

# Workplace Health and Safety (WHS) Policy

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## Policy Statement

**T**he Business recognises that the health and safety of all workers and third parties is of vital importance and is key to a successful business.

We aim to continuously maintain and improve the work environment to ensure that it is, so far as is reasonably practicable, safe for all workers (including employees, contractors, volunteers, apprentices, trainees) and third parties and without risk to their health — including physical and mental health, and their dignity. The Business will endeavour to continuously improve health and safety in the workplace through consultation, the adoption and improvement of safe work practices, as well as increasing the awareness of health and safety obligations for management and all other workers.

This policy is intended to apply to the majority of workers and situations that may present health and safety risks in our workplace. Where a modern Award, Enterprise Agreement, employment contract, or industry-specific legislation provides additional or different requirements (for example, casual workers in higher-risk situations with unique fatigue management, shift arrangements or hazard provisions), those rules take precedence and should be applied in conjunction with this policy. In all other cases, this document provides the primary framework to ensure compliance with Australian work health and safety laws while providing clear guidance for workers on handling matters appropriately, reasonably, and fairly.

This Workplace Health and Safety Policy is approved and authorised by the Business as the formal statement of our commitment to providing a safe and healthy workplace in accordance with the model **Work Health and Safety laws** (Safe Work Australia), including the model **Work Health and Safety Act** and model **Work Health and Safety Regulations**, as adopted in **Queensland** under the **Work Health and Safety Act 2011 (Qld)**, Regulations, and applicable Codes of Practice.

**This policy will be reviewed annually, commencing in January each year.**

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# 1. Legislative Framework

Our WHS Practices comply with the following Legislation, Regulations, Codes of Practice and Standards (as amended or replaced from time-to-time):

- **Work Health and Safety (WHS) Laws:**
  - *Work Health and Safety Act 2011 (Qld)* and *Work Health and Safety Regulation 2011 (Qld)* (or equivalent harmonised model WHS laws in other jurisdictions).
  - Applicable Codes of Practice issued by the relevant Regulator, including:
    - *Managing the risk of psychosocial hazards at work Code of Practice 2022 (Qld) / Model Code (Safe Work Australia, with updates including the 2024 Commonwealth version where applicable);*
    - *Managing the work environment and facilities Code of Practice 2021;*
    - *First Aid in the Workplace Code of Practice 2021;*
    - *How to Manage Work Health and Safety Risks Code of Practice 2021;*
    - *Framework for alcohol and drug management in the workplace;*
    - *Work Health and Safety (Sexual and Gender-based Harassment) Code of Practice 2025.*
- **Workers' Compensation and Rehabilitation:**
  - *Workers' Compensation and Rehabilitation Act 2003 (Qld) (WCRA)* administered by **WorkCover Queensland** (primary jurisdiction for the purpose of this Policy) and equivalent Legislation in other States / Territories. The Business meets all obligations for claim notification, injury management, rehabilitation and Return-To-Work programs.
- **NDIS-Specific Legislation (where the Business is a registered or unregistered NDIS provider):**
  - *National Disability Insurance Scheme Act 2013 (Cth);*
  - *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 (Cth) (NDIS Practice Standards);*
  - *National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 (Cth);*
  - *NDIS Code of Conduct.*
- **Disability Discrimination and Employment Legislation:**
  - *Disability Discrimination Act 1992 (Cth) (DDA)* – which makes it unlawful to discriminate against a person on the ground of disability in all aspects of

employment (including recruitment, terms and conditions, training, promotion, and dismissal). Employers must make *reasonable adjustments* for employees or prospective employees with a disability unless this would cause unjustifiable hardship. The DDA works alongside the *Fair Work Act 2009 (Cth)* general protections, which prohibit adverse action based on physical or mental disability.

- **Other Relevant Legislation:**

- *Tobacco and Other Smoking Products Act 1998 (Qld)* (and equivalents in other jurisdictions);
- *Fair Work Act 2009 (Cth)*, including the Right to Disconnect provisions.
- *Privacy Act 1988 (Cth)* for confidentiality of health/medical and personal information;
- Anti-discrimination legislation, including the *Sex Discrimination Act 1984 (Cth)*, *Anti-Discrimination Act 1991 (Qld)*, and other Federal and State Laws prohibiting discrimination on protected attributes and imposing positive duties to prevent unlawful conduct (including sexual harassment and sex-based harassment).

**This framework is intended for general application to ensure the Business (as a PCBU) meets its minimum duties under Australian Laws, such as the primary Duty of Care to eliminate or minimise risks to Workers (including Volunteers and Contractors).** Should the Business deliver NDIS supports or employs people with disability, the NDIS-specific and DDA obligations operate **in addition to** (and do not replace) WHS duties. Specific Award or Enterprise Agreement (EA) provisions supplement this Policy as required.

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## 2. Scope

This policy applies to all workers (including employees, contractors, volunteers, apprentices, trainees, delegated business leaders, managers, supervisors, visitors, customers, and third parties) at or affected by our operations across Australia. It covers all workplaces, including offices, remote/home setups, work vehicles, off-site activities, business trips, meetings, social events, training programs and delivery of NDIS supports (where applicable) in participants' homes and community settings, and compliance with obligations under the *Disability Discrimination Act 1992 (Cth)* in all aspects of employment.

The Policy is drafted to suit the majority of roles and situations potentially at risk. Where an Award or Enterprise Agreement contains specific safety-related conditions (for example, casual workers in higher-risk situations with unique fatigue management, shift arrangements or hazard provisions), those conditions apply alongside this policy to ensure full compliance.

## 3. The Business's Responsibilities – Primary Duty of Care (PCBU)

The Business, as a Person Conducting a Business or Undertaking (PCBU), has the primary duty of care under section 19 of the *Work Health and Safety Act 2011*. The Business must ensure, so far as is reasonably practicable, the health and safety of workers engaged or caused to be engaged by the Business, and that the health and safety of other persons is not put at risk from work carried out as part of the business or undertaking.

To fulfil this duty, the Business will:

- (a) provide and maintain a work environment without risks to health and safety (including physical and mental health and dignity);
- (b) provide and maintain safe plant and structures (including any equipment, machinery, vehicles, buildings and premises under the Business's control);
- (c) provide and maintain safe systems of work (including procedures for remote or hybrid work, workload management, and fatigue prevention);
- (d) ensure the safe use, handling and storage of plant, structures and substances and provide relevant safety information about them (for example, instructions or safety data sheets where applicable);

- (e) provide adequate facilities for the welfare of workers (including volunteers) and other persons at work;
- (f) provide any necessary information, training, instruction or supervision to protect persons from risks to their health and safety;
- (g) monitor the health of workers and the conditions at the workplace to prevent injury or illness; and
- (h) consult with workers on matters relating to work health and safety.

These responsibilities apply across all the Business's operations, including office locations, remote or hybrid work, business travel, meetings, social events and training programs.

**NOTE:** The level of risk associated with any plant, structures and hazardous substances will vary depending on the nature of the Business's operations and industry. However, the Business will continue to identify, assess and control all risks that arise in accordance with its full primary duty of care under the *Work Health and Safety Act 2011*.

Delegated Business Leaders, employees and other workers are responsible for ensuring the health and safety of themselves and others at work. These responsibilities are broad and apply generally to meet the duty of care required under WHS laws.

## **4. Duties of Delegated Business Leaders (e.g. Management, Supervisors) and Similar Position Holders (e.g. Elected Health and Safety Representatives (HSR) if Requested by a Worker)**

Delegated Business Leaders (e.g. managers, supervisors and other similar position holders) are required to:

- (a) keep updated on work health and safety matters;
- (b) understand the practices and processes used by the Business to comply with its WHS duties;
- (c) ensure that appropriate resources and processes are available to eliminate or mitigate any risks to health and safety of workers (including volunteers) and third parties;
- (d) maintain adequate mechanisms for receiving, considering and acting on any information received regarding workplace incidents or hazards;
- (e) monitor workplace conditions and identify issues that need to be actioned to maintain a healthy and safe workplace, including any matters raised by other workers;

- (f) consult workers (including volunteers) on health and safety matters and ensure that proper supervision and training is provided for a safe workplace and
- (g) facilitate election of a Health and Safety Representative(s) (HSRs) if requested by a worker.
  - The Business is **not required** to have Health and Safety Representatives *unless* one (1) or more workers request their *election*. The PCBU cannot be elected as the HSR. Any worker may request the election of one or more HSRs under Part 5 of the *Work Health and Safety Act 2011* if they believe it would help protect health and safety in the workplace. If requested by a worker(s), the PCBU must promptly facilitate the election of a HSR and provide the elected HSR with reasonable paid time off, resources and assistance to perform their role. HSRs may inspect the workplace, issue Provisional Improvement Notices (PINs), and direct that unsafe work cease where there is an immediate risk to health or safety. The Business will not victimise or disadvantage any worker for acting as an HSR. The Business will ensure risk assessments are documented and reviewed regularly, particularly in workplaces with higher-risk activities.

## 5. Duties of Employees and Other Workers

As an employee, contractor, volunteer or other worker, your obligations are:

- (a) take all reasonable steps at work to ensure your health and safety and the health and safety of others (including wearing and using all safety gear provided);
- (b) comply with any applicable Codes of Practice and all directions given in relation to WHS issues;
- (c) not engage in practical jokes, pranks, horseplay, or any other conduct with chance of harmful injury (including roughhousing, throwing objects, or excessively distracting others) that could reasonably result in injury, illness, or harm to yourself or others;
- (d) immediately notify a Delegated Business Leader if you become aware of any matter which may affect the health or safety of employees or visitors;
- (e) immediately notify a Delegated Business Leader if you sustain a workplace injury or become aware that another worker has suffered a workplace injury;
- (f) as soon as practicable after becoming aware of any potential hazard or injury (yours or another's), complete all relevant reporting forms. These duties are standard under WHS laws and help workers handle matters appropriately by promoting reporting and cooperation.
- (g) request the election of a Health and Safety Representative (HSR) *if you believe it would help* protect health and safety in the workplace. The PCBU cannot be elected as the HSR.

- (h) where a Delegated Business Leader is notified of any matter concerning workplace health and safety, they must ensure the incident or concern is communicated in full detail to the PCBU (or the responsible officer/director) so that appropriate action can be taken.**

These duties are standard under WHS laws and help workers handle matters appropriately by promoting reporting and cooperation.

## **6. Duties of Visitors and Non-Employees**

Visitors and non-employees (including volunteers where not already classified as workers) attending the premises must:

- (a) take reasonable care of their own health and safety;
- (b) take reasonable care that their actions or omissions do not adversely affect the health and safety of others; and
- (c) comply, so far as reasonably able, with any instructions given by the Business regarding health or safety matters.

All persons must comply with this policy. Failure may result in disciplinary action (up to termination) and potential prosecution.

# 7. Harassment, Bullying, Psychosocial Hazards, and Anti-Discrimination

The Business is committed to providing a workplace free of all forms of harassment, bullying, discrimination, and other psychosocial hazards, as prescribed by Commonwealth and state legislation. All workers have the right to be treated with dignity and respect and are required to treat each other accordingly.

This section applies in the workplace, when you are working off-site and during any activity undertaken in the course of employment, including work-related events such as business trips, meetings, social events and training programs. Any grievances raised under this policy will be treated seriously and as confidentially as possible. You will not be penalised or disadvantaged as a result of raising any genuine concern or complaint. Relevant and appropriate disciplinary action will be taken against anyone found to have breached this policy, which may include, but is not limited to summary dismissal.

