

SAFETY. MATTERS. EVERYWHERE.

HOUSEKEEPING & CARAVAN PARK WHS COMPLIANCE PACK

Meeting Safety Standards across
Australia and New Zealand

Your guide to safer, smarter workplaces.

A WHS Compliance Pack is your guide to:

- Identifying and managing workplace hazards
- Meeting legal health and safety obligations
- Developing clear safety procedures
- Training and protecting your team
- Reducing risks and liability

Stay compliant. Stay protected.



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TABLE OF CONTENTS:

Policies & Procedures - Coding Index	POLICIES AND PROCEDURES	Page No.
HSPg012025	WHS POLICY STATEMENT	Page 3
HSPg022025	RISK ASSESSMENT - CLEANING & HOUSEKEEPING TASKS	Page 4
HSPg032025	SAFE WORK METHOD STATEMENT (SWMS) – USE OF CHEMICALS	Page 5 - 6
HSPg042025	TOOLBOX TALK LOG - HOUSEKEEPING SAFETY	Page 7
HSPg052025	PPE COMPLIANCE CHECKLIST - HOUSEKEEPING	Page 8
HSPg062025	EMERGENCY RESPONSE PLAN - SLIPS, TRIPS, & SPILLS	Page 9
HSPg072025	INCIDENT REPORT FORM	Page 10 - 11
HSPg082025	HOUSEKEEPING INSPECTION CHECKLIST	Page 12
HSPg022025	RISK ASSESSMENT - CLEANING & HOUSEKEEPING HAZARDS	Page 13
HSPg022025	RISK ASSESSMENT - CLEANING & HOUSEKEEPING HAZARDS	Page 14

HSPG012025 – WHS POLICY STATEMENT

Purpose:

This policy outlines ARDP Compliance's commitment to providing a safe and healthy workplace for all employees, contractors, visitors, and guests within housekeeping and caravan park environments.

Policy Statement

Our organisation recognises that effective housekeeping practices are essential for preventing slips, trips, falls, and exposure to harmful substances. We are committed to:

- Complying with the Work Health and Safety Act 2011 (Cth), Work Health and Safety Regulations 2011, and relevant Australian Standards.
- Providing safe systems of work for cleaning, waste disposal, and use of chemicals.
- Ensuring staff are trained, competent, and supplied with appropriate personal protective equipment (PPE).
- Maintaining clear procedures for spill management, chemical handling, and emergency response.
- Conducting regular risk assessments for housekeeping tasks, caravan park dump points, and large vehicle movement areas.
- Promoting continuous improvement by reviewing and updating safety practices in line with legislative changes and industry standards.

Responsibilities

- Management is responsible for implementing this policy, providing resources, and ensuring compliance with WHS obligations.
- Supervisors must monitor staff practices, report hazards, and enforce safe work procedures.
- Employees & Contractors are required to follow all safe work instructions, use PPE correctly, and immediately report hazards, incidents, or near misses.
- Visitors & Guests must comply with safety signage and directions provided by staff.

Review

This policy will be reviewed every two years, or earlier if there are significant changes in legislation, workplace practices, or incident data.

Signed: _____

Position: Business Operator

Date: _____

HSPG022025 - RISK ASSESSMENT - CLEANING & HOUSEKEEPING TASKS

Purpose

Risk Control Hierarchy Applied

1. Elimination: Remove unnecessary manual handling tasks by using equipment (trolleys, mechanised cleaners).
2. Substitution: Use less hazardous cleaning chemicals where possible.
3. Engineering Controls: Install non-slip flooring, provide proper ventilation in cleaning areas.
4. Administrative Controls: Provide training, develop cleaning schedules, restrict public access during cleaning.
5. PPE: Gloves, goggles, masks, high-visibility vests, slip-resistant footwear.

The Task Hazard Identification Table is available on Pages 13–14 of this pack. It provides a structured overview of common workplace tasks, associated hazards, risk levels, and recommended control measures in line with WHS legislation.

Review & Monitoring

- Risk assessment to be reviewed annually or when new cleaning tasks/equipment are introduced.
- Supervisors to conduct regular site inspections and record findings.
- All incidents to be reported and investigated to prevent recurrence.

