



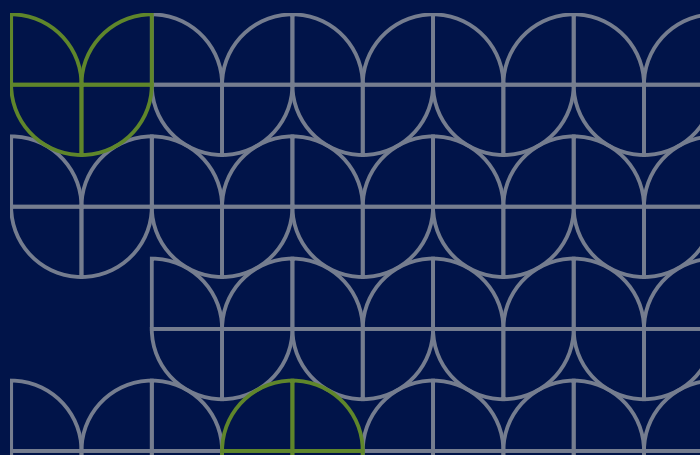
The dairy safety handbook

Disclaimer: This is intended as a guide only. For specific legal advice about health and safety regulations, please consult your local regulator.



Contents

Knowing your health and safety responsibilities	4
Managing risks and hazards	8
Managing incidents	12
Planning for an emergency	17
Training your team	16
Working with contractors and visitors	23
Onside digitises safety management	28



When your day begins before the sun's up, you know you're in dairy.

It's demanding work, but there's nothing quite like the reward of seeing healthy, thriving cows and sending out fresh dairy products to the community.

Yet, with all the effort that goes into keeping a dairy farm operating, risks are never far away. You're dealing with large animals, chemicals, equipment, and the unpredictable nature of weather and disease.

Mistakes can happen.

Legally, health and safety might sound like red tape. But in reality, it's about the people you rely on - your family, staff, and neighbours. It's about making sure everyone gets through each day and heads home safely. A solid health and safety culture helps avoid accidents, both saving time and money - and aligning your operation with a culture of operational excellence and efficiency.

That's what this guide is all about.

We've pulled together practical advice on meeting your responsibilities, spotting common hazards, handling incidents, and training your crew. Our hope is to help you focus on the work you love - caring for your cows and producing top-quality products - without the worry of whether you're ticking every compliance box.

And who are we, anyway?

We're Onside, an agri-focussed risk platform dedicated to helping dairy producers. Over 22,000 properties already use our consolidated platform, managing their safety, biosecurity, visitor and contractor management with confidence.

Our goal is simple: to make it easier for dairy farmers to protect their people and properties, while saving time and headaches.

I hope you find something in these pages that makes things easier.

Ryan Higgs
CEO & Co-Founder
Onside





Your health and safety responsibilities

Everybody has a role to play in managing safety risk.

We'll explain who is responsible for what.

1 PCBU

2 Officers

3 Managers

4 Workers

1. PCBU

'PCBU' (The Person Conducting Business or Undertaking) is a term used throughout legislation to describe all types of working arrangements. In most cases, it means a business or company.

Their responsibilities, so long as they are reasonably able to be done:

- Make sure workplace, equipment and systems health and safety risks are being managed continuously
- Make sure the handling and storage of plant, structures, and substances is safe
- Provide adequate facilities for the welfare of workers
- Provide information, training, instruction, or supervision to protect workers and others from risks
- Monitor the health of workers and the conditions at the workplace to prevent illness or injury
- Communicate with workers on issues that affect their health and safety
- Consult, co-operate, and coordinate with other PCBUs when there is a shared work health and safety matter

2. Officers

Officers are owners, directors or partners who have significant influence over the management of the business (they could also be managers).

Officers must:

- Have up-to-date knowledge of work health and safety matters
- Understand the business operations and any risks involved
- Make sure there are enough resources available to manage risks
- Respond in a timely way to any information about an incident or risks that is received
- Have the right processes for complying with the safety legislation
- Make sure the processes mentioned above are available and used properly

3. Managers and team leaders

This is anyone who has other workers reporting to them.

Managers and team leaders must:

- Demonstrate good health and safety practices
- Implement and maintain a safety management system
- Make sure workers are able to carry out their responsibilities safely
- Make sure workers understand their health and safety responsibilities
- Report and investigate any notifiable events
- Communicate safety information to stakeholders (including contractors, team members, families, visitors, etc)
- Make safety part of all business decisions and operations
- Promote a positive culture of safety
- Create risk and incident reports regularly to review these with your team or provide to stakeholders

4. Workers

This covers all other employees or contractors.

Workers responsibilities are to:

- Take reasonable care of their own health and safety
- Take reasonable care not to put the health and safety of others at risk
- Immediately report notifiable incidents, injuries or illnesses
- Comply with the safety management system
- Use personal protective equipment provided
- Attend organised safety training
- Participate in safety meetings and discussions
- Report new risks or dangerous situations
- Make sure the work area is safe before starting work and when leaving the area

Health and safety

Who's responsible for what

PCBU

- Make sure the workplace, equipment, and systems health and safety risk is managed continuously
- Make sure the handling and storage of plant, structures, and substances is safe
- Provide adequate facilities for the welfare of workers and make sure workers have access to these
- Provide information, training, instructions, or supervision to protect workers and others from risk
- Monitor the health of workers and the conditions at the workplace to prevent illness or injury
- Communicate with workers on issues that affect their health and safety
- Consult, co-operate, and coordinate with other PCBUs when there's a shared work health and safety matter

Officers

- Have up-to-date knowledge of work health and safety matters
- Understand the business operations and any risks involved
- Make sure there are enough resources available to manage risks
- Respond in a timely way to information about incidents or risks
- Have the right processes for complying with the Health and Safety at Work Act 2015
- Make sure these processes referred to above are available and used properly

Managers & team leaders

- Model good health and safety practices
- Implement and maintain a safety management system
- Make sure workers can carry out their responsibilities safely
- Make sure workers understand their health and safety responsibilities
- Report and investigate any notifiable events
- Communicate safety information to stakeholders (e.g contractors, team members)
- Make safety part of all business decisions and operations
- Promote a positive culture of safety

Workers

- Take reasonable care of their own health and safety
- Take reasonable care not to put the health and safety of others at risk
- Immediately report notifiable incidents, injuries, or illnesses
- Comply with safety management systems
- Use personal protective equipment
- Attend organised safety training
- Participate in safety meetings and discussions
- Report new risks or dangerous situations
- Make sure the work area is safe before starting work and when you leave



Managing risks and hazards

**Risks and hazards are in every industry.
Very few have as many as dairy.**

There are four things you need to do to manage this.