## 7.1 Psychosocial Hazards Overview

Queensland's WHS legislation requires employers to actively manage psychosocial risks (e.g. high job demands, low job control, poor support, bullying, harassment, isolation, role conflict, traumatic events, remote/isolated work, exposure to violence or aggression, fatigue, or barriers faced by workers with disability and behaviours of concern from NDIS participants in home or community settings). These are addressed through:

- Identification and assessment of risks (including consultation and worker input).
- Implementation of control measures using the hierarchy of controls (eliminate, substitute, isolate, engineer, administer, PPE).
- Monitoring and review of controls for effectiveness.
- A supporting psychosocial risk register to track identified risks and actions.

We integrate these with Right-to-Disconnect provisions (to prevent out-of-hours stress), supplementary wellbeing support such as access to an Employee Assistance Program (EAP) as provided, and supportive Return-to-Work processes.

**The Psychosocial Risk Register** is maintained separately by the Business, updated after any risk assessment, consultation, incident, or change and requires the following information to be reported:

- Date identified;

- Psychosocial hazard (e.g. high workload, bullying, isolation, poor support);
- Risk level (Low/Medium/High);
- Control measures implemented (using the hierarchy of controls);
- Responsible person;
- Review date;
- Status (Controlled / Ongoing / Action Required); and
- Comments / Next steps.

**The Business will regularly review and update the Psychosocial Risk Register and associated controls at least annually or following any significant incident or change in the workplace to maintain compliance.**

## 7.2 Harassment

Harassment is not permitted and means any unwelcome behaviour which a reasonable person in the circumstances would find offensive, humiliating or intimidating. The fact that no offence was intended does not mean that harassment has not occurred.

Harassment may occur as a single act, or as a series of incidents. It may be subtle or openly hostile and occur in private or public settings.

Examples of harassment may include, but are not limited to:

- (a) swearing in the workplace;
- (b) gossiping about a person, or asking intrusive questions about another person's private life, including their religion, family or other matters;
- (c) constantly monitoring what someone else is doing, giving unsolicited or unreasonable criticism or 'nitpicking';
- (d) openly displaying pictures, graffiti or other written materials which might be offensive; and/or
- (e) sending communications via phone, email or computer networks which may be threatening, abusive or offensive.

## 7.3 Sexual Harassment and Sex-Based Harassment

Sexual harassment means any unwelcome behaviour of a sexual nature which a reasonable person in the circumstances would find offensive, humiliating or intimidating. Such behaviour is unlawful and not permitted.

Examples of sexual harassment, with consideration to verbal and written warning(s), *may include*, but are not limited to:

- (a) sexual advances or requests for sexual favours;
- (b) inappropriate or unsolicited physical contact, such as patting or pinching;
- (c) sexual violence or indecent and/or sexual assault;
- (d) public displays of nudity;
- (e) verbal comments or unwelcome questions about someone's appearance, dress or private life;
- (f) lewd jokes or wolf whistling; and/or
- (g) communications of any form that create a hostile workplace environment, including displaying offensive material or pornography, such as posters or calendars.

Under WHS laws, **IF sexual or gender-based harassment risks are identified, a written prevention plan is mandatory in Queensland** (from 1 March 2025), including identified risks, control measures (using the hierarchy of controls), consultation details, workplace factors considered (e.g. culture, diversity), and regular review. ***The Business will develop and maintain such plans where required to ensure compliance.***

**Sexual and Gender-Based Harassment Prevention Plan** is maintained separately (as required), updated after any risk assessment, consultation, incident, or change and requires the following information to be reported:

- Date plan created/last reviewed
- Person responsible for the plan
- Consultation process (who was consulted, how, and when)
- Identified risks (specific sexual/gender-based harassment risks in the workplace)
- Workplace factors considered (e.g. culture, gender/diversity balance, physical layout, workload/fatigue, customer interaction)
- Control measures implemented (using hierarchy of controls: eliminate, substitute, isolate, engineer, administer, PPE)
- Implementation timeline and responsible persons
- Monitoring methods (e.g. surveys, incident reports, feedback)
- Next review date (at least annually)
- Training and communication details

**If a prevention plan is identified necessary, it will be reviewed at least annually or following any significant incident or change in the workplace.**



## 7.4 Bullying

Workplace bullying means repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Examples of workplace bullying may include, but are not limited to:

- (a) abusive, insulting or offensive language or comments;
- (b) verbal abuse or other forms of demeaning or intimidating language or communication;
- (c) psychological harassment;
- (d) excluding or isolating another person;
- (e) deliberate change of work duties, sabotaging another's work or placing unreasonable work demands on another person; and/or
- (f) communications of any form that create a hostile workplace environment.

## 7.5 What is Not Workplace Bullying

Reasonable management action taken in a reasonable way is not bullying. Business Leaders with assigned delegation within their duties have a responsibility to conduct performance reviews, manage employees and to provide feedback on performance and work-related behaviour. On occasion, this may include negative review or comment which you may find uncomfortable, but will not amount to bullying or harassment.

Workplace bullying does not include:

- (a) legitimate and relevant counselling, comments or advice relating to your performance or conduct at work; and/or
- (b) discussion or counselling designed to assist you to meet performance targets.

## 7.6 Anti-Discrimination

The Business is committed to preventing unlawful discrimination in all aspects of employment, in compliance with federal and state anti-discrimination laws (including the *Fair Work Act 2009 (Cth)* general protections and state laws such as the ***Anti-Discrimination Act 1991 (Qld)***).

It is unlawful to discriminate against an employee or prospective employee based on protected attributes, including:

- race
- colour

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- sex
- sexual orientation
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion
- national extraction
- social origin
- breastfeeding
- gender identity
- intersex status
- experiencing family and domestic violence

Discrimination includes adverse action (e.g. dismissal, injury in employment, alteration of position to disadvantage, discrimination in terms/conditions, refusal to hire, or offering unfair terms) taken because of a protected attribute.

Under federal law (e.g. *Sex Discrimination Act 1984 (Cth)*), Employers have a positive duty to take reasonable and proportionate measures to eliminate, as far as possible, discrimination on the ground of sex, sexual harassment, sex-based harassment, and conduct creating a hostile workplace environment on the ground of sex in a work context.

State laws (e.g. Queensland) prohibit discrimination in employment and may include additional protected attributes or obligations (e.g. positive steps to prevent unlawful conduct). The Business prohibits discrimination and will take reasonable steps to prevent it, including through training, policy promotion, and fair processes.

The Business is committed to complying with the *Disability Discrimination Act 1992 (Cth)*. We will make reasonable adjustments for employees or prospective employees with a disability (including physical, sensory, neurological, psychiatric, or learning disabilities) so they can perform the inherent requirements of their role, unless doing so would cause unjustifiable hardship.

Reasonable barriers to inclusion or reasonable adjustment needs for workers with disability that **immediately impact** the delivery of their key duties and responsibilities (as defined in their contract of employment or otherwise agreed in writing) should be disclosed to the Business. Disclosures are encouraged **during the recruitment or onboarding process** so that

appropriate adjustments can be considered promptly upon commencement. Any requirements or adjustments that arise **after initial contract** will be considered on a case-by-case basis through consultation and negotiation with the employee, taking into account the nature of the role, operational needs, and the duty to provide reasonable adjustments.

**Anti-discrimination measures and training will be reviewed annually to ensure ongoing effectiveness and compliance.**

## **7.7 Conduct that Breaches this Policy**

Conduct that breaches this policy (harassment, bullying, sexual harassment, discrimination, or other psychosocial hazards) is unacceptable and, depending on the severity and circumstances, may lead to disciplinary action, regardless of the seniority of the particular employee/s involved.

The Business shall take appropriate disciplinary action against any employee who is responsible for, or engages in, any form of prohibited behaviour. Disciplinary action may include, but is not limited to, the following:

- (a) Demotion;
- (b) A requirement to provide a written or verbal apology;
- (c) A formal warning;
- (d) A requirement to attend training or counselling; or
- (e) Dismissal.

It is also unlawful and against Business policy to victimise or otherwise disadvantage a person who alleges that they have been subjected to prohibited conduct. Any worker who victimises, threatens, intimidates or otherwise places at disadvantage a person who raises a concern will be subject to disciplinary action including, but not limited to dismissal.

## **7.8 What to Do if You Have a Complaint**

If you believe you have been subjected to harassment, bullying, sexual harassment, discrimination, or other prohibited conduct by another worker, please notify the Delegated Business Leader within the business. If you do not feel comfortable discussing the behaviour with the Delegated Business Leader, you can contact the Employer's HR Representative or Employer directly.

If it is safe to do so, you can also speak with the person responsible for the inappropriate conduct in the first instance and ask them to stop. If this doesn't work, or you don't feel comfortable doing this, you can still notify the designated contact directly.

Your complaint will be investigated and if established, appropriate disciplinary conduct will be taken against the person engaging in unlawful conduct. Your complaint will be treated seriously, and we will respect and maintain your confidentiality and privacy as much as possible.

The investigation process will be fair and reasonable:

- The complaint will be documented promptly.
- The accused individual will be informed of the allegations and given an opportunity to respond.
- Both parties will be interviewed separately, with support persons if requested.
- Evidence will be gathered and reviewed impartially.
- Findings will be made based on the balance of probabilities.
- Outcomes will be communicated to both parties, with appeals available if needed.
- Where appropriate, remedial actions (e.g. training, mediation, adjustments) will be implemented to prevent recurrence.

**All investigations and outcomes will be reviewed annually as part of this policy review to identify any systemic issues and improve processes.**

This process ensures employers meet compliance obligations under WHS, anti-discrimination, and Fair Work laws, while providing employees clear steps to handle matters fairly and reasonably.

If you have any questions in relation to this policy, please contact the Delegated Business Leader.

## 8. Smoke-Free Workplace

The Business is committed to providing employees with a safe, healthy and supportive environment in which to work. We recognise that the health and wellbeing of our employees is important and we are committed to providing a supportive workplace culture where healthy lifestyle choices are valued and encouraged.

Smoking is a leading cause of preventable death and disease in Australia. It greatly increases risks of cancers, heart disease, and respiratory illness. Environmental tobacco smoke (passive smoking) harms health and is managed as a workplace hazard under WHS laws.

### 8.1 Objectives

We will:

- (a) safeguard employees, contractors, volunteers, customers, and visitors from the harmful effects of tobacco smoke; and
- (b) provide smoking cessation support to employees wanting to stop smoking (e.g. access to Quitline 13 78 48 or other resources).

We respect the right of individuals to smoke in their personal time but maintain a smoke-free workplace to protect everyone.

### 8.2 Scope and Prohibitions

- This applies to all employees, contractors, volunteers, customers, visitors, and others on the worksite.
- Smoking (including e-cigarettes/vapes) is prohibited at all times in buildings, enclosed areas, work vehicles, and on the grounds (except any designated outdoor area if provided and signed as such).
- Any designated outdoor smoking area must and will comply with Queensland's *Tobacco and Other Smoking Products Act 1998* requirements, including:
  - Being located at least **5 metres** from entrances, windows, doors, and ventilation intakes of non-residential buildings to prevent smoke drift indoors or affecting non-smokers.

- Having a smoke-free buffer zone of at least **2 metres** wide surrounding the area (or an impervious screen at least **2.1 metres** high), with no food or drink served/consumed in the area.
- Not being within **5 metres** of other prohibited zones (e.g. public transport waiting points, outdoor eating areas, playgrounds).
- Cigarette sales, promotion, or advertising of tobacco products is not permitted on the worksite (This obviously excludes any licensed tobacco retail business where compliance with the ***Tobacco and Other Smoking Products Act 1998 (Qld)*** must apply i.e. no visible displays from outside, no promotions or discounts, plain packaging, and health warning requirements).