Completed By: _____

Position: _____

Date: _____

Next Review Date: _____

HSPG032025 – SAFE WORK METHOD STATEMENT (SWMS) – USE OF CHEMICALS

Purpose:

To outline the safe handling, storage, and use of cleaning chemicals in housekeeping and caravan park operations, ensuring risks to staff, contractors, and visitors are minimised. exclusion zones, and provide fall protection training.

Activity Scope

Covers the use of general cleaning products, disinfectants, sanitisers, and toilet treatment chemicals used in accommodation, bathrooms, laundries, kitchens, and caravan park dump points.

Potential Hazards

- Chemical burns or skin irritation from direct contact.
- Eye damage from splashes.
- Inhalation of fumes or vapours.
- Accidental mixing of incompatible chemicals.
- Spills causing slip hazards or environmental contamination.

Risk Control Measures

Preparation:

- Read and follow Safety Data Sheets (SDS) for each product.
- Use only approved and labelled containers.
- Dilute chemicals according to manufacturer's instructions.

PPE Requirements:

- Gloves (nitrile or chemical resistant).
- Safety glasses or goggles.
- Mask or respirator where fumes are present.
- Aprons when handling concentrated chemicals.

Safe Handling Procedures:

1. Check labels and SDS before use.
2. Do not mix chemicals unless specified safe (e.g., never mix bleach and ammonia).
3. Pour chemicals slowly to avoid splashes.
4. Use measured dispensers when diluting.
5. Secure lids after use.

Storage:

- Store chemicals in a cool, dry, ventilated area.
- Keep incompatible substances separated (e.g., acids away from alkalis).
- Lock chemical storage areas with clear signage ("Authorised Staff Only").
- Maintain inventory records of chemicals on site.

HSPG032025 - SAFE WORK METHOD STATEMENT (SWMS) - USE OF CHEMICALS

Spill & Emergency Procedures:

- Isolate spill area and prevent entry.
- Use spill kits with absorbent material.
- Dispose of waste in accordance with local regulations.
- Report and document all incidents.

Training & Supervision

- All staff must complete chemical handling induction.
- Supervisors must monitor correct PPE use and storage practices.
- Toolbox talks to be held monthly, focusing on chemical safety.

Review & Sign-off

Prepared By: _____

Position: _____

Date: _____

Review Date: _____

Employee Acknowledgement:

I have read and understood this SWMS and agree to follow the procedures.

Employee Signature: _____

Date: _____

HSPG042025 - TOOLBOX TALK - HOUSEKEEPING SAFETY

Purpose:

To provide a structured record of toolbox talks conducted with housekeeping and caravan park staff. Toolbox talks are short safety meetings designed to reinforce safe work practices, raise awareness of hazards, and encourage staff participation in safety management.

Toolbox Talk Guidelines

- Duration: 5–10 minutes.
- Frequency: Weekly or as needed (e.g., after incidents, new tasks, or seasonal changes).
- Content: Focus on specific housekeeping hazards such as slips/trips, chemical use, PPE, dump point hygiene, or RV traffic movement.
- Participation: All staff must sign the log to confirm attendance and understanding

How to Run a Toolbox Talk

1. Choose a relevant safety topic (e.g., ladder safety, manual handling, PPE checks).
2. Gather the team in a safe area before work starts or during a break.
3. Keep the discussion short (5–10 minutes).
4. Encourage workers to share experiences and solutions.
5. Record details in the Toolbox Talk Log.

ARDP Compliance Toolbox Talk Blank Record Keeping Notebook (Download Separately:
www.ardpcompliance.com)

Example Topics

- Correct use of wet floor signs to prevent slips.
- Handling and storage of cleaning chemicals.
- PPE requirements for bathroom cleaning and dump point safety.
- Emergency response for chemical spills or sharps disposal.
- Traffic management and pedestrian safety around large RVs.

Activity: Run Your Own Toolbox Talk

1. Select one of the example topics or choose a hazard relevant to today's work.
2. Hold a 5-minute discussion with your crew.
3. Ask each worker to suggest one safety tip.
4. Record the discussion and have everyone sign the Toolbox Talk Log.