1 Identify

2 Assess

3 Control

4 Review

1. Identifying risks

Make sure everyone within your dairy operation- your team, contractors, and visitors - report any new risks that could cause injury or illness. There should be an easy way to proactively record risks.

When updating your risk register, think back on any past incidents and take a walk around the property with your team. This helps ensure nothing is overlooked.

2. Assessing risks

Once a risk is reported, you need to assess its severity. There are two parts to a risk assessment:

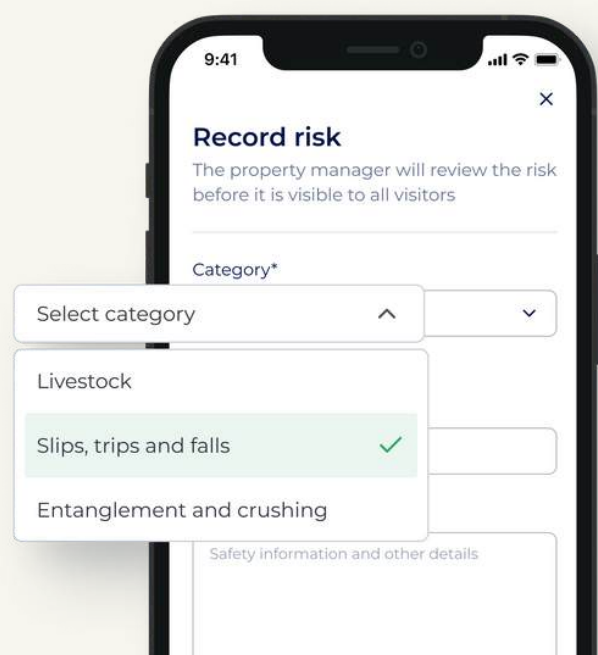
- **Harm category:** This measures how severe the risk is. To assess harm category, think about the worst-case scenario.
- **Risk likelihood:** This measures the chance of the risk causing harm. To assess risk likelihood, consider how often people will be exposed to the risk.

Digital risk registers

A digital register makes it very easy to record, track, and manage risks, saving you a ton of time and hassle.

With everything organised and at your fingertips, you can quickly spot and fix any issues before they become big problems, helping ensure compliance and boosting overall safety.

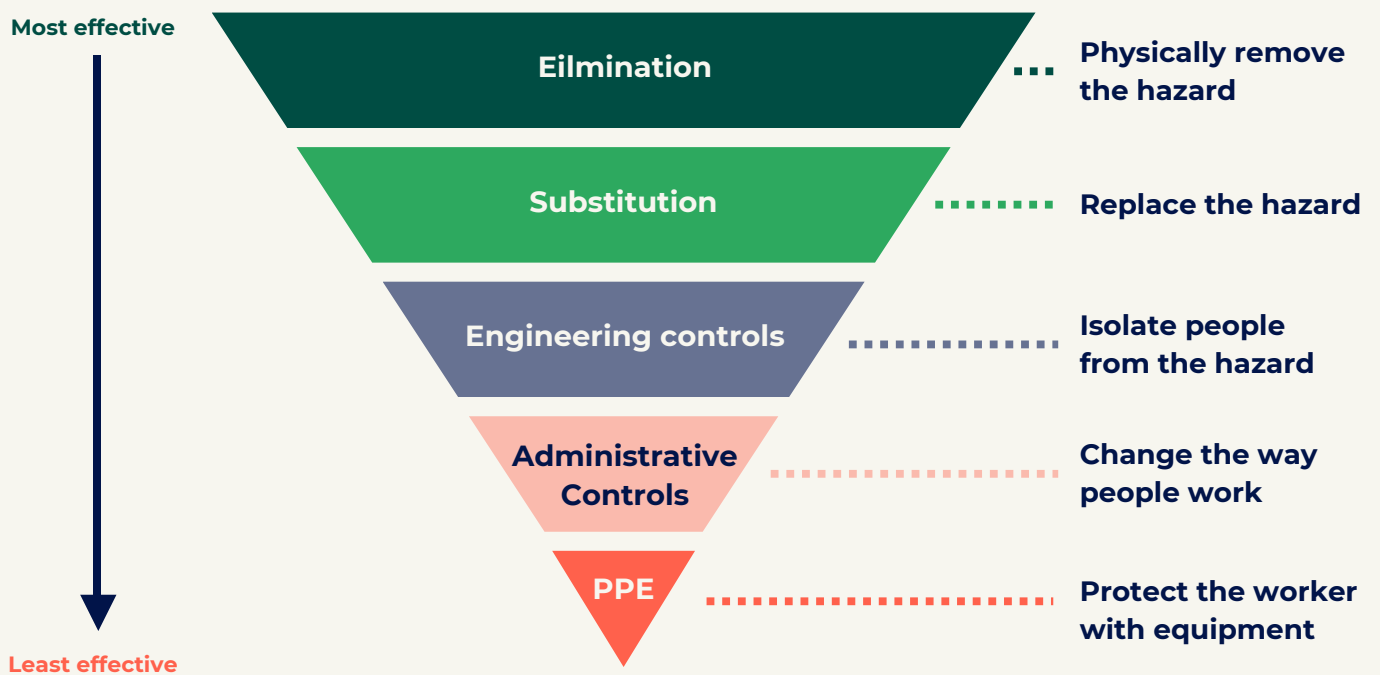
Less paperwork means more time to focus on the important stuff.



3. Controlling risks

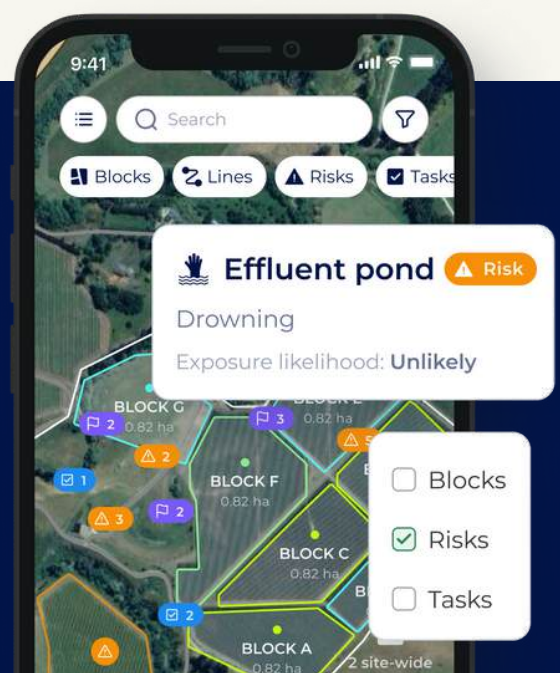
Identify the controls to put in place to reduce, or even eliminate the chance of a risk harming someone or making them ill.