**Note on designated areas** — The Business is not required to provide designated smoking areas under WHS laws. If provided, they must fully comply with the **5-metre buffer** from building entrances/windows/ventilation and other public smoking restrictions under the *Tobacco and Other Smoking Products Act 1998*. Local government may impose further restrictions in public spaces.

### 8.3 Compliance

- All persons must comply.
- Delegated Business Leaders encourage compliance and address breaches.
- Employees inform visitors/contractors of the policy and request they extinguish cigarettes.
- Repeated breaches by visitors/contractors are reported to a Delegated Business Leader.
- Employee breaches: Initial counselling by supervisor (reinforcing WHS obligations, passive smoking effects, and cessation support). Repeated breaches may lead to formal disciplinary action per workplace procedures.

### 8.4 Employee Expectations

Employees must:

- (a) participate in policy implementation;
- (b) comply with requirements;
- (c) inform entrants of the policy;
- (d) take additional cigarette breaks (beyond award rest breaks) in their own time;
- (e) request visitors/contractors to extinguish cigarettes; and
- (f) report exposure to environmental tobacco smoke to a Delegated Business Leader.

## 8.5 Communication and Support

- Policy provided during induction and accessible to all.
- Employees notified of changes and encouraged to provide feedback.
- Cessation support promoted (e.g. resources, Quit programs).

## 8.6 Definitions

Passive smoking is the inhalation of second-hand tobacco smoke, which is a combination of side-stream smoke from a burning cigarette and mainstream smoke exhaled by a smoker.

Smoke or smoking means to smoke, hold, or otherwise have control over, an ignited tobacco product, or an active e-cigarette or vape.

Smoke-free means that no smoking is permitted.

Tobacco product includes a cigarette, cigar, cigarette or pipe tobacco.

## 9. Reporting Accidents, Incidents, Injuries, Hazards, and Near-Misses

All accidents, incidents, injuries, near-misses (including while travelling to/from work), hazards, or psychosocial issues must be reported immediately to a Delegated Business Leader) using internal procedures (including the **Incident Report Form** outlined in **Section 16**).

In addition:

- (a) Very minor injuries (no/first aid only): Record on the **Register of Injuries** (see below).
- (b) Incidents requiring/potentially requiring medical treatment: Report on the **Incident Report Form** (see **Section 16**) *within 24 hours*. Notify workers' compensation insurers within 48 hours if compensation may apply. Summarise investigations/corrective actions on the form.
- (c) If requested, complete a **Worker's Injury Claim Form** and obtain a certificate of capacity. A return-to-work plan will be coordinated with insurers and treating doctor.
- (d) Harassment/bullying: Report per **Section 7.8**.

### **Workers' Compensation**

The Business complies with the workers' compensation and rehabilitation legislation that applies in the jurisdiction where the work is performed. All claims, injury management, and return-to-work arrangements will be handled promptly and in full compliance with the applicable legislation.

### **NOTIFIABLE INCIDENTS**

Under the **Work Health and Safety Act 2011 (Qld)**, the Business (as a PCBU) must notify WorkSafe Queensland **immediately (by the fastest available means)** of any notifiable incident arising out of the conduct of the business.

Notifiable incidents include:

- Death of a person.
- Serious injury or illness (e.g. requiring hospitalisation for more than one night, immediate in-patient treatment, amputation, serious head/eye injury, serious burns, electric shock requiring medical attention, loss of bodily function, or certain work-related psychological injuries meeting the criteria).
- Dangerous incident (e.g. collapse or failure of structure/plant, explosion/fire causing structural damage, escape/release of hazardous substance, fall from height >2m, plant collision, etc.).

**To comply:**

- Notify WorkSafe Queensland **immediately** after becoming aware (phone 1300 362 128, submit the online incident notification form, or email/fax the completed **Form 3 – Incident Notification Form** available from the WorkSafe Queensland website).
- Preserve the incident site (except for rescue/first aid) until an inspector arrives or gives permission.
- Keep records of the notification and any follow-up actions.

This is separate from internal reporting or workers' compensation claims (via **WorkCover Queensland**).

Failure to notify a notifiable incident can result in significant penalties under WHS laws.

Reported matters (internal and notifiable) will be investigated promptly to identify causes, assess hazards, and implement controls.

**All reported incidents and corrective actions will be reviewed as part of the annual policy review to identify trends and improve prevention measures.**

**Register of Injuries** (required for all workplace injuries, even minor/first-aid ones) require the following information recorded:

- Date of Injury
- Time of Injury
- Date Reported (date the injury was first reported to the Business or a Delegated Business Leader)
- Name of Injured Person
- Job Title/Role
- Nature of Injury (e.g. cut, strain, bruise, sprain, psychological stress)
- Location on Body (e.g. left hand, lower back, eye)
- Location of Incident (e.g. office kitchen, warehouse aisle, home workspace if remote)
- How Injury Occurred (brief description of the incident, task, or circumstances)
- Witness(es) Name(s) (if any known)
- First Aid Given (Yes/No)
- Treatment Provided (details of any first aid or immediate treatment)
- Treated By (name of the person who provided treatment, e.g. first aid officer)
- Outcome/Status (brief note, e.g. "Returned to work same day", "Referred to doctor", "No time lost")
- Return to Work Date (if known; update later if needed)

- Signature of Person Recording (the individual entering the details)

All entries must be made promptly and accurately. The Register is kept strictly confidential (in line with *Privacy Act 1988* requirements) and accessible only to authorised persons (e.g. management, first aid officers, or workers' compensation insurers when required). It is retained for at least 5–7 years (as per the Business's **Records Retention and Destruction Policy**) and the **register is reviewed annually as part of this policy review** and incident trend analysis to identify patterns and improve prevention.

For injuries requiring medical treatment beyond first aid, potential compensation, time off work, or notification under WHS laws (e.g. notifiable incidents), also complete the **Incident Report Form (Section 16)** and follow relevant notification steps (e.g. to WorkCover Queensland or WorkSafe Queensland).

## 10. Working from Home Arrangements

The business understands that employees may wish to work from home. The Business may also wish to direct employees to work from home from time to time. This section sets out the basis for working from home arrangements and may be amended or withdrawn by us at our discretion. It does not form part of your contract of employment.

Working from home may qualify as a flexible working arrangement under the *Fair Work Act 2009 (Cth)*. Where applicable, requests must be handled in accordance with the statutory process outlined below. However, approval is not automatic and remains subject to business needs.

### 10.1 Does this Section Apply to You?

If you are an employee of the Business, this section applies to you. You may request partial or full remote working arrangements under this policy, including ad-hoc or ongoing arrangements. ***For eligible employees (as defined under the Fair Work Act), such requests are subject to the statutory flexible working arrangements process.***

#### 10.1.1 Link to Flexible Working Arrangements under the Fair Work Act

- Working from home can be a form of flexible working arrangement. *Eligible employees* have a legal right to request flexible working arrangements, including changes to location of work (e.g. working from home), hours, or patterns of work.

#### ***Eligibility requires:***

1. A Service Requirement of at least 12 months of continuous service as a permanent or temporary (i.e. fixed term) full-time or part-time employee, or (for casuals) 12 months of regular and systematic employment with a reasonable expectation of ongoing work;  
AND
2. A Circumstance Requirement - meeting one (1) or more of the following criteria:  
pregnant; parent or carer of a child who is school age or younger; carer (within the meaning of the Carer Recognition Act 2010); person with a disability; aged 55 or older; experiencing family or domestic violence; or providing care or support to a family or household member experiencing family or domestic violence.

Requests must be made in writing via the **Flexible Working Arrangements Request Form** providing the following information:

- The Service Requirement – MUST meet one (1) of the following:
  - Full time or Part-time employee who has worked continuously with the Employer for AT LEAST THE LAST 12 MONTHS.
  - Regular casual employee who has worked regularly and systematically with this employer for AT LEAST THE LAST 12 MONTHS and has a reasonable expectation of continuing to do so.
- The Circumstance Requirement (Must meet one (1) of the following)
  - The employee MUST be:
    - Pregnant;
    - A Parent or carer of a child who is school age or younger;
    - A Carer (within the meaning of the Carer Recognition Act 2010);
    - A Person with a disability;
    - Aged 55 or older;
    - Experiencing family or domestic violence themselves; OR
    - Providing care or support to a family or household member experiencing family or domestic violence.
- Request Details (description of the specific flexible working arrangements the employee desires)
- Reasons for the Request (an explanation of the specific reason for the request e.g. accommodate medical appointments related to the disability)
- Proposed Start Date (typically the beginning of a pay cycle)
- Additional Supporting Details (as required only to provide extra information to support the request)
- Authorisation and Declaration (confirmation that the information is true, with date and time stamp)

The Business will:

- Genuinely try to reach agreement through discussion.
- Respond in writing within 21 days, approving the request, agreeing to alternative changes, or refusing on reasonable business grounds (e.g. substantial cost, impact on productivity/efficiency, or impracticability due to the nature of the role, such as on-site essential positions like cleaning the work site where remote work is not feasible).
- Consider the consequences of refusal for the employee.

If refused or no response is given, you may apply to the Fair Work Commission for resolution, which may include arbitration or orders to grant/adjust the arrangement.

**For employees who do not meet the eligibility criteria above, requests for working from home are handled at the Business's absolute discretion under this policy.**

## **10.2 You Do Not Have an Entitlement to a Home Working Arrangement**

**Working from home is not an automatic entitlement or contractual right**—even for eligible employees under the *Fair Work Act*. Approval depends on business needs and reasonable grounds. Generally, home working arrangements will be ad-hoc or of limited duration. They may be on a part-time or full-time basis and may also incorporate other flexibilities as agreed with us. Even if we agree you can work from home, we may require you to attend the workplace from time to time.

## **10.3 Your Role and Working from Home**

You are encouraged to be realistic about your proposed home working arrangement. You should think about your personal needs but recognise that while the arrangement suits you, it also needs to suit the needs of your colleagues and our business. If you wish to incorporate additional flexibilities in your home working arrangements, you should include those details in your application. In exercising our discretion regarding your home working arrangement, we will consider a range of factors, including:

- a. your needs and proposed solutions (including additional flexibilities);
- b. whether your role is a stand-alone role and, if so, whether it can be carried out effectively from your home location;
- c. whether your role is a supervisory role, and whether it entails a high frequency of delegation and supervision and whether this can be achieved from your home location;
- d. how much attendance in the office is necessary for the proper performance of your job;
- e. the potential that the revenue responsibility of your role (or that of colleagues) will be adversely impacted by home working;
- f. whether you require close in person supervision or whether this can be achieved remotely (or, a combination of both);
- g. whether the ratio of homeworkers to office workers in your work group or department is appropriate;
- h. whether you have an adequate workspace and a suitable work environment at your home location;

- i. whether the working from home arrangement is healthy and safe as required by legislation and our policies;
- j. your demonstrated ability to work independently and manage your time effectively;
- k. your work history and performance;
- l. the cost of the arrangement to the Business;
- m. whether your home working arrangement will breach any insurance policy, covenants or conditions (e.g. mortgage or lease agreements, council regulations);
- n. any other relevant factors.

## 10.4 Health and Safety Risk Assessments

We have obligations under work health and safety legislation which requires us to perform a risk assessment of your work activities, including when you are working at home. The purpose of completing a risk assessment regarding your home working arrangement is to identify the hazards relating to your work activities and to decide whether enough steps have been taken to prevent harm to you or anyone else who may be affected by this arrangement. Risk assessments of your home working environment may be carried out as a self-assessment by the worker who is undertaking their duties off-site. All risk assessment findings will be recorded and reviewed as appropriate. You may be required to take corrective actions.

