

**IMPROVEMENT NOTICE****Notice No: 7-523646**

This notice is issued under section 191 of the *Work Health and Safety Act 2011*. Section 210 requires that the person to whom an improvement notice is issued must, as soon as possible, display a copy of the notice in a prominent place at or near the workplace, or part of the workplace at which work is being carried out that is affected by the notice.

**You must comply with this notice within the period specified. Failure to comply with this notice may incur a maximum penalty of 607 penalty units for an individual and 3,036 penalty units for a body corporate.**

**Notice issued to:**

Legal name of person / business or undertaking: FIRE AND RESCUE NSW  
ABN: 12593473110  
Trading as: FIRE AND RESCUE NSW  
Address: 1 Amarina Avenue, GREENACRE, NSW, 2190

ACN:

**Details of contravention:**

Site location: 1 Amarina Avenue, GREENACRE, NSW, 2190

I, Cris Jelley reasonably believe on 2/10/2025 that you are contravening a provision of the *Work Health and Safety Act 2011*, section 19 47 49.

**Brief description of how the provision is being or has been contravened:**

PCBU not providing information necessary to protect works in a timely & efficient manner & through effective consultation, in accordance with its consultative means which may put workers at risk of injury. In that a serious incident occurred in 2023. Investigation identified & made recommendations; 'Grose Vale SSIIR' & included recommendation to develop a 'case study' about the incident (Aimed at enhancing organisational learning from this incident). PCBU advised finalisation of this 'case study' is still incomplete, due to inadequate staffing. Information received identified consultation with workers has not been in accordance with organisations consultative arrangements; In that not all affected workers & their HSR's had adequately been consulted. PCBU advised only Cobar workers affected by the original incident, 10 years ago, have been consulted not the whole station & no HSR rep included. Richmond station & HSR still not consulted. The 'case study' still has not been finalised.

**Directions as to the measures to be taken to remedy or prevent the contravention or likely contravention: (it is mandatory to comply with these directions)**

You must, so far as is reasonably practicable, ensure that provision of any information that is necessary to protect workers is provided. Including in this instance ensuring adequate consultation, in accordance with your requirements and with workers affected by and related to the serious incident and their HSR's (Cobar & Richmond), is undertaken in the development and finalisation of the 'case study'. And after the consultation is finished you must, so far as is reasonably practicable, ensure that this 'case study' is finalised in a timely manner so that workers can be provided with information necessary related to management of risk and as noted in the 'Grose Vale SSIIR' recommendation, that the aim of 'enhancing organisational learning from this incident' can be achieved.

**Recommendations (if any): (It is not an offence not to comply with these recommendations)**

Your attention is drawn to Code of Practice; 'Work, health and safety consultation, cooperation and coordination' & 'How to manage work health and safety risks'

Note: PCBU = Person Conducting Business or Undertaking

**Issuing Inspector:**

ELECTRONICALLY ISSUED

Signature of inspector

03/10/2025

Parramatta 4PSQ Office, PARRAMATTA

+61 (02) 8867 2808

Date issued

Inspector's work address

Inspector's contact number

**This contravention must be remedied before:****21/11/2025****Service method:**

E-Mail

Person in control of the relevant activity

Notice given to

Relationship to person to whom notice is issued

Health and safety representative

Copy of Notice given to

Relationship to person to whom notice is issued

Any reference to a 'clause' in this notice should be read as a reference to the corresponding 'section' in the Work Health and Safety Regulation 2025.

## Extension of time for compliance with improvement notice

Improvement notices may include directions concerning the measures which must be taken within the time period set out in the notice. You must take those measures within the time period. If there is some practical reason why you cannot comply with the notice in that time (for example, you are relying on a third party supplying something and they do not deliver it), you may seek an extension of the time period by contacting the inspector who issued you with the notice. The inspector's name and telephone number are on the notice. Please note that an inspector can only extend the time period to comply with the notice if the period specified in the notice (or any further period as extended by the inspector in writing) has not ended.

## Internal review of decision

If a decision to issue an improvement notice was made by an inspector, an eligible person may apply for an internal review of that decision.

An eligible person is:

1. The person to whom the notice was issued.
2. A person conducting a business or undertaking whose interests are affected by the decision.
3. A worker whose interests are affected by the decision.
4. A health and safety representative who represents a worker whose interests are affected by the decision.

### How does a person apply for a review of a decision?

The person must complete the Application for Internal Review form, and lodge it with The SafeWork Reviewable Decisions Unit before the date specified on the improvement notice for compliance has expired or 14 days, whichever is the lesser. There is no application fee.

The operation of the improvement notice is stayed (that is suspend) once the application for review of decision is lodged. The stay remains in effect until a decision is made on the internal review or whichever of the following is earlier - an external review is applied for or 14 days have elapsed since the person became aware of the SafeWork NSW decision.

Please contact The SafeWork Reviewable Decisions Unit on (02) 4724 4920 or email [reviews@safework.nsw.gov.au](mailto:reviews@safework.nsw.gov.au) or post to PO Box 592 Richmond NSW 2753. You can also find the application form on [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au).

### What happens next?

Your application will be reviewed within 14 days unless additional information is required. You will receive written confirmation of the result of the internal review including the reasons for the decision.

## External review

If a decision to issue an improvement notice was made by The SafeWork Reviewable Decisions Unit, an eligible person may apply to Industrial Relations Commission for an external review of the decision. An external review application must be made within 14 days of the decision first coming to the applicant's notice, or if the regulator is required by the Commission to give the person a statement of reasons, within 14 days after the day on which the statement is provided.

Please refer to [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au) for more information on how to apply for an external review.

## Privacy collection statement

This information is collected by SafeWork NSW for the purposes of the Work Health and Safety Act 2011. SafeWork will use this information for the purposes of establishing and maintaining a database and to assist the SafeWork inspectorate with their work. This information may also be made available to other government agencies.

You may apply to SafeWork to access and correct any of your own personal information SafeWork holds if that information is inaccurate, incomplete, not relevant or out of date. Applications should be made in writing to: Privacy Contact Officer, SafeWork NSW Head Office, Locked Bag 2906, Lisarow, NSW 2252.

An inspector may make minor technical changes to this notice in certain circumstances. This does not change the validity of the notice.

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03/10/2025

Parramatta 4PSQ Office, PARRAMATTA

Date issued

Inspector's work address

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Inspector's contact number

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