The following diagram is a good way to think about controls.



"We use Onside's **real-time hazard mapping** feature to pinpoint where the guys need to go or areas they needed to avoid, especially for people coming in the next shifts."

Gary Hite, Farm Manager
Van Dairy



4. Review risks

Once your controls are in place, just make sure to review them every so often to ensure they're working well - especially when you've got a new project on the go, or have bought new equipment.

When reviewing risks, keep these points in mind:

- Review both old and new risks
 - Make sure the reviewer understands the risk
 - Involve anyone who will be exposed to the risk in the review
 - Use the latest industry codes of practice and guidelines
-

This diagram shows how often you should review risks and controls based on the severity of the risk.





Managing incidents

On a busy dairy farm, things can go wrong.

There are **four things** you need to do to manage incidents that occur within your operation

1 Prepare

3 Record

2 Respond

4 Investigate

1. Prepare

Being prepared for an incident can reduce its impact and might even save someone's life.

Here's how to ensure you're ready:

- Make sure first aid kits are available, well-stocked, and placed strategically around the farm (and in vehicles). Everybody needs to know where they are.
- Check that fire extinguishers are accessible and strategically placed around the property. Everybody should know where they are and how to use them.
- Ensure you always have trained and current first aiders on hand.
- Identify a safe spot where a helicopter can land if needed.

Download the Red Cross app

The Red Cross has a great app that gives simple instructions on how to administer first aid. It's free. Encourage all of your team to download it.

Simply click on the link below, or search 'Australian/NZ First Aid' in the App Store or Google Play Store

- [Australia - Apple App Store](#)
- [Australia - Google Play Store](#)
- [New Zealand - Apple App Store](#)
- [New Zealand Google Play Store](#)



2. Respond

For emergency services, dial:

 **Australia: 000**

 **New Zealand: 111**

If an incident occurs on your farm, follow these steps:

Ensure your personal safety first:

- Check the scene for any immediate dangers
- Make sure it is safe for you and others before approaching

Provide immediate assistance:

- Call emergency services if needed
- Administer first aid if you are trained

Secure the area:

- Prevent further injuries by cordoning off the area
- Ensure that only authorised people enter the scene

Gather information:

- Document details about the accident (time, place, etc.)
- Collect witness statements (if possible).

Report the incident:

- Notify the relevant authorities or management as soon as possible
- Fill out any required accident report forms

Follow up:

- Ensure that the injured person receives medical care
- Update your safety procedures to prevent future incidents

3. Record

All incidents, including near misses and unsafe behaviours, should be recorded immediately. Recording incidents, particularly near misses, is the fastest way to improve your safety plan as risks can be identified and managed before anyone gets hurt.

Notifiable incidents

If a notifiable incident occurs, you must notify your local regulatory body within 48 hours. If ignored, serious penalties can apply.

A notifiable incident is when:

- a person dies
- a person experiences a serious injury or illness
- a potentially dangerous incident occurs

If you've decided the incident is notifiable, the scene must be secured and left as it is until your regulator says it's OK to proceed.

For the complete criteria of a notifiable incident, check out:

- New Zealand - [WorkSafe](#)
- Victoria - [WorkSafe Victoria](#)
- New South Wales - [SafeWork NSW](#)
- Queensland - [Workplace Health and Safety Queensland](#)
- ACT - [WorkSafe ACT](#)
- South Australia - [SafeWork SA](#)
- Northern Territory - [NT WorkSafe](#)
- Western Australia - [WorkSafe WA](#)
- Tasmania - [WorkSafe Tasmania](#)

4. Investigate

Once an incident has been recorded, investigate it as soon as you can to make sure no key details slip through the cracks. The depth of your investigation should match the potential or actual severity of the incident.

During the investigation, dig deep to find all the root causes and the associated risks. Then, check if those risks are already on your risk register.

- **If yes** - review how you are controlling the risk and the corrective actions required to ensure it won't happen again. Update the controls in the risk register based on your findings.
- **If no** - add the risk to the risk register and decide on the best controls.

Severity	Investigation level
Fatality or permanent disability (actual or near-miss)	→ Full investigation
Time off work or doctors visit (actual or near-miss)	→ Investigation
First aid (actual or near-miss)	→ No investigation required

Digital investigations

Digital health and safety systems make investigations a lot easier. Workers can quickly report incidents using their phone. This will instantly alert the right person(s), prompting an immediate investigation.

Digital systems also keep all the data in one place, so it's easy to track trends and put together reports. It speeds the process up and helps keep you compliant with regulations.



Emergency planning

Emergencies do happen.

Planning for one can be broken down into **three** parts.

1 Planning

2 Practice

3 Reviewing

1. Plan

All workplaces must have an emergency plan in place.

In an emergency, there's usually only a small window of time to act. Emergencies can strike anytime, whether it's due to mistakes, technical glitches, animal interactions, mechanical breakdowns, or natural disasters, just to name a few.

It's best to always be ready, so people can respond - quickly.

Your plan must let workers and visitors know what to do in an emergency. It should be easy to access and updated regularly.

1) Identify the different situations that could require an emergency response on your property.

The most common types of emergencies are:

- Medical
- Fire
- Chemical spills
- Incidents involving vehicles
- Incidents involving machinery
- Incidents involving animals
- Natural disasters
- Electrocutions
- Drownings

2) Put a plan in place for any emergencies relevant to your business.

Plans should include:

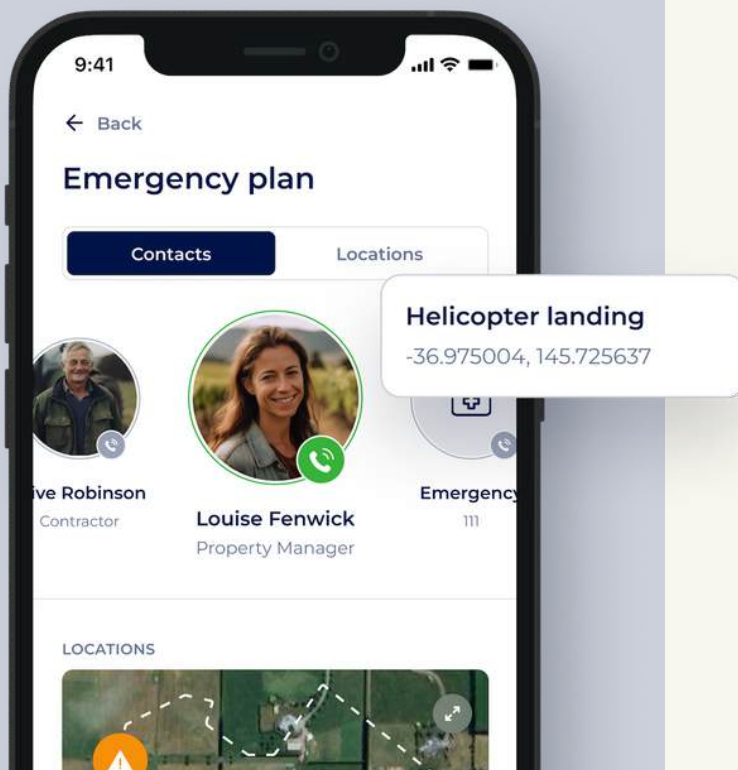
- The action(s) required - the steps needed to manage the emergency
- The person (or people) responsible
- Date of action to be completed
- Review date

2. Practice

Every couple of months, pick one of your plans and run through it with your team. The best time to practice is when everyone's together for a toolbox meeting.

It's alright to keep these sessions short and sweet, but make sure they're hands-on and interactive. If your team is involved and engaged, they'll be more likely to remember what to do when it counts.

Plus, it's a good chance to learn together.



3. Review

After you've practiced a plan or had to carry out the real thing, take a moment to review what went well and what could use a bit of tweaking.

Make any changes you think are needed so your emergency plans keep getting better, at least once a year.

During a review, it's a good time to check that fire extinguishers are in the right spots and the first aid kits are fully stocked.

It's always good to have a quick yarn with the team to see if anyone has any new ideas or concerns.



Training your team

An agribusiness is only as good as its people.

Here are four things you need to do to get your team trained and aware of their responsibilities.

1 Induct

2 Assess

3 Train

4 Record

1. Induct

Take the time to properly induct new employees into your operation. This is the first step towards injury and accident prevention.

Explain all the hazardous situations they could come across, and the specific health and safety requirements for each situation.

From a health and safety standpoint, an induction should cover:

- Emergency procedures
- How to report an injury or accident
- Hazards and their risks (tasks, plant, equipment and substances)
- Employer and employee responsibilities
- Information about health and safety meetings
- Employee/management consultation process
- Personal protective equipment use and maintenance
- The work injury claims process

2. Assess

Once you've inducted new team members you'll need to assess their skill level, and then provide any training/upskilling that's needed.

Assessments can be done using written tests, questionnaires, practical task assessments or by external training providers. The simplest way to assess competency is to watch the person doing the job or task.

Record the competency of your team using these four categories:

1. Needs training
2. Able to work under supervision
3. Competent
4. Able to train others

3. Train

Training can be completed by members of your team that are qualified or competent, or by an external provider or trainer.

Verbal and written explanations are useful for explaining what needs to be done. Written documents with pictures are another way of presenting information, and are better than words alone.

The best way to teach people is to show them how to do the job.

4. Record

It's important to keep a record of team training and competency. If something goes wrong, you need to prove that the person had been inducted, assessed, and trained.

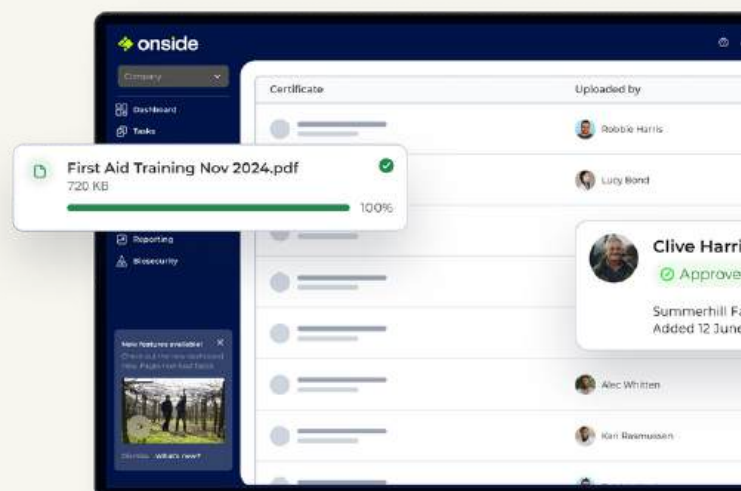
Also, keep a copy of induction forms, licenses, and certificates, including issue dates and renewal dates for each team member.

Digital record keeping

Using a digital record keeping system helps dairy operations stay compliant with regulations and make audits easier.

They save time and cut down on errors, compared to doing everything by hand.

Digital record keeping systems are also much more secure, while being easier to access, so you'll be able to keep track of training and skills without any hassles.





Working with contractors and visitors

Managing contractors and visitors can be complex.

Let's break it down into four steps.

1 Selecting

2 Inducting

3 Monitoring

4 Evaluating



1. Selecting a contractor

When using contractors, you want the work to be cost-effective, efficient, and of a high standard. A good contractor gets the work done quickly and up to scratch, saving you hassle and stress.

You also need to feel confident that the job will be done safely.

If an incident happens, it not only costs money and time but also causes headaches for everyone involved. Nobody wants to deal with the paperwork and delays that come with accidents, let alone the risk of someone getting seriously hurt.

So, picking the right contractor isn't just about getting the best deal – it's about keeping the whole operation safe and sound.

Always ask for this information	
<p> Low risk work</p> <ul style="list-style-type: none">• Current health and safety policy• Evidence of training and competency• Public or general liability insurance• Any risks they are bringing	<p> High risk work</p> <ul style="list-style-type: none">• Current health and safety policy• Evidence of competency• Public or general liability insurance• Any risks they are bringing• Site specific safety plan (SSSP)

2. Inducting a contractor

Managing contractors is a two-way street.

1. You need to be aware of the risks contractors bring onto your property.
2. They need to know the hazards that already exist on your property.

An induction process is crucial for this, as it communicates the risks you've identified and provides the necessary information for everyone to stay safe.

Keeping a record of contractors who have been inducted is a smart move for future reference.