**Self-assessments will be issued to employees upon commencement and reviewed at the very least annually (or as industry-specific regulations apply if more than yearly) and where possible up to four (4) checks per year for ongoing monitoring and opportunity for both parties to provide feedback.** If an accident occurs, you contract an illness or sustain an injury, you identify a potential health and safety hazard or there is a necessary change required to the **Working From Home Safety Self-Assessment Checklist (Schedule 1)**, you must immediately notify your Delegated Business Leader. For further health and safety information, read other relevant sections within this Workplace Health and Safety Policy.

Relevant references: ***Work Health and Safety Act 2011 (Qld) s19 (primary duty of care) and s28 (worker duties); Work Health and Safety Regulation 2011 (Qld) r36 (hierarchy of control measures) and r38 (review of control measures); Model Code of Practice: How to Manage Work Health and Safety Risks (Safe Work Australia).***

## 10.5 Communication and Meetings

To minimise your potential isolation and to allow for proper supervision and management, Delegated Business Leaders will, where appropriate, involve you in regular meetings or consultations. You must attend such meetings. If you cannot attend a scheduled meeting for good reason, you must notify the person organising the meeting in advance of this fact. In addition to regular meetings, Delegated Business Leaders will ensure that regular contact is made between you and your colleagues. You must be contactable, within reason, during the agreed hours of work. Contact outside these hours will only be made in case of an emergency.

## 10.6 WHS Training

WHS Training will take place as appropriate and required. You must participate in any departmental or general training sessions related to Workplace Health and Safety.

## 10.7 Reviewing Your Working from Home Arrangement

*If agreed*, your home working premises and any directly related arrangements to your work *may at times* be reviewed by us should the review be upon reasonable grounds of health and safety concern or considered necessary by the Employer's Delegated Business Leader to meet any specific or new regulatory compliance responsibility and duty of care. It is expected that you will actively participate in all reviews and that you will be willing to facilitate changes to your preferred working environment as required. If, at any time, we decide your home working arrangement is not operating effectively, we may decide to withdraw it or amend it at our discretion. **All working from home arrangements and associated risk assessments will be reviewed (at the very least) annually as part of this Policy review.**

## 10.8 Changes to this Section

This section may be amended or withdrawn by us at our discretion and does not form part of your contract of employment.

# 11. Workplace Hygiene and Infection Control

The business is committed to providing a safe and healthy environment for its employees, contractors, volunteers and members. This section has been developed to ensure that all employees understand the importance of appropriate grooming and hygiene in the workplace or when representing the Business.

## 11.1 Application

This section applies to all employees, contract workers, volunteers and any other person representing the Business.

## 11.2 Definitions

### 11.2.1 Personal Hygiene

Personal hygiene refers to the practice of maintaining cleanliness and grooming of the external body to prevent the spread of disease-causing germs and parasites. These can proliferate on the skin and around body openings, and good hygiene habits reduce the risk of them entering the body. Uniforms are **distinctive garments** that identify an individual as a worker of the Business, *distinct from any promotional or marketing apparel*. They are designed to project a **consistent professional image** and must be **fit for purpose** for the tasks performed. This may include specific footwear and personal protective equipment (PPE) deemed necessary by the Employer or *required by Australian regulatory authorities*.

### 11.2.2 Workplace and Working from Home

Workplaces are the locations where employees work. This includes office buildings, factories and home offices. **Employees must understand that if working from home, their home becomes an extension of the business' workplace** and so this policy should be adhered to when working from home.

## 11.3 Policy for Personal Hygiene and Infection Control

### 11.3.1 Personal Hygiene

'WHS Policy' – brought to you by...

- (a) All employees are expected to practice the following proper hygiene habits in the workplace:
  - (i) maintain general body cleanliness;
  - (ii) turning away from other people and covering the nose and mouth with a tissue or the hand when coughing or sneezing;
  - (iii) cover any cuts or abrasions with a waterproof dressing;
  - (iv) do not share personal items; and
  - (v) regularly wash hands with antibacterial soap.
- (b) Employees that maintain regular in-person contact with customers may be required to wear uniforms or other appropriate business attire if requested by the Employer.
- (c) Subject to the relevant Award, Enterprise Agreement, collective agreement or contract of employment applicable to the employee, *where the Business requires a uniform to be worn*, the Business may:
  - (i) Provide sufficient, suitable and serviceable uniforms; or
  - (ii) Pay a uniform allowance.
- (d) Employees are responsible for maintaining clean uniforms.

### 11.3.2 Cleanliness and Work

- (a) Employees must report all safety concerns and incidents.
- (b) Employees must maintain a clean and uncluttered workstation.
- (c) Employees are responsible for maintaining a clean kitchen environment.

### 11.3.3 Tobacco Smoking

The smoking of tobacco is not permitted on business premises and workplaces other than:

- (a) during designated break periods; and
- (b) only in approved designated smoking areas. (See **Section 8** for full smoke-free details).

### 11.3.4 Infection Control

#### Infectious Virus Protection:

All employees are expected to practice the following to avoid the spread of infectious diseases:

- (a) washing hands before and after eating and handling food and waste;
- (b) covering coughs and sneezes;
- (c) promoting good respiratory hygiene; and
- (d) consulting national travel advice before going on business trips.

AIDS/HIV Protection:

Staff are instructed not to handle blood spills or other body fluids without the use of gloves available in the First Aid Kit (Refer Schedule 2). If there is a major concern, then external professional assistance should be sought.

## 12. Return to Work and Injury Management

The Business complies with the workers' compensation and rehabilitation legislation that applies in the jurisdiction where the work is performed. All claims, injury management, rehabilitation and return-to-work plans will be handled promptly and in full compliance with the applicable legislation in each state or territory.

The Business will:

- (a) promptly notify the relevant workers' compensation insurer or authority of all work-related injuries and illnesses;
- (b) fully cooperate with the insurer/authority in claims management and investigations;
- (c) develop and implement suitable return-to-work and rehabilitation plans in consultation with the injured worker, their treating doctor, and the relevant authority;
- (d) provide suitable alternative duties (where reasonably practicable) to support an early, safe and sustainable return to work; and
- (e) maintain the confidentiality of all medical and compensation information in accordance with the *Privacy Act 1988 (Cth)* and applicable legislation.

Workers are encouraged to report injuries promptly and to actively participate in their rehabilitation and return-to-work program. This section works alongside **Section 9** (Reporting).

### 12.1 Early Notification of Significant Injuries

Employees are encouraged to report injuries as early as possible, as injuries are best managed when rehabilitation is commenced as soon as possible after an injury. Early reporting and rehabilitation give us the best chance to help employees remain at work wherever possible. Rehabilitation, injury management and plans to remain or return to work will be developed with the injured employee and any applicable medical advice. If you are injured at work, notify the Delegate Business Leader as soon as possible, of an injury. The insurer will then be notified within the appropriate timeframe regarding any relevant injuries.

### 12.2 Early Commencement of Injury Management

Should an employee require injury management, the Business will ensure the process is commenced as soon as possible after an injury, in a manner consistent with all relevant facts, including medical advice. Early commencement of injury management will be facilitated by:

- (a) prompt reporting of injury/illness to the insurer;
- (b) accurate medical diagnosis and early commencement of treatment;
- (c) liaising with the insurer's injury management adviser; and
- (d) supporting the implementation of an injury management plan, prepared by the insurer (for an employee with a significant injury).

If an employee suffers a significant injury, the services of an accredited rehabilitation provider may be sought, with the consent of the injured employee and the nominated treating doctor. The rehabilitation provider's role is to establish a return-to-work plan suitable for ensuring the injured employee's early return to work. The Business may identify accredited rehabilitation providers in consultation with the relevant parties. Notwithstanding such a selection, an injured employee is entitled to nominate any accredited rehabilitation provider to assist in their return-to-work plan.

## **12.3 Identification of Return-to-Work Options**

The injured employee's return to work should take place as soon as possible, in accordance with medical advice.

## **12.4 Return-to-Work Plan**

Any return-to-work plan will be developed in consultation with the employee. This refers to a written statement of steps designed to help the employee return to work. It outlines details about suitable duties, ongoing monitoring of these duties, and any restrictions, including the hours and days of work. The plan will include:

- (a) the injured employee's name and position;
- (b) the nature of the injury or illness;
- (c) the restrictions to be observed;
- (d) any changes in work methods;
- (e) hours and days of duty;
- (f) anticipated progression toward full duties;
- (g) date of commencement and date(s) for review; and
- (h) any changes in conditions of employment.

## **12.5 Review of Return-to-Work Plan**

The employee's progress on the return-to-work plan and any applicable adjustments shall be **formally reviewed on a fortnightly basis for the first month, then monthly thereafter.**

In addition, the injured employee's supervisor will perform informal reviews of the plan on an ongoing basis, and liaise with the Delegated Injury Management Leader or other nominated Business representative as necessary. Any formal changes to suitable duties in writing will only be initiated after consultation between the parties. In some circumstances, particularly if a return to pre-injury duties is considered unlikely or inadvisable, the employee may be transferred temporarily to another position during the return-to-work process. Employees who transfer to a temporary position retain their salary and conditions of employment while undergoing a return-to-work plan. Income and benefits for an employee participating in a return-to-work plan are subject to the applicable state legislation.

You may contact the Delegated Injury Management Leader if you have any questions about your rights and obligations under the applicable state legislation. The injury management plan will cease either when the injury is no longer impacting the employee's employment or when long-term arrangements to accommodate the injury have been made.

The circumstances may include when the injured employee:

- (a) returns to full employment in the substantive position, but with modified duties acceptable to the workplace;
- (b) is appointed to another position within the Business;
- (c) is deemed by the Business to be unlikely to gain further benefit, or to gain only minimal benefit, from continued participation in the return-to-work plan;
- (d) withdraws from the return-to-work plan;
- (e) ceases to be employed by the Business.

The Business shall try to assist employees with long-term disabilities to seek suitable alternative positions. If, after a reasonable time, the injured employee is unable to perform productive work of a kind normally available within the Business, the Business may consider medical retirement or termination of employment.

## 12.6 Confidentiality

Information relating to an employee on a return-to-work plan will be confidential and restricted to those involved in providing rehabilitation, treatment and occupational health services. The Business shall adhere to the guidelines set by any applicable state authority in this regard. If

you have any questions about this section, please contact the Delegated Business Leader. **All return-to-work plans and progress will be reviewed as part of this annual policy review to ensure ongoing effectiveness and compliance.**

## 13. First Aid Arrangements

The Business considers the occupational health and safety of all persons in the workplace to be of absolute importance. This includes the provision of first aid personnel, supplies and facilities. The purpose of this section is to provide a framework for the effective use of first aid facilities.

### 13.1 The Business's Responsibilities

As part of the Business's commitment to the effective provision of first aid, the Business aims to:

- (a) provide adequate resources for the supply and replenishment of First Aid Kits (Refer Schedule 2) and equipment;
- (b) ensure that each worker (including Volunteers) at the workplace has access to a First Aid Kit and has access to facilities for administering first aid; and
- (c) Provide necessary first aid training to workers where required, and ensure they are informed that all matters relating to first aid must be reported.

### 13.2 Duties of Management

Delegated Business Leaders and similar position holders are required:

- (a) to keep up-to-date on all matters pertaining to first aid;
- (b) ensure that workers are informed of the location of first aid kits, facilities and first aid officer(s) (if applicable) as well as who to contact in the workplace;
- (c) consult employees on first aid matters to give them the opportunity and training to be involved in matters affecting work health and safety; and
- (d) where appropriate, make or facilitate arrangements for an injured person who requires further off-site medical attention to be escorted to this site (e.g. a hospital).

