Tasracing	**POLICY**	
PARTICIPANT WELLBEING AND SUPPORT POLICY		
CONTROLLER: CHIEF OPERATIONS OFFICER	**OWNER: CEO**	
REVIEWED: JULY 2026	**SCHEDULED REVIEW: JULY 2028**	

1. PURPOSE

Tasracing is committed to the health, safety and wellbeing of participants across all codes. This Policy sets out how Tasracing supports the wellbeing of Racing Personnel, including on-course participant support, welfare support during and after critical incidents, mental health referral pathways, assistance programs, and the management of industry health, safety and wellbeing risks.

This Policy gives effect to the support, industry risk and education requirements of the Tasmanian Racing Integrity Commissioner (**TasRIC**) Wellbeing and Safeguarding Standard issued 30 June 2026 under section 53 of the Racing Regulation and Integrity Act 2024 (Tas) (**RRI Act**), including clauses 7.5 to 7.8. It forms part of Tasracing's Wellbeing and Safeguarding Framework, together with the Participant Protection and Safeguarding Policy, the Complaints Management and Procedures Policy and the Whistleblower Policy.

2. SCOPE

This Policy applies to:

(a) Tasracing and its Board, employees, contractors, volunteers and visitors, including Tasracing Integrity Unit (**TIU**) staff;

(b) Racing Clubs and their committees, employees, contractors, volunteers and visitors; and

(c) licensed and registered participants across the Thoroughbred, Harness and Greyhound codes and their workplace personnel (including stable, kennel and breeding operation employees and contractors),

together, **Racing Personnel**.

This Policy applies at all locations where Tasracing conducts or oversees race meetings, trials and industry activities.

This Policy does not affect Tasracing's or any other person's obligations under work health and safety laws. Tasracing does not directly manage all risks within participant, club or third-party workplaces; this Policy describes the support Tasracing provides to promote safe practices across the industry and the policies applying to Tasracing personnel.

3. PRINCIPLES

This Policy is based on the following principles:

- **Participant centred:** support is timely, respectful and responsive to the needs of the person.
- **Safety first:** physical and psychological safety and privacy are prioritised.
- **Professional referral:** Tasracing staff do not provide counselling, diagnosis or treatment; they connect people to qualified support.
- **Consistency:** standardised, cross-code procedures are applied at all venues.

- **Confidentiality:** information is handled in accordance with privacy law and shared only on a need-to-know basis.
- **Accessibility:** support is available online, by phone and in person, and is well communicated across the industry.

4. DEFINITIONS

Term	Definition
Critical Incident	Has the meaning given in the Tasracing Critical Incident Management Policy. Classification, activation and response are governed by that policy.
Designated Representative (DR)	A Tasracing or TIU staff member rostered for a race meeting to act as the on-day participant liaison.
EAP	Tasracing's Employee Assistance Program, currently provided by Positive Solutions.
Mental Health First Aider (MHFA)	A staff member trained in accredited Mental Health First Aid. MHFAs have a limited support and referral role and are not qualified mental health professionals.
Racing Personnel	The persons described in section 2 of this Policy.

5. ROLES AND RESPONSIBILITIES

5.1. Chief Operations Officer (COO)

(a) Policy controller and escalation point for race-day operational matters;

(b) ensures DR training, rostering and documentation are maintained; and

(c) reports to the CEO and Senior Leadership Team on the matters in section 12.

5.2. Chief People Officer (CPO)

(a) Escalation point for wellbeing, mental health and safeguarding-related concerns raised by DRs or MHFAs;

(b) manages the EAP contract and industry support arrangements; and

(c) oversees MHFA coverage, training and refreshers.

5.3. Designated Representative (DR)

(a) Attends rostered race meetings as the participant liaison contact;

(b) provides initial practical support, clear communication and information about available support services;

(c) refers participants to the EAP and other qualified professional support;

(d) follows incident response and communication protocols, and escalates to the Critical Incident Management Team in accordance with the Critical Incident Management Policy; and

(e) records factual notes and escalates wellbeing concerns to the CPO.

5.4. Mental Health First Aiders (MHFAs)

(a) Provide immediate, short-term assistance and reassurance and recognise signs of distress;

(b) facilitate referral to professional services, including the EAP;

(c) escalate concerns to the CPO; and

(d) must not provide counselling, treatment advice or ongoing mental health support. Completion of an MHFA course does not qualify staff as mental health professionals.

6. ON-DAY PARTICIPANT SUPPORT

A DR will attend race meetings across all codes and act as the participant liaison, consistent with clause 7.7 of the Wellbeing and Safeguarding Standard. The DR provides initial and ongoing communication to relevant Racing Personnel and the TIU in the event of race incidents and ensures welfare considerations are addressed, including:

(a) providing information on available support services;

(b) maintaining privacy and handling information sensitively;

(c) making referrals to the EAP or other professional support providers; and

(d) logging factual notes of support provided.

DR coverage is rostered so that all race meetings have an identified liaison contact. Where a DR cannot attend in person, Tasracing will nominate an alternative liaison contact for the meeting and communicate their details to the Stewards and the host club.

7. EMPLOYEE AND PARTICIPANT ASSISTANCE

7.1. Who can access support

Tasracing's EAP provider, Positive Solutions, offers free, independent and confidential counselling and support to:

(a) Tasracing employees and their immediate family members; and

(b) licensed and registered industry participants and their immediate family members.