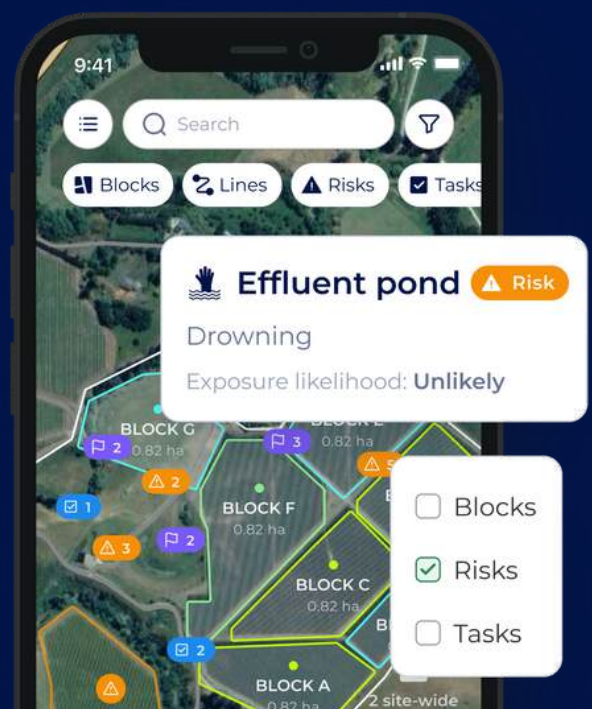
This will give you confidence that everyone is on the same page and that safety protocols are always followed.

Visitor and contractor management systems

Visitor and contractor management systems are a game-changer for dairy operations. They can help you keep track of who's on your property in real time, which is a lifesaver in emergencies.

They can also send instant alerts, communicating to workers any risks happening across the operation, mitigating any potential incidents.

These tools also cut down on paperwork, giving managers more time to focus on what's important. All in all, they make the operation smoother and safer.



3. Monitoring a contractor

When contractors are on your property, ensure they're working safely and nobody is at risk by clearly communicating your policies and procedures.

Regularly check in on their activities to ensure they're following safety protocols and encourage open communication so they feel comfortable reporting any potential safety issues they notice.

If **you** notice something unsafe, **here's what you need to do:**

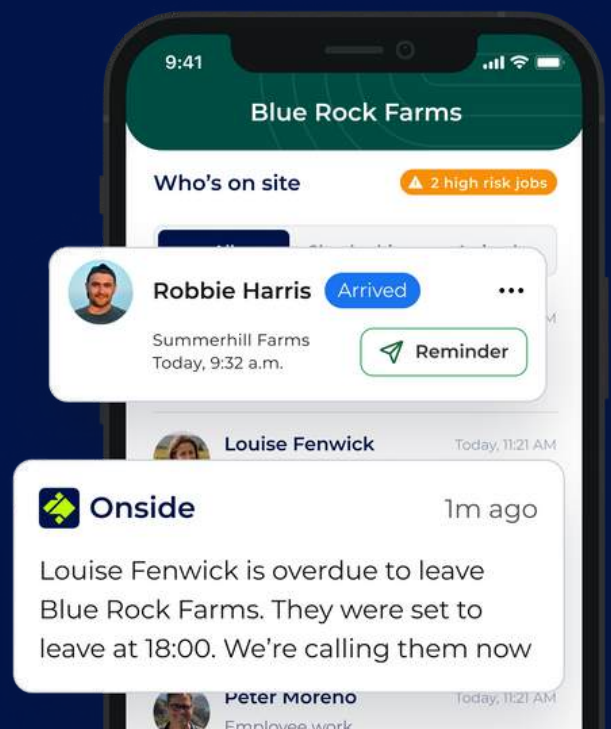
1. Discuss the issue with the contractor
2. Agree on a workable solution
3. Implement the solution and continue to monitor
4. Record the incident with photos, if necessary

Real time monitoring

With real time monitoring of contractors and visitors through a health and safety system, you get peace of mind knowing who's on your property and what they're up to.

You can quickly spot and address any safety issues, keep everyone accountable, and ensure everyone follows the rules.

It also simplifies communication, making it easier to keep everyone on the same page and safe. It's like having an extra set of eyes looking out for you, so you can focus on running your farm.



4. Evaluating a contractor

When the job's done it makes sense to evaluate the performance of your contractors.

From a safety standpoint, this evaluation helps identify areas for improvement and clarifies whether risks were well managed, or not.

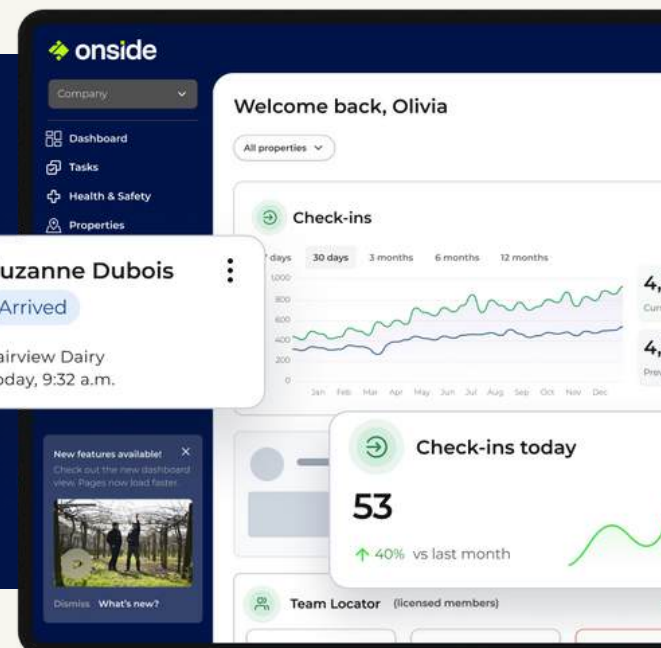
You want to always make sure that:

- Timeframes were met
- The work was of a high standard
- You got value for your money
- That the job was conducted safely

By doing this, you can keep improving your operations and maintain a high standard of safety and efficiency on your farm.

"It's not hard, and it's a great tool for contractors or visitors to report any issues they see"

**Michael Nichols, Owner,
Redbank Farming**





Onside digitises safety and much, much more

Proactively consolidate with one powerful platform.

Onside helps dairy farms streamline safety processes, maintain real-time compliance, and effortlessly track daily operations. By harnessing Onside's purpose-built tools for hazard identification, incident reporting, and accessible record-keeping, you'll be able to ensure safer, more productive farm practices aligned with the principles outlined in this handbook.

With Onside, you can manage:

1 Health and safety

2 Contractors

3 Visitors

4 Biosecurity

5 Lone worker safety

6 Farm operations

Health and safety

Onside gives your contractors, visitors, and staff mobile access to safety information to manage risks and incidents on the property.