### 13.3 Duties of Employees

Employees are required to:

- (a) take reasonable care for their own health and safety;
- (b) take reasonable care that their actions do not adversely affect the health and safety of other people;

- (c) report and record all workplace injuries to the relevant officer, manager or HR representative, in accordance with this policy;
- (d) not disrupt the administration of first aid; and
- (e) comply with this policy, first aid procedure and any associated reasonable instruction.

## 13.4 Duties of Visitors and Non-Employees

If a person is not an employee, but attends the Business's premises (for example, visitors), they must:

- (a) take reasonable care of their own health and safety;
- (b) take reasonable care that their actions or omissions do not adversely affect the health and safety of others; and
- (c) comply, so far as they are reasonably able, with any instructions that may be given by the Business regarding first aid.

## 13.5 First Aid in the Workplace

The Business is committed to providing a safe working environment and complies with work health and safety laws across Australia, including **WHS Regulation 42** (*Duty to provide first aid*). This means we ensure employees and other workers have access to first aid equipment, facilities, and trained help whenever needed (*Reference: Safe Work Australia – Model Code of Practice: First aid in the workplace, July 2019*).

### Our Commitment

The PCBU (Person Conducting a Business or Undertaking) must provide employees and other workers:

- First aid equipment, such as First Aid Kits (Refer Schedule 2);
- Facilities for administering first aid (where required); and
- **ACCESS to an adequate number of people trained to give first aid** (this may include trained workers *in the office or shared workplace*).

***For Employees Working From Home (WFH) or Remotely (especially in low-risk roles like office-based work), reasonable arrangements include:***

- 1. A suitable First Aid Kit (which the company *may* provide upon commencement or reimburse or recommend);**
- 2. Quick phone access to emergency services (e.g. calling 000); and**
- 3. Basic emergency information or plans.**

**FORMAL FIRST AID TRAINING for the home worker is NOT required in most low-risk home setups — the focus is on practical, timely access to help (e.g. via**

**phone/emergency services if response times are reasonable)**. We consider factors like your work tasks, home setup, location, and expected emergency response times (*References: Safe Work Australia – Working from home; Working from home PCBU information sheet*).

**No Formal Designation Required**

There is no strict legal requirement to appoint a single person as a “First Aid Officer” with that exact title. The law focuses on ensuring trained first aid help is **available** whenever people are working, not on mandatory titles or designations (*Reference: Model Code of Practice: First aid in the workplace, p. 18–20*).

**How We Meet This Requirement On Business Premises**

1. We provide at least **one (1) suitable First Aid Kit (Refer Schedule 2) on Business Premises that is easily accessible to on-site employees**, well-stocked (with unexpired items), and checked regularly and in accordance with this policy.
2. **On Business Premises we ensure an adequate number of trained first aiders based on workforce size, work type, hazards, and practical factors are available** (e.g. in small or low-risk teams, at least one (1) trained worker is usually sufficient).
3. All trained first aiders hold a current, nationally recognised qualification (e.g. HLTAID011 Provide First Aid) from a Registered Training Organisation.
4. In small or low-risk workplaces, the trained person may be a Delegated Business Leader, Owner, or any worker who has completed the training.

**Note: Small Businesses, Startups, or Sole Traders**

Small teams (including very small businesses or sole traders) *do not* need to hire or pay for an external professional first aider. First Aid requirements can be met by:

- Having one or more workers (or the owner) complete affordable first aid training (often a one-day course);
- Providing a basic first aid kit; and
- Having a simple emergency plan (e.g. call 000 and know how to access help quickly).

In low-risk setups, this is typically considered enough in accordance with Australian laws. We review arrangements as the business grows, risks change, or new workers join (*Reference: Model Code of Practice: First aid in the workplace, Appendix C – Summary of recommended first aid requirements*).

### **Responsibilities of On-Site Trained First Aiders (as required)**

If you are one of our trained first aiders (or if the company asks you to help in this way on Business premises), your main duties include (but are not limited to):

- Holding and keeping up to date a current first aid qualification;
- Providing first aid treatment to anyone who is ill or injured, but only within the limits of your training;
- Recording details of any first aid given (treatment provided and supplies used) and recording in accordance with this policy;
- Keeping any first aid room (if we have one) clean and hygienic;
- Working with Delegated Business Leaders to call an ambulance or other emergency help if someone needs off-site medical treatment, and ensuring clear access for emergency services;
- Checking the First Aid Kit(s) (Refer [Schedule 2](#)) regularly to ensure they are fully stocked with unexpired items and notifying management immediately of any deficiencies so they can be fixed quickly.

### **What This Means for Workers**

- If you are injured or feel unwell at work, seek help from a trained first aider or contact your Delegated Business Leader immediately.
- Tell your Delegated Business Leader if you notice the First Aid Kit (Refer [Schedule 2](#)) is low on supplies or if anything seems wrong with first aid arrangements.
- If you would like to become a trained first aider, speak to the PCBU or the Employer's Delegated Business Leader – the Business supports relevant first aid training if considered reasonably necessary.

### **Emergency Contact**

In an emergency, call 000 immediately and/or follow on-site procedure as applicable.

## **13.6 First Aid Equipment**

All Workers must be able to access a First Aid Kit (Refer [Schedule 2](#)). This will require at least one (1) First Aid Kit to be provided at their Workplace in a readily accessible location. The First Aid Kit should provide basic equipment for administering first aid for injuries including, but not limited to bleeding wounds, burns, eye injuries and muscular injuries. However, the contents of the First Aid Kit(s) should be based on a risk assessment of the Workplace. The use of First Aid Kit should be monitored and its supply levels should be observed and replenished when reasonably necessary. The **First Aid Kit Contents & Stock Check Register ([Schedule 2](#))**

must be kept for each First Aid Kit to track inspections, stock levels and maintenance. The Register must capture the following details for every check:

- **Date of Check** — The date the inspection occurred.
- **Kit Location** — Specific location of the kit (e.g. "Main workshop – wall cabinet near entrance", "Office kitchen", "Vehicle-mounted kit #3").
- **Contents Checked** — Confirmation that key items were inspected. Record the main categories/items relevant to your workplace (based on risk assessment and recommended lists e.g. from *Safe Work Australia Model Code of Practice Appendix E*). Examples include:
  - Instructions for providing first aid (including CPR flowchart)
  - Notebook and pen
  - Resuscitation face mask or shield
  - Disposable nitrile examination gloves (pairs)
  - Sterile gauze pieces/pads
  - Saline solution or eye wash
  - Wound cleaning wipes/antiseptic wipes
  - Adhesive dressing strips (e.g. plasters/Bandaids)
  - Splinter probes or tweezers
  - Antiseptic liquid/spray
  - Non-adherent wound dressings/pads (various sizes)
  - Conforming cotton bandages (various widths)
  - Triangular bandages
  - Scissors
  - Any additional items identified by risk assessment (e.g. thermal blanket, heavy-duty crepe bandage for remote sites, burn gel, eye pads)
- **Stock Level** — For each item or overall kit: Full / Adequate / Low / Empty / Expired (or note specific quantities if preferred for high-risk items).
- **Actions Taken** — Details of any steps performed, such as:
  - Replenished specific items
  - Replaced expired/out-of-date products
  - Cleaned kit or replaced damaged packaging
  - No action required
  - Items ordered/reordered (include details if applicable)
- **Checked By (Name)** — Full name of the person conducting the check (e.g. designated first aider, safety officer, or responsible worker).
- **Signature** — Signature (or digital equivalent) of the checker to verify the record.
- **Next Check Due** — Proposed date for the following inspection (e.g. one month from current date, or sooner if issues noted).

This register will be reviewed at least annually as part of this policy review (or more frequently in high-use/high-risk settings) or after each incident requiring first aid to ensure ongoing compliance. **All workers have a duty of care to inform the Delegated Business Leader of any shortage in stock supply upon use.**

## 13.7 First Aid Procedure

If a person suffers injury or illness in the workplace, the following procedure should apply:

- (a) the injured worker or another colleague notifies the Delegated Business Leader or first aid officer of the incident;
- (b) the first aid officer must immediately attend to the injured worker;
- (c) the first aid officer must administer first aid within their competencies;
- (d) if appropriate, the first aid officer should notify and coordinate ambulance or other medical assistance for the injured worker; and
- (e) after first aid has been administered or the injured worker has received other medical assistance, the first aid officer should record via the **Incident Report Form (Section 16)** and the Delegated Business Leader should be alerted. If necessary or appropriate, the PCBU and third parties should also be notified immediately.

## 13.8 Record Keeping

A record of administered first aid treatment should be kept and reported to the appropriate Delegated Business Leader on a regular basis. It is important that the record accurately reports all attendances and treatment provided to injured workers at the workplace. Accurate recording via the **Incident Report Form (Section 16)** of attendance and treatment provided is extremely important.

All documentation must:

- (a) be accurate and legible;
- (b) record the facts as stated by the person treated where possible;
- (c) be written in ink and never erased and in the event of an error, draw a line through the error and write 'wrong entry' and sign it; and
- (d) never use white out (also known as correction fluid) on records. All medical records are kept strictly confidential. Medical records can only be accessed and used by those individuals who are required to access and use the information for the purposes of performing their functions as part of their role. Further, medical records may be released

if required by law or by consent of the person in question. **First aid arrangements, kits, and officer training will be reviewed annually as part of this Policy's review.**

# 14. Employee Assistance Program (EAP) and Wellbeing Support

## 14.1 Purpose

An **Employee Assistance Program (EAP)** is in place to ensure employees, apprentices and trainees are mentally healthy and positive about work and life. The business provides support, through referred resources (free, unpaid or sometimes paid support by the Employer) to:

- assist employees to reach their full potential;
- add value to the business and drive healthy workplaces, employee commitment, and support retention; and
- foster an optimistic and upbeat business culture, enhancing productivity and business success.

**Note:** An Employee Assistance Program (EAP) is provided as a voluntary perk and employee benefit, not as a legal requirement. It is not a mandatory obligation for Private Sector Employers under Australian Work Health and Safety laws or any other relevant legislation. The Business has no legal obligation to provide a formal EAP. ***We, however, remain committed to supporting healthy mindsets and managing psychosocial risks through practical measures such as access to external free support services (e.g. Lifeline), open conversations, and addressing workplace factors that may impact overall wellbeing.***

## 14.2 EAP - Scope

- (a) The EAP applies to all employees (including apprentices and trainees). Any apprentice, trainee and employee whose employment ends will not be able to access an EAP service, unless authorised in writing by the Delegated Business Leader.
- (b) It addresses:
  - (i) Provision of EAP services;
  - (ii) Types of issues;
  - (iii) Referral to EAP services;
  - (iv) Privacy and confidentiality; and
  - (v) Accessing EAP services.

**Note:** ***Where a formal EAP (or part thereof) is not available to any employee (including casual, fixed-term or non-permanent workers), the Business will always take reasonable***

**steps to direct them to appropriate alternative support resources, such as Lifeline (13 11 14), Beyond Blue, or other public mental health services.**

## **14.3 EAP - Key Responsibilities of the Business**

- (a) To ensure all employees, apprentices and trainees are aware of an available EAP service and support its usage and absolute confidentiality.
- (b) To promote, encourage and support all employees to use the EAP at times where support is needed by the employee.