HSPG052025 - PPE COMPLIANCE

CHECKLIST - HOUSEKEEPING

Purpose:

To ensure that all housekeeping and caravan park staff are equipped with, trained in, and consistently using the correct personal protective equipment (PPE) for their tasks.

PPE Requirements by Task

Task/Activity Required PPE Compliance Check General cleaning (sweeping, mopping, vacuuming) Slip-resistant footwear, gloves ☐ Yes ☐ No

Bathroom cleaning

Gloves, safety glasses, mask (for chemical fumes) ☐ Yes ☐ No

Waste disposal (bins, dump points)

Puncture-resistant gloves, goggles, high-vis vest ☐ Yes ☐ No

Working near RVs/vehicle areas

High-visibility vest, enclosed footwear ☐ Yes ☐ No

Outdoor cleaning (grounds, bins, BBQ areas)

Hat, sunscreen, gloves, high-vis vest ☐ Yes ☐ No

PPE Inspection Checklist

- PPE issued to all staff and logged.
- PPE inspected before each shift for damage/wear.
- Damaged PPE replaced immediately.
- Staff trained in correct use and maintenance of PPE.
- Spare PPE available onsite.

Staff Acknowledgement

I acknowledge that I have been provided with the required PPE for my tasks, understand its proper use, and agree to wear it at all times while performing work duties.

Employee Name: _____

Signature: _____

Date: _____

Supervisor Name: _____

Signature: _____

Date: _____

HSPG062025 - EMERGENCY RESPONSE

PLAN - SLIPS, TRIPS & SPILLS

Purpose:

To provide clear procedures for responding to slip, trip, and spill incidents in accommodation, housekeeping, and caravan park environments. The goal is to protect staff, guests, and contractors from injury and maintain compliance with WHS obligations.

Common Triggers

- Wet or recently mopped floors.
- Spilled cleaning chemicals, water, or guest items.
- Uneven or cluttered walkways.
- Dump point leakage or waste spillage.

Immediate Response Procedure

1. Secure the Area
 - Stop work immediately.
 - Place Wet Floor or Hazard signage around the area.
 - Restrict access until the hazard is resolved.
2. Contain & Control the Spill
 - For water or minor spills: mop or absorb immediately.
 - For chemical spills: use spill kit, wear PPE (gloves, goggles, respirator if required).
 - For waste/sewage spills: wear PPE, use disinfectants, and follow hygiene protocols.
3. Report & Record
 - Notify supervisor immediately.
 - Record the incident in the Incident Report Form (HSPg072025).
 - Document corrective actions taken.
4. Treat Injuries
 - If someone is injured, provide first aid and call emergency services if required.
 - Escort injured parties to a safe area.

Equipment & Resources Required

- Wet floor signs (available in all cleaning areas).
- Spill kits (chemical and waste-specific).
- PPE: gloves, goggles, respirators, high-visibility vests.
- First aid kits accessible at all work zones.

Responsibilities

- Housekeeping Staff: Take immediate action to secure area and report hazards.
- Supervisors: Ensure incidents are logged, investigated, and corrective actions are followed.
- Management: Review incidents, update risk assessments, and allocate resources to prevent recurrence.

Review

This plan is reviewed annually, or after any significant incident, to ensure effectiveness and compliance with WHS requirements.

Supervisor Name: _____

Signature: _____

Date: _____

HSPG072025 - INCIDENT REPORT FORM

Purpose:

To record details of all incidents, near misses, injuries, or unsafe conditions occurring during housekeeping or caravan park operations. Proper reporting ensures compliance with WHS obligations and helps prevent future incidents.

