement between them.

In these circumstances the duty holders must, so far as is reasonably practicable, consult, cooperate and coordinate to put appropriate reporting and notification arrangements in place.

Examples of these incidents are available in Safe Work Australia's I*ncident notification fact sheet*.

Enforcement action may be taken and penalties may be applied for not notifying notifiable incidents to SafeWork NSW. For more information see the SafeWork NSW website.

12. Appendices

12.1 Appendix A Glossary

Terms used throughout this Code that require definitions or descriptions.

Term	Description
Bin	A receptacle in which to deposit waste.
Competent person	A person who has acquired through training, qualification, or experience the knowledge and skills to carry out the task.
Commercial waste	Waste from premises used mainly for the purposes of a trade or business or for the purpose of sport, recreation, education, or entertainment, excluding household, agricultural, or industrial waste.
Contaminated/ contamination	The presence of a constituent, impurity, or some other undesirable element that renders something unsuitable, unfit, or harmful for the physical body, natural environment, workplace, etc.
Contractor	A person bound to carry out and complete work under a contract.
Dangerous incident	An incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to – (a) an uncontrolled escape, spillage or leakage of a substance, or (b) an uncontrolled implosion, explosion or fire, or (c) an uncontrolled escape of gas or steam, or (d) an uncontrolled escape of a pressurised substance, or (e) electric shock, or (f) the fall or release from a height of any plant, substance or thing, or (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or (h) the collapse or partial collapse of a structure, or (i) the collapse or failure of an excavation or of any shoring supporting an excavation, or (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or (k) the interruption of the main system of ventilation in an underground excavation or tunnel, or (l) any other event prescribed by the regulations, but does not include an incident of a prescribed kind.
Duty holder	Any person who owes a work health and safety duty under the WHS Act, including a PCBU, a designer, manufacturer, importer, supplier, installer of products or plant used at work (upstream duty holder), officer, or a worker.

Term	Description
Electricity supply authority / Electricity network operator	A person or body engaged in the distribution of electricity (also known as an electricity network operator) to the public or in the generation of electricity for supply, directly or indirectly, to the public whether by statute, franchise agreement or otherwise and includes — (a) an energy services corporation within the meaning of the *Energy Services Corporations Act 1995*, and (b) a network operator within the meaning of the *Electricity Supply Act 1995*, and (c) The Country Rail Infrastructure Authority constituted by the *Transport Administration Act 1988*, and (d) Rail Corporation New South Wales, and (e) Sydney Trains, and (f) Sydney Metro, and (g) Transport for NSW, and (h) The Water Administration Ministerial Corporation constituted by the *Water Management Act 2000*.
Hazard	A situation or thing that has the potential to harm a person. Hazards at work may include: noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive job, bullying and violence at the workplace.
High risk work licence (HRWL)	Any of the licences listed in Schedule 3 of the WHS Regulation.
Health and safety committee	A consultative body established under the WHS Act. The committee's functions include facilitating cooperation between workers and the PCBU to ensure workers' health and safety at work and assisting to develop work health and safety standards, rules, and procedures for the workplace.
Health and safety representative	A worker who has been elected by their work group under the WHS Act to represent them on health and safety matters.
Hot load	In the context of waste collection and transport, a load that contains materials capable of self-heating, igniting, or causing combustion during transit or storage.
Illegal dumping	The illegal dumping of waste instead of using an authorised method such as kerbside collection or using an authorised waste dump. It is the illegal deposit of any waste onto land, including waste dumped or tipped on a site with no license to accept waste.
Industrial waste	Industrial waste is the waste produced by industrial activity, which includes any material that is rendered useless during a manufacturing process, such as that of factories, mills, and mining operations.
Kerbside collection	Kerbside collection is a service provided to households, typically in urban and suburban areas, to collect and dispose of household waste and recyclables.

Term	Description
Materials recovery facility (MRF)	A waste sorting and recycling facility that receives, separates and prepares recyclable materials.
May	'May' indicates an optional course of action.
Must	'Must' indicates a legal requirement exists that must be complied with.
Officer	An officer under the WHS Act is: — an officer under section 9 of the *Corporations Act 2001* (Cth) — an officer of the Crown within the meaning of section 247 of the WHS Act, and — an officer of a public authority within the meaning of section 252 of the WHS Act An elected member of a local authority while acting in that capacity, is not an 'officer'. A partner in a partnership is also not an officer, as each partner would be considered to be a PCBU.
Person conducting a business or undertaking (PCBU)	A PCBU is an umbrella concept that intends to capture all types of working arrangements or relationships. A PCBU includes a: • company • unincorporated body or association • sole trader or self-employed person. Individuals who are in a partnership that is conducting a business will individually and collectively be a PCBU. A volunteer association (defined under the WHS Act, see below) or elected members of a local authority will not be a PCBU. *Note –* A person may be both a PCBU, within the meaning of section 5 of the WHS Act and a worker within the meaning of section 7 of the WHS Act.
Personal protective equipment (PPE)	Anything used or worn by a person to minimise risk to the person's health and safety.
Plant	Includes — (a) any machinery, equipment, appliance, container, implement and tool, and (b) any component of any of those things, and (c) anything fitted or connected to any of those things.