## **14.4 EAP - Policy**

### **14.4.1 Provision of EAP Services**

To support employee wellbeing, the Business provides access to confidential counselling services to employees. Counselling is available in person, by phone, email, or online. **The Employer has full discretion to determine whether sessions will be paid or unpaid. Full details of the EAP provider, session entitlements and contact information is listed at [THE END OF THIS POLICY DOCUMENT](#).** Employees, apprentices, and trainees may use this service when personal or work-related circumstances are impacting their capacity to perform their full duties to the usual standard.

#### **Immediate Crisis Support for All Workers**

For immediate psychosocial distress or mental health crisis -  
Contact **Lifeline on 13 11 14** (24 hours a day, 7 days a week).

### **14.4.2 Acceptable EAP Examples**

Types of Issues that can be dealt with include but are not limited to:

- (a) General feelings of anxiety, stress or depression which are immediately impacting your ability to undertake your usual standard of work;
- (b) Feeling overwhelmed by pressures placed on you in the workplace and/or situations at home;
- (c) The difficulties faced with fly-in fly-out work arrangements;
- (d) Personal issues with your partners or other people close to you and it is affecting your ability to undertake your duties;

- (e) Family challenges such as divorce, serious illness or a death in the family impacting your ability to undertake your duties to a reasonable standard;
- (f) Conflict with a team member or business-related members;
- (g) Frustration with lack of career progression; and/or
- (h) Your struggle to successfully return-to-work after a period of extended leave.

### **14.4.3 Referral to EAP Services**

- (a) Self-referral -  
The EAP service is designed for self-referral. Where an employee, apprentice or trainee is experiencing work or personal issues, the service is offered as an alternate avenue of support.
- (b) Recommended referral -  
In some cases, a colleague, Delegated Business Leader or the like may notice a fellow employee is in distress and may recommend using the EAP service.
- (c) Privacy and Confidentiality -
  - i. Identity of employees who access EAP services are not disclosed to the Business.
  - ii. Issues raised by employees, apprentices and trainees are reported collectively to the Business anonymously for the sole purpose to better engage employees and apply enhanced future support levels.

### **14.4.4 Accessing EAP Service**

Employees, apprentices and trainees can access EAP services by contacting the Provider directly. Employees are given the details about the EAP upon commencement.

**EAP usage, awareness, and effectiveness will be reviewed annually as part of this policy review and at the full discretion of the employer.**

## **15. Drugs and Alcohol Management**

The Business is committed to providing a safe, alcohol and drug-free work environment for all workers. Alcohol and drug use may impair health, judgment, and safety, posing risks to users, colleagues, and the public. We maintain the highest professional standards and prohibit impairment-related risks per our WHS duties.

## 15.1 Policy

- (a) Employees must report to work and remain fit for duty at all times. No employee may perform any work while impaired by alcohol, illegal drugs, or the misuse of medication.
- (b) The consumption, possession, distribution or sale of illegal drugs during working hours or on Business premises is prohibited.

## 15.2 Guidelines

### 15.2.1 Alcohol

- (a) Reporting to work or working while under the influence of alcohol is prohibited.
- (b) Consumption of alcohol during normal working hours is generally not permitted.
- (c) *Exception for Approved Business Functions:* Moderate consumption of alcohol is permitted at pre-approved work-related functions (such as networking events, team events or conferences) *where a Delegated Business Leader has given prior approval*. In all such cases the employee **MUST** always use common sense and good judgement to:
  - Remain fully fit for duty and completely unimpaired for any remaining work (including remote work or safety-sensitive tasks);
  - Consume alcohol only in moderation;
  - Never drive a vehicle or operate any machinery if they have consumed alcohol; and
  - Immediately notify their Delegated Business Leader if they have any doubt about their fitness for duty.

**Employees MUST exercise particular care** when determining their capability after consuming any alcohol at any approved function. **Particular care is always required and is especially critical in roles that carry a high degree of responsibility for the health and safety of clients or other workers** (for example, performing medical procedures, driving, operating heavy machinery, or providing critical professional advice). ***In these critical situations, even one (1) drink at an approved event could create an unacceptable risk to others and MUST ALWAYS BE AVOIDED*** if it could affect the employee's duties later that day.

### 15.2.2 Drugs and Medication

- (a) The manufacture, distribution, possession, sale, purchase or use of illegal drugs by any employee during working hours is prohibited.

- (b) Lawful use of prescribed or over-the-counter medication is permitted. Employees who are taking medication that may impair their ability to safely perform their duties must notify their Delegated Business Leader in confidence so that appropriate support or adjustments can be considered.

## 15.3 Testing

### 15.3.1 Reasonable Suspicion of Alcohol or Illegal Drug Use

- (a) Where there is reasonable suspicion that an employee is impaired by alcohol or illegal drugs and this may affect their ability to perform their duties safely, the employee must cease work immediately.
- (b) Reasonable suspicion must be based on observable indicators (physical, behavioural or performance).

### 15.3.2 Testing

- (a) The Business may require the employee to undergo drug and/or alcohol testing where reasonable suspicion of impairment exists. Testing will be conducted in consultation with the employee.
- (b) A positive result indicating impairment may result in disciplinary action up to and including termination. ***Lawful use of prescribed or over-the-counter medication, when properly disclosed, does not breach this policy.***

## 15.4 Supporting the Employee

- (a) In line with a supportive and rehabilitative approach, the Business recognises alcohol and other drug-related difficulties as treatable when handled respectfully and with care. It is committed to helping affected employees through the provision of useful information and resources. Employees are responsible for their participation in recovery efforts and for ensuring they are fit to perform their duties safely.
- (b) This policy aims to provide compassionate support to employees facing alcohol or other drug-related challenges. The business is committed to offering helpful information and, where appropriate, referring employees to suitable treatment providers or support services.
- (c) Personal or other leave entitlements are available for any incidental time required off work.

- (d) Arrangements to take appropriate leave will be made with the employee for any extended periods of time off work, based on the advice of a treatment provider and accompanied by a medical certificate.
- (e) Any information regarding matters of this kind will be treated in the strictest of confidence and in accordance with the *Privacy Act 1988 (Cth)*. No referrals will be made or information provided to other parties without the permission of the employee involved.

## **15.5 Further Information**

If you require further information, please speak with your Delegated Business Leader.

# 16. Incident Reporting Form and Process

All Workers (or Witnesses) must use the **Incident Report Form (Section 16)** below to formally report any Health/Safety hazard, incident, injury, near-miss or psychosocial matter. This supports prompt investigation, risk control implementation, record-keeping (retained by the Business for at least 5 years; share with labour-hire host (if applicable) and continuous improvement. The Delegated Business Leader completes Sections 2–3, provides feedback to the reporter and ensures actions are tracked/reviewed.

## **INCIDENT REPORT FORM**

The worker (or any witnesses) and a Delegated Business Leader use this form to report a health or safety hazard, incident or injury at your workplace, including any near-misses. This form also allows the Business to create and keep a record of any steps taken to identify, reduce or eliminate the risk of future incidents or injuries in relation to this report.

### **Record Keeping**

The Business should keep a record of this form. **If a labour-hire arrangement is in place, the host employer should provide a copy to the labour-hire company for record-keeping purposes.**

### **Section 1 – Personal and Incident Details**

Name	
Position	
Phone	
Email	
Delegated Business Leader’s Name	
Date	

**Incident Details**

Describe the hazard/incident (detail what happened and include: nature of the task, equipment or tools used, location, any damage to property, and the people involved. Include any actions taken to ensure the safety of affected persons):

Name of person injured	
Nature of injury	
Cause of injury	
Date and time of injury	
Outline the treatment provided	
Any other relevant details	

Do you have any suggestions or possible solutions on how to prevent this incident happening again? (e.g. changing the tools used, updating the process, more training, etc.)



## **Section 2 – Notifications and Investigation Results**

*(Delegated Business Leader to complete – ensure completed promptly after the incident for notifiable cases and within reasonable time for others. Attach supporting documents e.g. photos, witness statements, regulator correspondence.)*

### **Notifications**

- Was this a **notifiable incident** under WHS laws? (i.e. death, serious injury/illness requiring hospital admission, dangerous incident)

YES / NO

If YES:

- Regulator notified? YES / NO (e.g. SafeWork [state], Comcare, WorkSafe)
- Date/Time of notification:
- Method: Phone / Online / Email / Other:
- Notification reference number / confirmation:
- Name and Position of Person who notified:

If NO, reason not notifiable:

(e.g. minor injury, no hospitalisation, not dangerous)

- Internal notifications made? (e.g. HR, Delegated Business Leader, insurer, labour hire host if applicable)

List parties notified and dates:

- Incident site preserved? YES / NO / N/A  
If NO, provide reason (e.g. immediate safety required disturbance)

## Investigation Results

<b>Investigator Name and Position:</b>	
Date started:	
Date completed:	
Key findings / root causes: (e.g. unsafe act, equipment failure, inadequate training, environmental factors)	
Contributing factors: (tick all that apply or describe)	<input type="checkbox"/> Lack of / inadequate training <input type="checkbox"/> Equipment / tool failure or misuse <input type="checkbox"/> Failure to follow procedures <input type="checkbox"/> Poor housekeeping / environment <input type="checkbox"/> Fatigue / impairment <input type="checkbox"/> Other:
Preventable?	YES / NO / PARTIALLY  Explanation:
Any additional relevant details (e.g. witness interviews, photos attached, expert input):	

**Section 3 – Actions taken: (Delegated Business Leader to complete)**

Outline the actions taken to reduce or eliminate the risk associated with the hazard or incident (e.g. change in training, procedures, work environment, maintenance of equipment, re-design of role, cleaning area, undertaking a risk assessment, etc.):

If further actions are required, outline them below:

Has feedback been provided to the person who reported the incident? YES / NO

Name of Person who reported the incident	
Position	
Signature	
Date	

## 17. Hazard and Risk Identification

The Business is committed to proactively identifying, assessing, controlling and reviewing all workplace hazards so far as is reasonably practicable, in accordance with the model *Work Health and Safety laws* and the *Work Health and Safety Regulation 2011* (or the equivalent legislation in the jurisdiction where the work is performed).

All workers are encouraged to report any potential hazard or risk immediately to a Delegated Business Leader, no matter how minor it may appear. Once identified, risks are assessed for likelihood and severity, and appropriate control measures are implemented using the hierarchy of controls (eliminate, substitute, isolate, engineer, administer, then personal protective equipment as a last resort). **Controls are monitored for effectiveness and reviewed whenever there is a change in the workplace, after an incident, or at least annually.**

We adopt the following systematic approach to risk management:

- **Identification:** Regularly identify hazards through workplace inspections, worker consultations, incident reports, audits and risk assessments.
- **Assessment:** Evaluate the level of risk based on likelihood and potential severity of harm (including to physical and psychological health).
- **Control:** Implement the most effective reasonably practicable controls from the hierarchy of controls.
- **Review:** Monitor, evaluate and revise controls to ensure they remain effective.

### Specific High-Risk Hazards

The Business acknowledges and always gives particular attention to any situation in which the following **regulated hazards are identified within the workplace**:

- **Hazardous Manual Tasks** (Part 3.1 of the *Work Health and Safety Regulation 2011* or equivalent) — including risks from repetitive movements, awkward postures, forceful exertions, vibration or sustained positions. These are assessed and controlled to prevent musculoskeletal disorders.
- **Hazardous Chemicals** (Part 7 of the *Work Health and Safety Regulation 2011* or equivalent) — including the maintenance of a **Chemical Register**, current **Safety Data Sheets (SDSs)**, proper labelling, storage, handling and **Emergency Procedures**.
- **Reasonable Barriers to Inclusion or Reasonable Adjustment Needs for Workers with Disability** that immediately impact the delivery of their key duties and responsibilities as defined within their contract of employment or otherwise agreed in writing (in line with the *Disability Discrimination Act 1992 (Cth)*). Disclosures of such needs are encouraged at commencement of employment (or during recruitment where

relevant). Any requirements or adjustments arising after the initial contract will be considered on a case-by-case basis through consultation and negotiation, taking into account the nature of the role and operational needs.