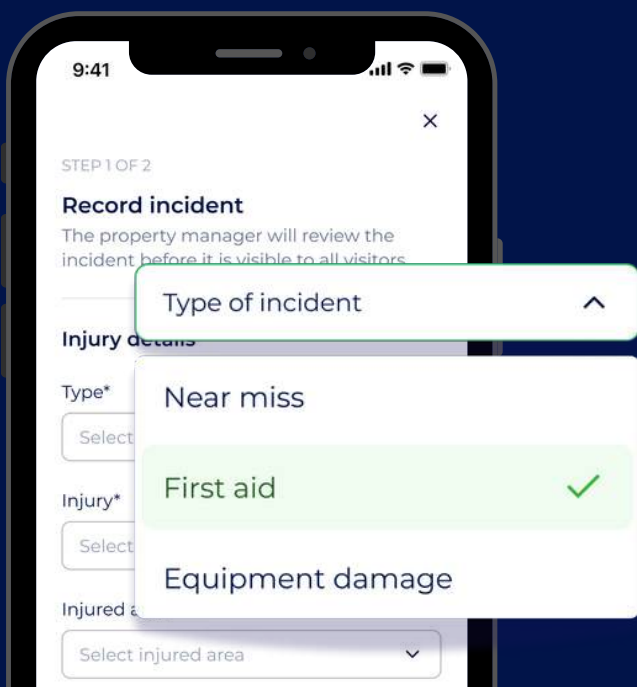
Using Onside, you'll easily ensure you are compliant. Here's why:

- **Easily share site safety info**

Create a digital risk map that everyone can access, ensuring they acknowledge risks at check-in. Pinpoint exact risk spots, update safety changes, and keep everyone informed.

- **Get a clear view of all risks**

See unmitigated risks, use quick-response templates, publish to your map, show risk management proof, and handle risks end-to-end.



- **Simplify incident reporting**

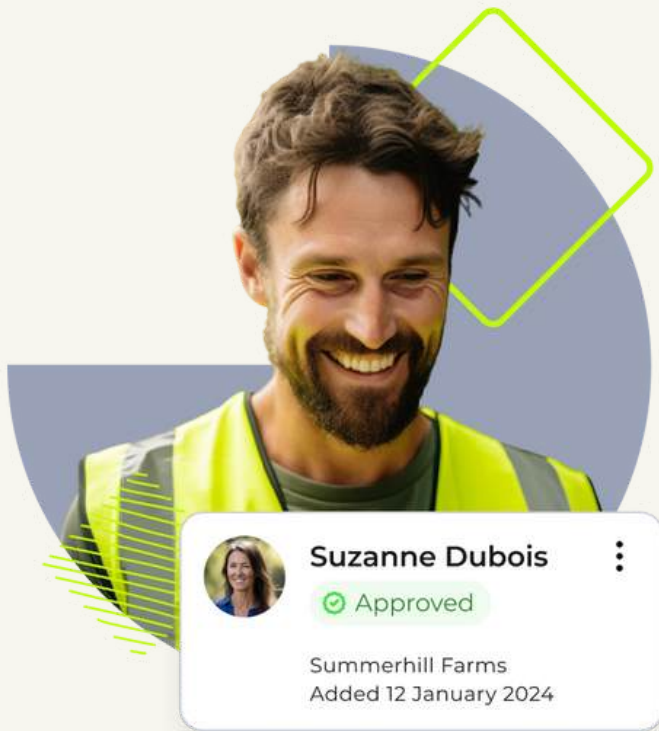
Log incidents in real-time with photos and locations, create detailed reports, and assign corrective actions to prevent future issues.

- **Stay prepared for emergencies**

Visitors, contractors and staff can access the emergency plan, see your location, contact key responders, and quickly find everything you need.

Contractor management

Automated inductions and document tracking ensure that no contractor misses a step. With Onside, every contractor is fully vetted, informed of site protocols, and ready to work safely across your operation.



- **Automated document sharing:** Easily send and receive essential documents before work begins. Contractors and managers get automatic expiry alerts.
- **Induct at scale:** Contractors check in with Onside, complete safety inductions, and acknowledge risks - all digitally.
- **Automated approvals:** Onside checks contractor approvals and alerts managers if they're not compliant.

3 reasons why Dairy chooses Onside for Contractor Management



1. IMMEDIATELY ACCESS RECORDS

Collate all your induction records, across your entire operation, at any time.

2. ALWAYS ON, EVEN OFF THE GRID

Even without reception, contractors can complete check-ins and induction.

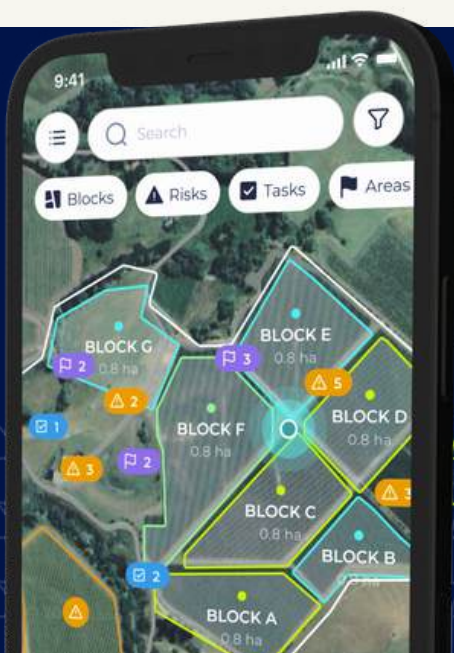
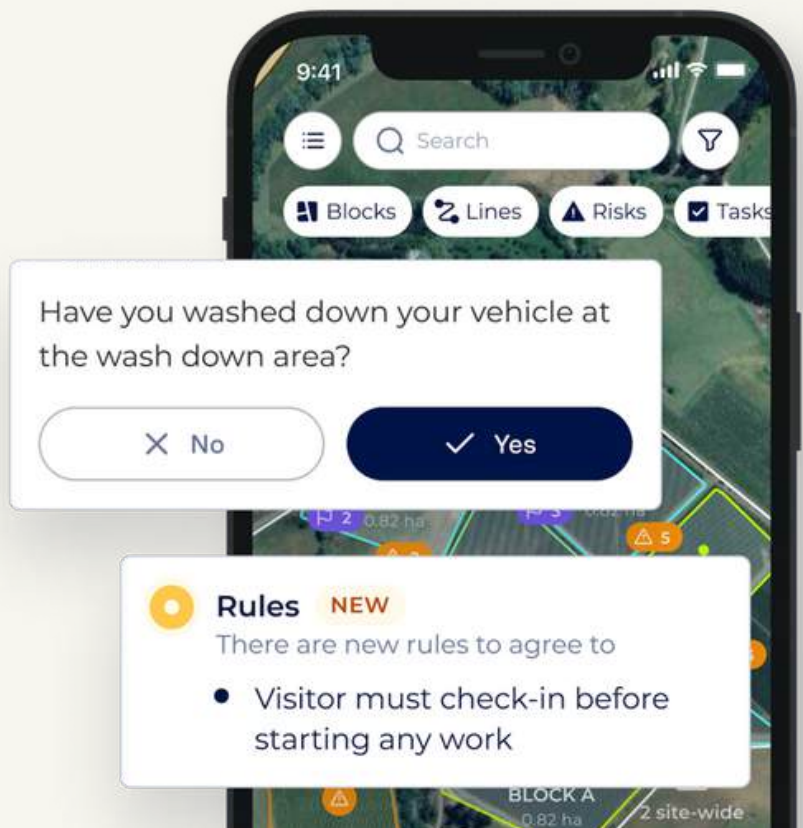
3. BUILT FOR CONTRACTORS

Onside is tailored for contractors, driving higher adoption rates and accurate data.

