



# 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

<b>Title:</b>	Work, Health and Safety
<b>Effective Date:</b>	14-Apr-2025
<b>Policy Owner:</b>	Executive Officer
<b>Applies To:</b>	All staff and volunteers
<b>Next Review Date:</b>	30-Apr-2026

### Change Control

Effective Date	Author	Approver	Comments
14-Apr-2025	Donna Tudman	BoM	Initial document



**Contents**

*Policy Information*..... 1  
     *Change Control*..... 1  
     *Contents*..... 2

*Policy Overview*..... 3  
     *Purpose*..... 3  
     *Context*..... 3  
     *Overview*..... 3  
     *Definitions*..... 3

*Policy Principles*..... 4  
     *Principle 1: Zero tolerance for risks*..... 4  
     *Principle 2: Proactive risk management*..... 4  
     *Principle 3: Compliance with legislation*..... 4  
     *Principle 4: Safety culture*..... 4

*Policy Guidelines*..... 5  
     *Responsibilities*..... 5  
     *Key WH&S Practices*..... 5



## 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.

### 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

## 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 and Facilities Management policies.

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"> <li>• Approve and oversee WHS policies and procedures.</li> <li>• Ensure adequate resources are allocated for WHS compliance.</li> </ul>
CM	<ul style="list-style-type: none"> <li>• Implement WHS policies and monitor compliance.</li> <li>• Facilitate training and address incidents promptly.</li> </ul>
Staff and Volunteers	<ul style="list-style-type: none"> <li>• Comply with WHS policies and report hazards or unsafe conditions immediately.</li> <li>• Participate in safety training and adhere to prescribed safety practices.</li> </ul>

### 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

- Regular audits and reviews of WHS practices will ensure continued compliance and effectiveness.
- Feedback from staff and volunteers will be incorporated into WHS planning and improvements.