- **Delivery of Supports in Participants' Homes and Community Settings** (including lone working and unknown environments). These situations require specific pre-visit risk assessments, lone worker safety protocols, and controls for travel fatigue and environmental hazards.

*Should the Business operate in **higher-risk environments** or undertake activities that present higher levels of risk (for example, where chemicals, heavy lifting, loud machinery, confined spaces, or high-workload demands are present), dedicated risk assessments will be documented, controls prioritised, and **reviews conducted more frequently or after any significant change or incident**. All risk assessments and controls are developed and reviewed in consultation with the workers who are, or are likely to be, directly affected by the hazard or risk (and any elected Health and Safety Representatives).*

## 18. Emergency Evacuation Procedure

The Business will ensure that employees are familiar with the evacuation procedures and the location of any emergency exits. In the event of an emergency that may impact the Business's premises or the safety of workers, appropriate instructions will be provided. If an evacuation is announced, workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point, in accordance with the premises' evacuation plan. At all times you should remain calm and do not run, panic or take any belongings with you while evacuating. Emergency plans are in place for fire, medical emergencies, and evacuations. **On-site drills are conducted at the very least yearly**, and first aid facilities are available. **Frequency of an on-site drill is determined by the PCBU based on a risk assessment of the workplace** (considering hazards, size, number of people, nature of work, etc.) and it should be reasonable and effective to ensure all workers know what to do.

## 19. Training, Consultation, Monitoring and Review

The business is committed to ensuring all workers are equipped with the knowledge and skills to work safely, in line with our obligations under the WHS Act and Regulations.

### **Training and Onboarding**

All workers (including new starters, apprentices, trainees, contractors where applicable, and

'WHS Policy' – brought to you by...

visitors for relevant high-risk activities) must receive appropriate WHS onboarding before commencing work relevant to their position, followed by ongoing, role-specific training. This includes (as applicable but is not limited to):

- workplace hazards and risk controls;
- psychosocial hazards and mental health awareness;
- emergency procedures and evacuation;
- first aid, chemical safety, manual handling, and other task-specific requirements; and/or
- policy and procedure updates.

Training is provided so far as is reasonably practicable and tailored to identified risks, legislative changes, or workplace needs. Competency is assessed, and records are maintained. Refresher training occurs at least annually or sooner if required by law, incidents, or changes in operations.

### **WHS Training Register**

A register must be kept to document all WHS training (including onboarding activities). Each entry records the following details:

- **Date** — Date training/onboarding was completed/delivered.
- **Worker Name** — Full name of the participant.
- **Role** — Position or job title.
- **Type of Training** — Category/topic (e.g. WHS Onboarding, Psychosocial Hazards, First Aid, Chemical Safety, Emergency Procedures, Refresher, Policy Update).
- **Trainer / Provider** — Name of internal trainer or external provider/organisation.
- **Duration** — Length of session (e.g. 2 hours, full day).
- **Competency Achieved** — Yes/No (or "Competent"/"Not Yet Competent"), including assessment method if applicable (e.g. quiz, practical demo).
- **Certificate / Evidence** — Proof retained (e.g. certificate number, signed attendance sheet, online completion record).
- **Next Refresher Due** — Scheduled date (e.g. annual or as legislated).
- **Completed By (Signature)** — Name and signature/digital approval of verifier (trainer/supervisor).

**The WHS training register is reviewed at least annually** (or following incidents/legislative changes) to confirm all workers have completed required WHS training, gaps are addressed, and refreshers are scheduled.

### **Consultation**

The business consults, so far as is reasonably practicable, with workers and elected Health and Safety Representatives (HSRs) on all WHS matters that may affect them, including hazard

identification, risk controls, training needs, policy/procedure changes, and welfare facilities. Consultation occurs through:

- regular WHS meetings and toolbox talks;
- HSR involvement and issue resolution processes; and/or
- feedback mechanisms (e.g. suggestion boxes, surveys, direct reporting).

Workers are given reasonable opportunities to express views, which are taken into account and outcomes communicated.

### **Monitoring and Review**

WHS performance is monitored through regular workplace inspections, audits, key performance indicators (KPIs), incident trends and Worker feedback. The WHS policy, procedures and systems are reviewed:

- at least annually; or
- following significant incident(s), near-miss, change in legislation/business operations or any other posed workplace risk.

*This process ONLY exists to ensure ongoing effectiveness, compliance and improvement in Australia.*

## 20. Issue Resolution Procedure

### EMERGENCY QUICK GUIDE

- **Immediate life-threatening or serious injury/illness? Call **000** now.**
- **Psychosocial distress or mental health crisis? Call Lifeline **13 11 14**.**  
**NOT SURE?** Follow the Employer's EAP process (EAP contact details are provided within this policy).
- **Any other Health and Safety issue(s) (including any remote/isolation risks)? **Notify the Delegated Business Leader or the PCBU IMMEDIATELY** (phone or email is always fine for remote workers who struggle with access to immediate support, technology, local connection or other resources – it is always about access and timing to immediate need and support in any real emergency).**

### 'NOT EMERGENCY' Process

There may be times when Health and Safety issues arise in the Workplace. If this happens, we always encourage you to ***let us know directly*** – *we have a legal duty of care to you*. We are committed to learning from your experiences as it will help us to continually improve the work environment and safety we deliver. The Business has a structured approach to resolving Health and Safety issues (**including psychosocial hazards such as high job demands, bullying, isolation, fatigue and remote-work risks**).

#### 1. Raise the Issue

Any Worker may raise a Health and Safety issue with us.

To help us resolve it quickly, please provide:

- a) your name and contact details;
- b) the nature of the health and safety issue;
- c) details of any steps you have already taken to resolve the issue;
- d) details of conversations you may have had with us that may be relevant to the issue and;
- e) copies of any documentation which may be relevant. Please raise the issue with your Delegated Business Leader, the PCBU, or your elected Health and Safety Representative (if one exists). Remote workers can use phone or email.

**NOTE: For Businesses with FEWER than 15 workers raise your issues directly with the PCBU.**

## **2. Evaluation**

We will take note of what information you provide to us. *This information will be passed on to the PCBU or appropriate Delegated Business Leader to deal with the issue, given their own employer responsibility.*

We are committed to evaluating your issue within a timely manner, ***considering the degree and immediacy of risk*** (including remote-work isolation risks) and consulting with affected workers.

***If the Business is operating with <15 employees, the PCBU may conduct the evaluation and consultation directly with the worker(s).***

## **3. Response**

We will keep in touch with you during the process. If you require support, please speak to your Delegated Business Leader or the PCBU. Once we have finalised the issue, we will advise you of our findings and any action we have taken.

If the issue cannot be resolved internally, any party may ask the relevant state or territory work health and safety regulator (e.g. Workplace Health and Safety Queensland, SafeWork NSW, WorkSafe Victoria, etc.) to appoint an inspector.

***The Business will not victimise or disadvantage any worker for raising or participating in the resolution of a health and safety issue (including Remote Workers exercising their Right to Disconnect).*** This procedure applies across Australia under the model *Work Health and Safety laws* (or equivalent in Western Australia and Victoria). It is developed in consultation with workers and will be reviewed annually or after any significant change or incident.

## Working From Home – Safety Self-Assessment Checklist

**IMPORTANT DISCLAIMER:** This Working From Home (WFH) Safety Self-Assessment developed by RUNPAY® (ABN: 98 875 606 982) is a guide only, designed to help workers identify common hazards when Working from Home. The Business itself has the direct contractual relationship to the Worker and remains *solely responsible* for all Employment and Business Engagement relationships, decisions and processes so using this guide is at the *Person Conducting a Business or Undertaking (PCBU)'s own risk*. It is based on principles from the *Work Health and Safety Act 2011 (Qld)* and relevant *Safe Work Australia guidance*. It does not constitute legal advice and does not relieve the PCBU of its primary Duty of Care (DoC) under WHS Legislation to ensure, so far as is reasonably practicable, the Health and Safety of Workers.

### WHS REQUIRES THE CO-OPERATION OF ALL WORKERS

**ALL Workers have a Duty of Care to take 'Reasonable' and 'Considered' care for their own Health and Safety and that of others.** For the purposes of this document and the *Workplace Health and Safety Policy*, a "Worker" includes any person who carries out work for the Business, such as Employees, Independent Contractors (which also includes Sub-Contractor(s), Labour-Hire Agency or Apprentices / Trainees) and Volunteers.

**This Checklist is reviewed AT LEAST Annually.**

## Purpose

Under the *Work Health and Safety Act 2011 (Qld)*, the Business (as a PCBU) has a primary Duty of Care under *Section 19* to ensure, so far as is reasonably practicable, the Health and Safety of Workers while they are at work — including when Working from Home. The *Work Health and Safety Regulation 2011 (Qld)* also requires risks associated with remote or isolated work to be managed appropriately. **This Self-Assessment is ISSUED by the Business upon commencement and thereafter on the 14th of the first month of each financial quarter (ie. 14 January, 14 April, 14 July and 14 October).** It helps identify potential hazards in your home workspace and supports the Business in meeting its WHS obligations.

## What is Expected of You

*Please complete this Checklist honestly. It typically takes about 8 minutes.*

Tick 'Yes' or 'No' for each question and add comments if you have any concerns or need support. This Checklist must be completed and **returned within seven (7) calendar days** of when it is issued by the Business. **All 'No' responses MUST include a detailed explanation.** If no explanation is provided to any question, the Business will assume that you are able to meet all WHS requirements in your current working environment and that you take personal responsibility for maintaining a safe workplace within your own home. You are still required to report any new or emerging WHS concerns as they arise. **Any 'No' answers or comments will be reviewed confidentially by the Business so we can assist you if needed.**

## Section 1: Workstation Setup & Ergonomics

[NOTE: Workers are responsible for creating and maintaining a safe and suitable home workspace using furniture and equipment already available to you. As a Worker, you are responsible for providing ergonomic furniture (such as office chairs, desks, monitors or similar equipment) as it is NOT reasonably practicable for the Business to do so. The Business may offer guidance, advice or limited support where reasonably practicable and on a case-by-case basis only].