7.2. What support is available

Services are available 24/7 and may be accessed face to face (Hobart, Launceston, Devonport and Burnie), by phone or online, for personal or professional challenges including stress, anxiety and depression; trauma, loss and grief; relationship and family issues; conflict; addictions; financial difficulties; and work, career and change issues.

Service	Details
Positive Solutions (EAP) – available during standard business hours	Phone: Toll free 1800 064 039 Email: admin@positivesolutions.com.au Web: positivesolutions.com.au. Industry participants are entitled to two free counselling sessions per calendar year. Additional sessions may be approved by the CPO in response to a Critical Incident or exceptional circumstances.
Crisis support – available 24/7	Lifeline 13 11 14 1800RESPECT (1800 737 732)

Service	Details
	Emergency 000

Support services are promoted at race meetings, in workplaces, in licensing communications and online so that Racing Personnel know what is available and how to access it.

8. CRITICAL INCIDENT WELLBEING SUPPORT

The classification of, activation for, and response to Critical Incidents is governed by the Critical Incident Management Policy. This Policy governs the wellbeing supports that accompany that response:

(a) the DR (or nominated liaison) provides initial welfare support and remains the participant's point of contact through and after the incident;

(b) affected Racing Personnel and their families are offered access to the EAP and other appropriate supports, with additional sessions or on-site counselling arranged where warranted;

(c) welfare check-ins are conducted at appropriate intervals following the incident; and

(d) debrief outcomes relevant to wellbeing are reported to the CPO and inform improvement actions.

9. INDUSTRY HEALTH, SAFETY AND WELLBEING RISKS

Consistent with clause 7.6 of the Wellbeing and Safeguarding Standard, Tasracing undertakes regular reviews of risks to the health, safety and wellbeing of Racing Personnel, maintains a register of high risks, and implements and publishes policies and supports to control those risks in accordance with expected standards and best practice.

The following policies and guidance form part of the Wellbeing and Safeguarding Framework and are maintained and published by Tasracing:

(a) jockey, rider and driver health and safety;

(b) concussion policies and protocols;

(c) fatigue management;

(d) hot and dangerous weather;

(e) social media (designed to protect, promote and educate safe and considerate use); and

(f) venue and contractor risk management standards, including for venue activations and temporary infrastructure.

The risk register and each policy above are reviewed at least every two years, and following any Critical Incident or significant change in the industry or applicable standards.

10. ADAPTIVE AND TRANSITIONAL SUPPORT

The support framework is structured to adapt to provide additional support in response to Critical Incidents and industry change, including:

(a) surge support (additional counselling capacity, on-site support and proactive outreach) following a Critical Incident;

(b) transition support for participants and personnel affected by structural industry change, including the phase out of the greyhound racing industry in Tasmania - encompassing

counselling, referral to financial and career transition services, and continued EAP access during and after transition; and

(c) continued access to welfare and support services for former industry participants, communicated through industry channels.

The adequacy of transitional support arrangements is reviewed by the CPO at least annually while any industry transition is under way.

11. EDUCATION AND TRAINING

Training supporting this Policy is delivered through Tasracing's Education Framework established under the TasRIC Education Framework Standard, including:

(a) DR training in incident response, communication protocols and support service awareness, with annual scenario-based exercises conducted jointly with the Critical Incident Management Team;

(b) accredited MHFA training and annual refreshers, including role boundaries and referral pathways, with a target that at least 10 per cent of permanent staff are trained MHFAs; and

(c) wellbeing and support-service awareness within induction and licensing education for Racing Personnel .

12. PRIVACY, RECORDS, REPORTING AND GOVERNANCE

Only minimal, factual information is collected in providing support. Records are stored securely, shared on a need-to-know basis and managed in accordance with Tasracing's privacy obligations and the record-keeping framework established under the TasRIC Document and Data Management Standard.

The COO reports regularly to the CEO, covering race meetings attended by DRs, wellbeing-related incidents and referrals (de-identified), MHFA coverage, risk register status and improvement actions. Matters relevant to TasRIC reporting are provided in accordance with the applicable Standards.

13. RELATED DOCUMENTS

- TasRIC Wellbeing and Safeguarding Standard (30 June 2026)
- Participant Protection and Safeguarding Policy
- Critical Incident Management Policy
- Complaints Management and Procedures Policy
- Whistleblower Policy
- Privacy Policy
- Industry risk policies listed in section 9

14. REVIEW AND APPROVAL

This Policy is provided to the Racing Integrity Committee for advice in accordance with section 58 of the RRI Act, approved by the Tasracing Racing Rules and Policy Committee and the Tasracing Board, and published on the Tasracing website as soon as practicable following approval.

This Policy is reviewed at least every two years, and earlier where there is a significant change to legislation, the TasRIC Standards, the Rules of Racing, support arrangements or Tasracing's operating environment.

15. DOCUMENT CONTROL

Date	Version	Nature of change	Approved by
Jan 2026	1.0	Original Participant Welfare and Wellbeing Policy	COO
July 2026	2.0 (redraft)	SIGPA consultation redraft: restructured against TasRIC Wellbeing and Safeguarding Standard clauses 7.5-7.8; critical incident content moved to CIM Policy; transition and industry-risk content added; review cycle reduced to 2 years	Board (30 Sept 2026)