Term	Description
Psychosocial hazard	A psychosocial hazard is a hazard that — (a) arises from, or relates to — i. the design or management of work, or ii. a work environment, or iii. plant at a workplace, or iv. workplace interactions or behaviours, and (b) may cause psychological harm, whether or not it may also cause physical harm.
Psychosocial risk	A risk to the health or safety of a worker or other person arising from a psychosocial hazard.
Regulated waste	Waste that requires specific assessment, classification, and handling due to its potential risk to human health and the environment. Examples include contaminated soils, hazardous and clinical waste, asbestos, e-waste.
Risk	The possibility harm (death, injury or illness) might occur when exposed to a hazard.
Serious injury or illness	An injury or illness requiring the person to have – (a) immediate treatment as an in-patient in a hospital, or (b) immediate treatment for — i. the amputation of any part of his or her body, or ii. a serious head injury, or iii. a serious eye injury, or iv. a serious burn, or v. the separation of his or her skin from an underlying tissue (such as degloving or scalping), or vi. a spinal injury, or vii. the loss of a bodily function, or viii. serious lacerations, or (c) medical treatment within 48 hours of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.
Should	‘Should’ indicates a recommended course of action.
Thermal runaway	A dangerous condition that occurs when the temperature inside a battery (such as a lithium-ion cell) rises uncontrollably, causing a self-sustaining reaction that generates even more heat. This can lead to fire, explosion, and release of toxic gases.
Transport	The process of moving waste materials from their origin to a destination for treatment, recycling, or disposal.

Term	Description
Volunteer association	A group of volunteers working together for one or more community purposes where none of the volunteers, whether alone or jointly with any other volunteers, employs any person to carry out work for the volunteer association.
Work group	A group of workers is established to facilitate the representation of workers by one or more health and safety representatives. A workgroup may consist of all workers at a workplace, but it may also be appropriate to split a workplace into multiple work groups where workers share similar work conditions or are exposed to similar risks and hazards. For example, all workers on the night shift.
Worker	Any person who carries out work for a PCBU, including work as an employee, contractor or subcontractor (or their employee), self-employed person, outworker, apprentice or trainee, work experience student, employee of a labour-hire company placed with a 'host employer' or a volunteer. *Note –* A person may be both a worker, within the meaning of section 7 of the WHS Act, and a PCBU within the meaning of section 5 of the WHS Act.
Workplace	Any place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work. This may include offices, factories, shops, construction sites, vehicles, ships, aircraft or other mobile structures on land or water.

12.2 Appendix B Example pre-start checklist

Vehicle external checks:

- walk around the vehicle and check for damage, e.g. tyres, wheels, rims, windscreens,
- check for hydraulic leaks,
- regularly check tyre pressure,
- check mirrors and antennas are intact,
- check equipment, e.g. lifting equipment, is in good condition and working appropriately.

Vehicle internal checks:

- fuel,
- seatbelts – non-frayed edges, buckle locking correctly, retraction working,
- safety features, e.g. cameras and warning devices,
- GPS.

Other checks

- equipment, e.g. first aid kit, fire extinguisher, spill kit, emergency breakdown triangles,
- loads are secure,
- PPE is in good working order,
- confirming planned route,
- Live traffic,
- communication devices.

For further information on pre-start checklists refer to the NHVR (National Heavy Vehicle Regulator) Heavy Vehicle Inspection Checklist.

12.3 Appendix C Example case studies

Overhead electric line incident at a recycling facility

Background: At a recycling facility, a waste truck driver raised the vehicle's hydraulic lift to unload a bin when it contacted an overhead electric line. The electric line had been previously unnoticed by operators, and the incident led to a brief electrical surge and minor injuries due to the shock.

Risks to Workers: Contact with overhead electric lines can cause electrocution, electric shock, fires or explosions.

Response: The recycling facility worked with the power provider to re-design the workplace and reroute the electric line. The PCBU implemented administrative controls and training requiring drivers to undertake pre-operational checks and verify clearances before using lift mechanisms. Warning signage and ground-based markers indicating safe operating distances were installed around electric lines.

Outcomes & key takeaways: This case reinforces the importance of safety in design, importance of hazard identification and pre-operational checks and awareness of electric line locations in waste management facilities. Simple but effective measures like clear signage and ground markers can also help protect workers from potentially life-threatening incidents involving electric lines.

Training and safety awareness for drivers on overhead electric lines on collection routes

Background: Waste collection drivers reported near misses with low-hanging electric lines along roads. The height and placement of these electric lines varied, posing a constant hazard as drivers navigated narrow routes.

Risks to Workers: The unpredictable height of electric lines presents an electrocution risk for waste collection workers operating trucks with high-reaching components, like lifting arms or roll-off bins.

Response: The PCBU collaborated with local authorities and power companies to create a route map indicating known low-clearance areas. Drivers were trained to recognise and navigate these hazards, and all trucks were equipped with a visual alert system to signal when lift mechanisms were too close to an overhead obstruction.

Outcomes & key takeaways: This case highlights the value of proactive route planning and specific training to raise driver awareness of electric line hazards. By mapping out risks and implementing technology to warn drivers, PCBUs can significantly reduce the chances of dangerous encounters with overhead electric lines.

Disclaimer

This publication may contain information about the regulation and enforcement of work health and safety in NSW. It may include some of your obligations under some of the legislation that SafeWork NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website www.legislation.nsw.gov.au

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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