



Toukley Neighbourhood Centre

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TNC is the beating heart of our community. We foster connection, celebrate diversity, and provide a safe and welcoming space where people are supported, empowered, and equipped with the opportunity to grow, thrive, and achieve independence.

POLICY – WORK, HEALTH AND SAFETY

Policy Information

Title:	Work, Health and Safety
Effective Date:	13-Oct-2025
Policy Owner:	Executive Officer
Applies To:	All staff and volunteers
Next Review Date:	30-Apr-2026

Change Control

Effective Date	Author	Approver	Comments
14-Apr-2025	Donna Tudman	BoM	Initial document
13-Oct-2025	Bronwyn Evans	BoM	Refined to incorporate WHS committee



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Policy Overview

Purpose

This policy outlines TNC's commitment to providing a safe and healthy work environment for all employees, volunteers, contractors, and visitors. It ensures compliance with relevant WH&S legislation and reinforces TNC's zero tolerance for any practices or conditions that may compromise health and safety.

This policy is supported by TNC's Risk Management Framework, Incident Management Framework, and Training Framework. WHS processes are integrated with these existing systems to ensure a consistent and coordinated approach to managing safety across the organisation.

Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the [TNC Policy Framework](#).

TNC Policy documents are developed to:

- Assist TNC to meet the objects of the organisation and manage risk effectively
- Assist TNC staff and volunteers in performing their duties
- Outline how TNC will meet governance expectations
- Provide transparency and clarity to TNC staff and volunteers.

TNC is bound by the [Australian Charities and Not-for-profits Commission Act 2012 \(Cth\)](#) and regulated by the [ACNC](#).

Overview

Definitions

Term	Explanation
ACNC	Australian Charities and Not-for-profits Commission
BoM	Board of Management
EO	Executive Officer
TNC	Toukley Neighbourhood Centre
WH&S	Work, Health and Safety
WHS Committee	A representative group consisting of the Executive Officer, a Board member, one staff representative, and one volunteer representative, responsible for monitoring and advising on WHS matters.

Policy Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

Principle 1: Zero tolerance for risks

TNC maintains a zero-tolerance approach towards unsafe practices and environments. Immediate action will be taken to address hazards or risks, ensuring the safety of all stakeholders.

The desired outcomes are:

- Annual WH&S audit reports show no evidence of risk tolerance breaches.
- Incidents involving non-compliance with WH&S practices are investigated and resolved within 30 days.

Principle 2: Proactive risk management

Risks will be identified, assessed, and mitigated through proactive measures. Safety practices will align with TNC's Risk Management Framework, Incident Management Framework, and Training Framework.

The desired outcomes are:

- Number of identified risks mitigated through documented treatments within set timelines.
- Quarterly updates to the WH&S Risk Register reflecting active risk management.
- 100% of staff and volunteers complete mandatory WH&S training within three months of onboarding.
- Refresher training sessions conducted annually, with attendance records maintained.
- Annual drills conducted for emergency scenarios with evaluation reports.
- Emergency response plans reviewed and updated annually.

Principle 3: Compliance with legislation

TNC adheres to all relevant WH&S legislation, standards, and codes of practice.

The desired outcomes are:

- 100% compliance with WH&S legislative requirements verified through external audits.
- Evidence of immediate corrective actions taken for any identified compliance gaps.

Principle 4: Safety culture

TNC promotes a culture of safety through training, accountability, and continuous improvement.

The desired outcomes are:

- Staff and volunteer satisfaction surveys indicate awareness and adherence to WH&S practices (target: 90%+ positive feedback).
- Quarterly safety meetings conducted with documented attendance and follow-up actions.
- All incidents are reported and logged within 24 hours of occurrence.
- Post-incident reports and corrective actions completed within 7 days for minor incidents and 14 days for major incidents.
- All equipment maintenance logs up-to-date and reviewed monthly.
- Monthly facility inspections with corrective actions logged and resolved within 14 days.

Policy Guidelines

Responsibilities

Role	Responsibilities
BoM	<ul style="list-style-type: none"> • Approve and oversee WHS policies and procedures. • Ensure adequate resources are allocated for WHS compliance.
CM	<ul style="list-style-type: none"> • Implement WHS policies and monitor compliance. • Facilitate training and address incidents promptly.
Staff and Volunteers	<ul style="list-style-type: none"> • Comply with WHS policies and report hazards or unsafe conditions immediately. • Participate in safety training and adhere to prescribed safety practices.
WHS Committee	<ul style="list-style-type: none"> • Provide a forum for consultation and communication on WHS matters. • Review WHS risks, incidents, and training compliance quarterly. • Monitor implementation of corrective actions. • Provide recommendations to the EO and Board on WHS improvements.

Key WH&S Practices

Risk Identification and Mitigation

- All hazards must be reported, logged, and addressed promptly.
- Risk assessments will be performed regularly in line with TNC's Risk Register.

Incident Reporting

- All incidents must be reported within 24 hours.
- Investigations will be conducted to prevent recurrence.

Safety Training

- Mandatory WHS training will be provided to all staff and volunteers.
- Additional training will be conducted for high-risk activities.

Emergency Procedures

- Emergency response plans will be communicated and tested periodically.
- First aid kits and trained personnel will be readily available at all TNC sites.

Equipment and Facility Safety

- Regular maintenance of facilities and equipment will ensure safety and compliance with WHS standards.

Monitoring and Review of WHS practices will occur through:

- Quarterly WHS Committee reviews, including examination of risk, incident, and training data.
- Formal 6-monthly WHS audits, assessing compliance with this policy, WHS legislation, and alignment with TNC frameworks.
- Audit findings and Committee recommendations will be reported to the Board for oversight and continuous improvement.

