Aggressive Animals

Facilities work can bring us into contact with domestic and wild animals. Animals may become aggressive, defensive or territorial when threatened, causing bites, scratches or other injuries.

Spot animal hazards, keep a safe distance and stop work if an animal is aggressive or dangerous.

Primary Risks & Hazards to Spot



- **Dogs or cats reacting to visitors**
- **Bites, scratches, kicks or stings**



- **Snakes, swooping birds or strays in outdoor areas**
- **Animals protecting young, nests, food or territory**



- **Hidden animals in clutter or roof spaces**
- **Panic causing slips, trips or falls**

Social Infrastructure & Citizen Services

Where might this happen in our work environment?



Residential or tenancy visits: dogs or cats may react to unfamiliar people entering the property.



Grounds and waste areas: gardens and outdoor spaces may conceal snakes, swooping birds or stray animals.



Plant rooms and roof spaces: work in ducts or ceiling voids may disturb possums, rodents or nesting birds.

Where else?

What animals do we encounter on our sites, and where are the highest-risk areas?

What can we check to protect?

1. **Have we checked the area?**
   Scan for animal activity. Use caution in enclosed or low-visibility areas. Wear PPE suited to the task and environment.
2. **Are we keeping our distance?**
   Keep a safe distance and an escape route. Do not approach, feed, handle or remove animals unless authorised and trained.
3. **Do we know when to stop?**
   Stop for aggressive or dangerous animals. Tell your supervisor. Get qualified animal/wildlife help if needed. Seek first aid and report all bites, scratches, stings and animal incidents.

What will you do today to prevent an animal-related incident?

Social Infrastructure & Citizen Services

Your safety comes first

The SI&CS Health, Safety and Wellbeing Team is here to help.

You don’t have to work through a safety concern alone.

Ask for support when:

You’re unsure

We can help you understand a hazard and discuss a safer way to work.

Something happens

We can help with hazard, incident and near-miss reporting and next steps.

You need support

We can work with you and your supervisor or manager to address health, safety and wellbeing concerns.

Do you know who is your HSW Business Partner?

Stop if the work is unsafe

Pause the task and move to a safe place. Speak up if something feels unsafe or you are unsure.

Notify your supervisor or manager

Report hazards, incidents and near misses promptly, even if no one is hurt. Explain what happened, where it is and who may be at risk.

Do not continue unsafe work

Keep the task stopped until the risk is addressed and your supervisor or manager confirms a safe way forward. Ask for help if you are unsure.