1. Is your chair adjustable with good lumbar support and do your feet rest flat on the floor (or on a footrest if needed)?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
  
2. Do you sit on your chair with your knees and hips at approximately 90 degrees, with thighs slightly angled downward?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
  
3. Is the top of your screen at or just below eye level, about an arm's length away and positioned directly in front to avoid neck twisting?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
  
4. Are your keyboard and mouse positioned so your forearms are roughly parallel to the floor, wrists straight/neutral and elbows close to your body?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
  
5. Do you have sufficient lighting for your tasks with minimal glare on the screen?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
  
6. Is your work surface at a comfortable height with enough leg room and space for equipment?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
  
7. Do you take regular breaks (e.g. every hour) to move, stretch and change position?  
 Yes     No    **Comments (if any):** \_\_\_\_\_

## Section 2: Environment & Physical Hazards

1. Is the floor around your workspace free of tripping hazards (cables, rugs, clutter, etc.)?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
2. Are electrical cords and cables in good condition and secured to prevent trips?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
3. Is your workspace well ventilated with a comfortable temperature?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
4. Are heavy or unstable objects secured so they cannot fall?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
5. Do you have a clear, unobstructed exit route from your workspace in case of emergency?  
 Yes     No    **Comments (if any):** \_\_\_\_\_

## Section 3: Electrical & Fire Safety

1. Are power boards not overloaded, in good condition and used safely?  
 Yes     No    **Comments (if any):** \_\_\_\_\_
2. Is there a working smoke detector in your home (tested within the last 6–12 months)?  
 Yes     No    **Comments (if any):** \_\_\_\_\_

*Please Note: Maintaining a working Smoke Detector (Smoke Alarm) in your home is a housing regulation requirement under the Building Act 1975 (Qld) and Queensland Development Code MP 4.1 (Smoke Alarms). As the Occupant, this is your responsibility as a Worker.*

3. Is all work equipment (laptop, monitor, etc.) in safe working order?  
 Yes     No    **Comments (if any):** \_\_\_\_\_

## Section 4: Additional Hazards & Support Needs

I confirm I am aware it is my responsibility to report any other WHS concerns in the workplace (e.g. manual handling, noise, psychosocial risks such as isolation or high workload, family / domestic violence impacting safety) and I have no such concerns to report at this time.

Yes       No      **Comments (if any):** \_\_\_\_\_

## Section 5: Employee Assistance Program (EAP) Awareness

I confirm I am aware of the Business's Employee Assistance Program (EAP), which provides confidential professional support for personal, work-related, wellbeing or mental health concerns (including those that *may* arise from working from home). I know how to access it.

Yes       No - *Please refer to the Workplace Health & Safety Policy for EAP Details.*

## Declaration

I have completed this Self-Assessment honestly and to the best of my knowledge. I understand that **any "No" responses or concerns raised will be reviewed by the Business** in line with its duties under the *Work Health and Safety Act 2011 (Qld)*. I also acknowledge my own duty to take reasonable care of my Health and Safety and to co-operate with reasonable WHS policies.

**Worker Signature:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

*Responses provided in this survey will be reviewed by the Business AND further Risk Assessments or controls may be required depending on individual circumstances, higher-risk activities or changes in the home Workspace. All decisions and actions taken in response to this survey will consider operational needs, cost and what is reasonable in the circumstances. Thank you for helping maintain a Safe and Compliant Workplace for ALL Workers.*

**Section 6: Actions Required & Taken [FOR BUSINESS USE ONLY]**

Item / Concern	Action Required	Action Taken	Responsible Person	Date Completed	Follow-up Required?
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No

## SCHEDULE 2

# [YOUR BUSINESS LOGO]

## First Aid Kit - Content & Stock Check Register

**IMPORTANT DISCLAIMER:** This checklist is a general recommendation only, based on *Safe Work Australia's Model Code of Practice: First Aid in the Workplace (Appendix E)*. It is suitable for a typical worksite of approximately 25 Workers on-site at any one (1) time. Monitoring of First Aid Kit needs, adequacy and ongoing Compliance is ultimately the Person Conducting a Business or Undertaking (PCBU)'s responsibility. This document is provided by RUNPAY® as a guide only and does not relieve the PCBU of its primary Duty of Care (DoC) under *Work Health and Safety legislation* to ensure appropriate First Aid items / equipment are maintained on-site. Use of this RUNPAY® guide is at the PCBU's own risk. The content and stock quantities must be reviewed and adjusted according to the specific Workplace Risk Assessment for the Business. Content and stock quantities may need to increase for higher-risk activities, multiple work areas, larger numbers of workers or in times of Business growth.

### **Definition of Worker(s)**

For the purpose of this First Aid Kit and the *Workplace Health and Safety Policy*, a "Worker" includes any person who carries out work for the Business, such as Employees, Independent Contractors (which also includes Sub-Contractor(s), Labour-Hire Agency or Apprentices/Trainees) and Volunteers.

### **Compliance & Training Reminder**

Maintaining this First Aid Kit is a mandatory Compliance requirement under *Work Health and Safety legislation* and the Policies of the Business. This supports continuity of safety training by reminding all Workers that proper First Aid preparedness helps to:

- Reduce Business Risk;
- Enable Fast Response to Injuries;
- Protect Every Worker's Health and Wellbeing; and
- Ensure Overall Business Continuity for Everyone On-site.

### **IMPORTANT NOTES**

- **NO MEDICATION IS ALLOWED** in the First Aid Kit.
- The First Aid Kit **MUST** be clearly labelled [**White Cross on Green Background**] and protected from dust and moisture.
- REPORT ANY USE or quantity shortage(s) **IMMEDIATELY**.

### **WHS REQUIRES THE CO-OPERATION OF ALL WORKERS**

All Workers have a Duty of Care to take 'Reasonable' and 'Considered' care for their own Health and Safety and that of others. This includes using the First Aid Kit appropriately, reporting any use or shortage(s) immediately and co-operating with the Business's First Aid procedures. Monitoring of First Aid Kit needs, adequacy and ongoing Compliance is ultimately the PCBU's responsibility.

### **Annual Review**

This Kit and Register is reviewed **AT LEAST Annually** OR **AFTER Any First Aid Incident**.

*Thank you for helping maintain a Safe and Compliant Workplace for ALL Workers.*

## **Part 1 OF 1: First Aid Kit - Content & Stock Check Checklist**

[This First Aid Kit is drawn from *Safe Work Australia's Model Code of Practice – Appendix E*. It is provided for the Health and Safety of all Workers and **the content numbers provided below are based on approximately 25 Workers On-Site at any one (1) time.** *This Part should always be printed, LAMINATED and placed inside/beside the First Aid Kit and the content and/or stock quantities must be updated with any use, Business growth, change or any current/new Legal requirement.*

<b>Kit Location:</b> _____	<b>Kit ID:</b> _____
<b>Last Full Restock:</b> _____/_____/_____	<b>NEXT CHECK DUE:</b> _____/_____/_____

**Shared Responsibility - NEVER LEAVE THIS KIT DEPLETED.**

If you use any items or notice low stock, immediately inform the Delegated Business Leader. Check Expiry Dates on Items Often.

Item	Item Expiry Date [For Check(s)] [If NO Expiry – Leave Blank]	Item Recommended Minimum Quantity	Item Current Supply	Last Date Checked With Worker Initials ('In.')	WORKER KIT MAINTENANCE [Inspection Assistance]	
					ITEM & QUANTITY CHECK	
					OK = Satisfactory R = Review X = Action Required	Notes / Action Taken
Instructions for providing first aid (incl. CPR flowchart)	/ /	1		/ / In. :		
Notebook and pen	/ /	1		/ / In. :		
Resuscitation face mask or face shield	/ /	1		/ / In. :		
Disposable nitrile examination gloves (pairs)	/ /	5 pairs		/ / In. :		
Gauze pieces (7.5 × 7.5 cm, sterile – 3 per pack)	/ /	5 packs		/ / In. :		
Saline solution (15 ml) or eye wash	/ /	8		/ / In. :		
Wound cleaning / antiseptic wipes	/ /	10		/ / In. :		
Adhesive dressing strips (plasters – packet of 50)	/ /	1 packet		/ / In. :		
Splinter probes (single use)	/ /	10		/ / In. :		
Tweezers / forceps	/ /	1		/ / In. :		
Antiseptic liquid / spray (50 ml)	/ /	1		/ / In. :		
Non-adherent wound dressings – Small (5 × 5 cm)	/ /	6		/ / In. :		
Non-adherent wound dressings – Medium (7.5 × 10 cm)	/ /	3		/ / In. :		
Non-adherent wound dressings – Large (10 × 10 cm)	/ /	1		/ / In. :		

Conforming cotton bandages (5 cm)	/ /	3		/ / In. :		
Conforming cotton bandages (7.5 cm)	/ /	3		/ / In. :		
Crepe bandage (10 cm)	/ /	1		/ / In. :		
Scissors (stainless steel)	/ /	1		/ / In. :		
Adhesive tape (2.5 cm, hypoallergenic)	/ /	1		/ / In. :		
Safety pins	/ /	6		/ / In. :		
BPC wound dressings (No.14, No.15, Combine 9 × 20 cm)	/ /	1 each		/ / In. :		
Plastic bags (clip-seal for waste)	/ /	2		/ / In. :		
Triangular bandages	/ /	2		/ / In. :		
Emergency / thermal rescue blanket	/ /	1		/ / In. :		
Eye pads (single use)	/ /	4		/ / In. :		
Instant ice pack / cold compress	/ /	1		/ / In. :		
Hydrogel sachets (if no running water)	/ /	5		/ / In. :		
<b>Additional / Site-Specific Items</b> [Below are Additional Site-Specific Item Requirements].						
1.						
2.						
3.						
4.						

**IMPORTANT NOTES**

- **NO MEDICATION ALLOWED** in the First Aid Kit.
- The First Aid Kit **MUST** be clearly labelled [**White Cross on Green Background**] and *protected* from dust and moisture.
- REPORT ANY USE or quantity shortage(s) **IMMEDIATELY**.

**WHS REQUIRES THE CO-OPERATION OF ALL WORKERS**

ALL Workers have a Duty of Care (DoC) to take ‘reasonable’ and ‘considered’ care for their own Health and Safety and that of others. This includes using the First Aid Kit appropriately, reporting any use or shortage(s) immediately and co-operating with the Business’s First Aid procedures. Monitoring of First Aid Kit needs, adequacy and ongoing Compliance is ultimately the PCBU’s responsibility.

# WH&S Contacts and Resources

## EMERGENCY CONTACTS

- **Immediate life-threatening or serious injury/illness? Call **000** now.**
- **Psychosocial distress or mental health crisis? Call Lifeline **13 11 14**.**  
NOT Emergency? Follow the Employer's EAP process (EAP Contact Details are provided within this Policy).
- **Any other Health and Safety Issue? THIS INCLUDES ANY Australian Language Interpretation Difference / True Remote and/or Isolation Risk.**  
**Please Notify the Delegated Business Leader or the PCBU IMMEDIATELY (Phone or email is always fine for Remote Workers who struggle with access to immediate support, technology, local connection or other resources – it is always about access and timing to immediate need and support in any REAL emergency).**

## OTHER CONTACTS

- WorkSafe Queensland: 1300 362 128 or worksafe.qld.gov.au
- Lifeline: 13 11 14
- Quitline: 13 78 48
- Workers' Compensation Support - WCIAS: 1300 365 855
- Alcohol and Drug Support: 1800 177 833
- **Employer's Other EAP Details [Employee Benefits]:**
  - **Provider:** [Insert Provider Name]
  - **Sessions:** [Two (2) x 1-hour sessions per year]
  - **Contact:** Visit [Provider Website] or call the Provider directly.
  - **Payment:** At Employer's full discretion [Sessions may be Paid or Unpaid]

## NOTE: Additional NDIS-Approved and Disability Employment Requirements

This Policy operates alongside the *NDIS Act 2013 (Cth)* and the *Disability Discrimination Act 1992 (Cth)*.

- **Any Registered NDIS Provider MUST:**
  - maintain a **NDIS-Compliant Incident Management System;**
  - *report Reportable Incidents to the NDIS Quality and Safeguards Commission; and*
  - *Ensure NDIS worker screening clearances for risk-assessed roles.*
- All Employers must avoid Disability discrimination in Employment and make *reasonable* adjustments (e.g. modified duties, equipment or hours) UNLESS this would cause unjustifiable hardship to Business Continuity (BC).

**All Workers delivering any NDIS Support MUST act safely, with care and skill and in accordance with the NDIS Code of Conduct.**