Visitor management

Managing visitors and contractors in agribusiness is about ensuring safety, efficiency, and compliance - not just tracking arrivals - as paper log-books and office software create data gaps in rural operations.

- Automate and collect:**
 Onside automates check-ins and check-outs, digitally collecting visitor details and biosecurity responses - as well as sharing an up-to-date property map of known risk locations.
- Notify and report:** Onside's live visitor log displays real-time location data across your operation, for total visibility. Its dashboard also compiles check-in data, offering insightful reports to streamline compliance.

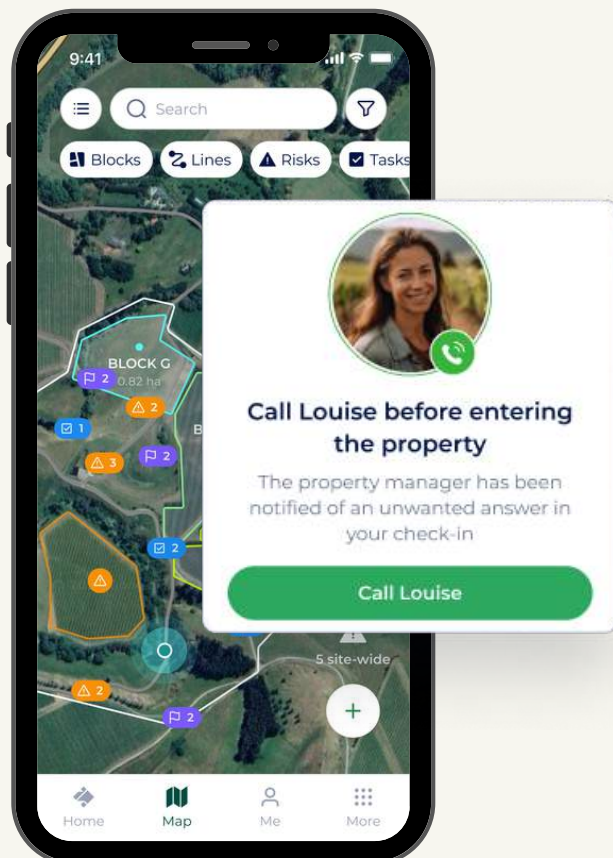


Digital mapping and geofencing

Onside gives you **interactive property maps** that spotlight boundaries, blocks, risks, as well as key areas and infrastructure. Contractors, visitors, and staff will always know where to go and which hazards to watch out for.

Biosecurity

Onside can also help you manage the risk of diseases like foot-and-mouth and avian flu being brought onto your dairy farm by screening people at the gate for common transmission vectors, as well as real-time traceability.



- **Screening questions:** Upon checking-in visitors must answer customised yes/no questions designed for your operation. Admins will be notified instantly about the person's answer and will be prompted to contact them to discuss whether they should enter the property or not.
- **World-leading traceability:** Get peace of mind with an instant digital record of all movement data, as well as interactions between staff, visitors and contractors. Crucial, in the event of an incursion - and preventing one.

“It is much, much easier for us to control movements. **It give us total visibility.** We have all the information graphically. You can control your processes both biosecurity and safety-wise. **All the information is in the same system**”

Juan Corredor

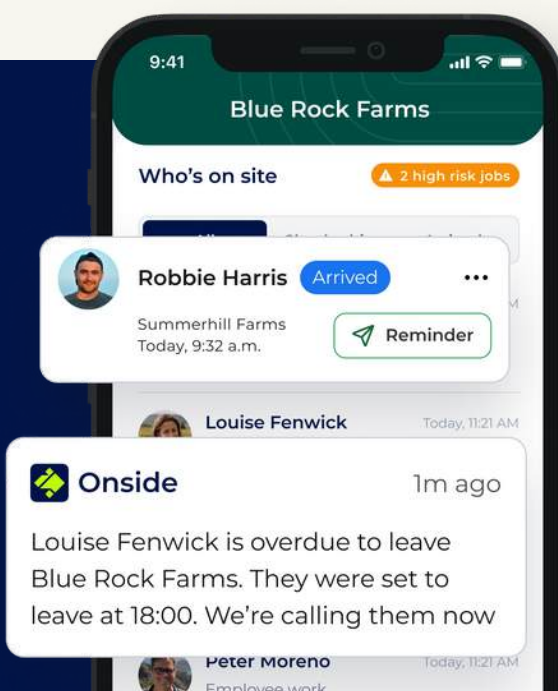
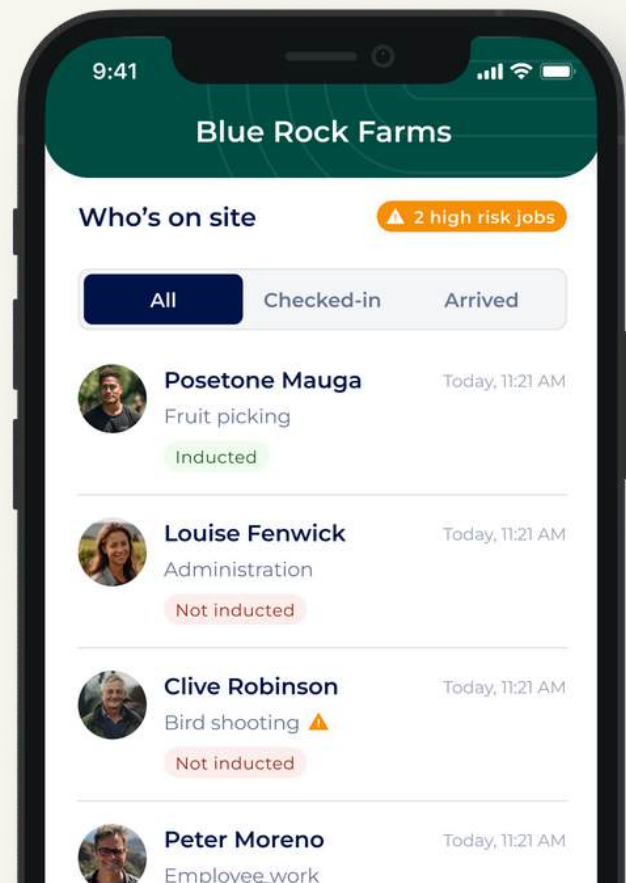
HSEQ Manager, Darwalla Group



Lone worker safety

Onside's lone worker features assist you in reducing risk, meeting compliance requirements, employee confidence, and creating a safer, more productive working environment.