Section 1 - General Information

- Date of Incident: _____
- Time of Incident: _____
- Location (e.g., room, bathroom, dump point, RV park area): _____
- Reported By (Name/Position): _____

Section 2 - People Involved

- Name of Injured/Person Involved: _____
- Role (Staff / Contractor / Guest / Visitor): _____
- Contact Details: _____
- Witnesses (Names & Contact): _____

Section 3 - Incident Details

- Type of Incident:
 - ☐ Injury/Illness
 - ☐ Near Miss
 - ☐ Property Damage
 - ☐ Environmental Hazard
 - ☐ Other: _____
- Description of Incident (what happened?):
- Immediate Action Taken:

Section 4 - Injury/Illness Details (if applicable)

- Type of Injury: _____
- Part of Body Affected: _____
- First Aid Given By: _____
- Treatment Required:
 - ☐ First Aid Only
 - ☐ Doctor/Medical Centre
 - ☐ Hospital
 - ☐ Other: _____


HSPG072025 - INCIDENT REPORT FORM

Section 5 – Follow-Up & Corrective Action

- Cause of Incident: _____
- Corrective Action to Prevent Recurrence: _____
- Person Responsible for Action: _____
- Target Completion Date: _____

Section 6 – Sign-Off

- Supervisor/Manager Name: _____
- Signature: _____
- Date: _____

 All completed forms must be submitted to management within 24 hours of the incident.
Serious incidents must be reported immediately in line with WHS regulations.

HSPG082025 - HOUSEKEEPING INSPECTION CHECKLIST

Purpose:

To provide supervisors and staff with a structured tool to regularly inspect housekeeping areas, accommodation facilities, and caravan park amenities for compliance with safety, hygiene, and operational standards.

Section 1 – General Safety

- Walkways and corridors free from obstructions and trip hazards
- Adequate lighting in all areas, including stairwells and outdoor spaces
- Wet floor signage available and used correctly
- Electrical cords managed safely (no frayed cables or exposed wires)

Section 2 – Cleaning & Hygiene

- Floors clean, dry, and slip-resistant
- Bathrooms sanitised, with adequate supplies (soap, paper towels, toilet paper)
- Kitchens and food prep areas free from grease, pests, and rubbish
- Waste bins emptied and cleaned regularly
- Caravan park dump points sanitised and signage visible

Section 3 – Chemicals & PPE

- Cleaning chemicals stored correctly in labelled containers
- Safety Data Sheets (SDS) available for all chemicals onsite
- Spill kits available near chemical use/storage areas
- PPE available and staff observed using it correctly

Section 4 – Equipment & Maintenance

- Housekeeping trolleys in good working order
- Vacuum cleaners and electrical appliances tagged/tested
- Laundry equipment maintained and safe to operate
- First aid kits stocked and accessible
- Fire extinguishers present, serviced, and accessible

Section 5 – Outdoor & Caravan Park Facilities

- Dump points clean, free from leaks, and maintained
- Large RV parking areas marked, safe, and unobstructed
- BBQ and communal areas cleaned daily
- Grounds free from sharp objects, broken glass, or hazardous waste
- Adequate signage for speed limits, safety reminders, and guest instructions

Section 6 – Sign-Off

- Inspection Completed By: _____
- Position: _____
- Date: _____
- Corrective Actions Required:

✅ This checklist must be completed weekly (or more frequently in high-use periods) and submitted to management for review.

HSPG022025 - RISK ASSESSMENT - CLEANING & HOUSEKEEPING HAZARDS

Task	Potential Hazars	Risk Level	Control Measures
Sweeping & Mopping Floors	Slips on wet surfaces	High	Display wet floor signs, restrict access until dry, use slip-resistant footwear
Handling cleaning chemicals	Skin/eye irritation, inhalation risks	High	Provide PPE (gloves, goggles, masks), supply Safety Data Sheets (SDS), train staff in safe handling
Emptying bins & waste disposal	Cuts from sharp objects, exposure to biohazards	Medium	Provide puncture-resistant gloves, segregate waste, use designated bins
Cleaning bathrooms	Exposure to bodily fluids, slips	High	PPE required, implement hygiene protocols, use disinfectants safely

HSPG022025 - RISK ASSESSMENT - CLEANING & HOUSEKEEPING HAZARDS

Task	Potential Hazars	Risk Level	Control Measures
Making beds / lifting laundry	Strains, sprains from awkward postures	Medium	Train in correct manual handling, use trolleys for heavy loads
Working around caravan park dump points	Contact with sewage, chemical splash	High	PPE mandatory (gloves, eye protection), handwashing station, spill kit available
Moving around large RVs in car parks	Collision risk, blind spots	High	Designated walkways, high-vis clothing, traffic management plan