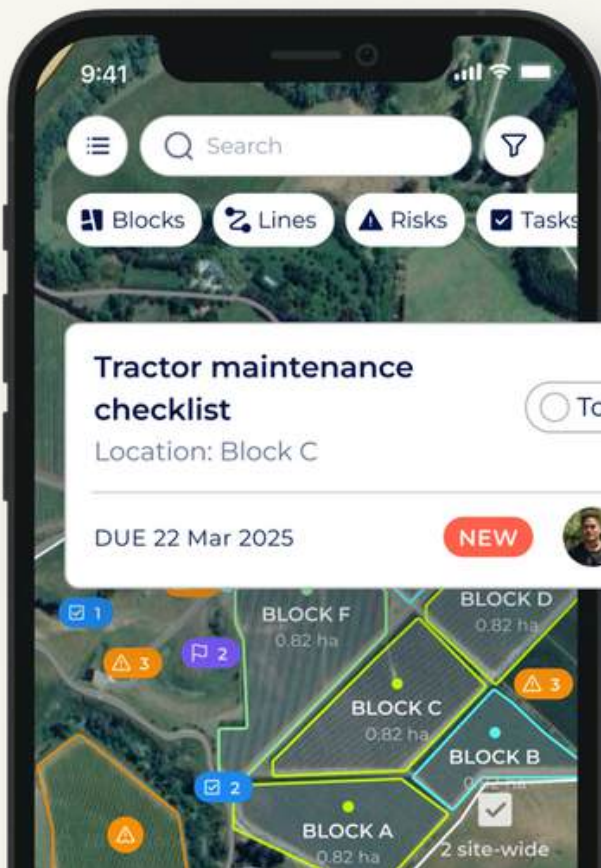
- **Real-time monitoring:** Onside provides real-time location tracking and automated check-ins. Swiftly coordinate assistance, reduce risks, and ensure lone workers remain connected and safe.
- **Automated escalation:** Workers receive automated calls if they haven't checked out by departure time. If no one answers, the system escalates to team leaders. This prompt notification ensures quick follow-up.



Reporting: Capture vital data for regulatory obligations, while comprehensive records boost transparency and accountability. Detailed analysis informs proactive planning, reducing risks and promoting continuous improvement across your dairy operations.

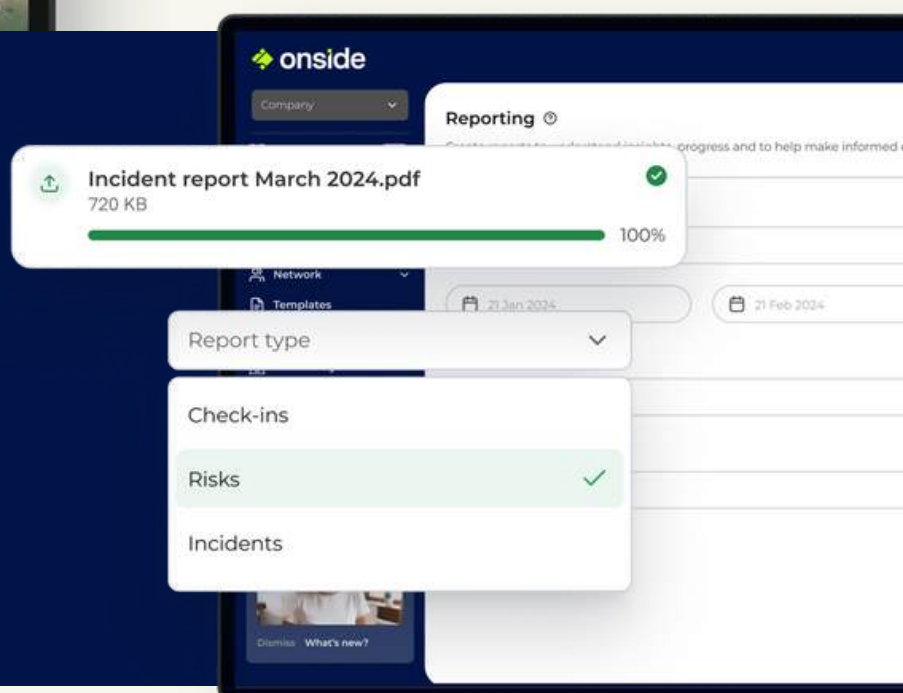
Farm operations

Using Onside as a daily operational tool means that when it's time to be audited, the data you need is ready to report in one click.



- **Task management:** Assign tasks to staff with instructions, photos, and mapped locations for easy access. Tasks allow for better prioritisation and completion.
- **Standardise with templates:** Save time with templates by pre-filling details for recurring jobs. Standardise processes, reduce errors, and ensure execution.
- **Digital mapping:** Digitise property maps to show boundaries, blocks, and risks, so everyone knows where to go and what to watch out for.

- **Audit ready:** Onside's reporting keeps you compliant by documenting risks and incidents. Maps and task records provide evidence for regulators and certifiers. Stay audit-ready and reduce risk with a proactive approach.



The Onside experience

Why 9,500+ agribusinesses choose Onside



100% agri

Onside is map-based and mobile, and lives in your pocket. It works offline because that's a reality of rural businesses.



High adoption

Onside's intuitive app gives your staff and contractors a seamless experience that results in better adoption than alternative systems.



Fast set-up

We help you implement Onside so you're up and running confidently, and are successful long term.



Latest technology

It's technology that works the way you need it to, is fast and reliable, and allows for continual new features.



Farmers & contractors

Uniquely designed to engage farmers, contractors, and visitors to drive better usage and data across your properties.



Combine systems

Roll multiple systems into one to save on subscriptions, get a single source of truth for data, and one app for everyone.

Ready to try Onside?

Visit www.getonside.com



Book your product walkthrough



Prices from \$129 per property, per month