

**Car Wash   
Safety Plan**

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# Health and Safety Policy

## (Insert Car Wash Name here) Health and Safety Policy

*(Insert Car Wash Name here)* is committed to meeting the provisions and requirements of the relevant Health and Safety legislation and regulations thereby ensuring the health and safety of our staff, customers and other people who may be impacted by our operation.

The Management of *(Insert Car Wash Name here)* will take all reasonable measures to provide a safe workplace for workers and others. We will do this through risk management processes that identify hazards and control risks to minimise the possibility of injury. Procedures will be developed to ensure adherence to safe work practices, and these will be given priority in *(Insert Car Wash Name here)* planning, procedures and work instructions. It is expected that, through consultation and cooperation, all staff will observe rules and safe working practices and make every effort to reduce the risk of injury to themselves, their fellow workers, customers and others.

The Management of *(Insert Car Wash Name here)* is committed to the provision of appropriate resources and training in order to assist all staff to fulfil their responsibilities and maintain a safe working environment.

To achieve this objective, *(Insert Car Wash Name here)* will:

* provide a safe and healthy workplace environment, equipment and work systems
* ensure the management and resourcing of work health and safety issues is given high priority
* provide appropriate training, instruction and supervision to develop adequate skills and knowledge such that staff can take individual and collective responsibility for health and safety performance
* consult with workers and others on health and safety matters
* ensure all accidents and incidents are notified and investigated to prevent reoccurrence
* put in place ongoing systems and processes to ensure all workplace hazards are identified, risks assessed and controlled and ensure systems and processes are reviewed and assessed

*(Insert Car Wash Name here)* will implement and maintain appropriate health and safety processes including documentation. These processes will reflect the requirements of the relevant Health and Safety legislation and regulations and will be monitored to ensure they remain relevant and effective.

|  |  |
| --- | --- |
| Signed: |  |
| Name of Car Wash Director/Owner: |  |
| Position: |  |
| Date: |  |

# Responsibilities and Accountabilities

## Director/Owner

The Director/Owner must:

* Ensure compliance with Health and Safety legislation and prescribed requirements including Workers Compensation requirements
* Authorise all health and safety documentation including policies, procedures, forms, Handbooks and work instructions
* Ensure Health and Safety procedures are in place and compliance standards are met
* Keep current knowledge of all Health and Safety legislative and regulatory requirements and all relevant changes
* Ensure the allocation of resources to effectively manage risks associated with the car wash operation
* Ensure all consultative processes are implemented and that persons who work at the car wash are consulted on health and safety matters.
* Liaise with personnel and authorities on Health and Safety needs
* Oversee the investigation of all accident and incidents
* Notify the State Workcover Authority of notifiable accidents and incidents
* Facilitate rehabilitation for injured employees
* Ensure that all persons working at the works area (including managers and supervisors) have the necessary skills, competence and resources to undertake their work safely and to ensure the safety of others.

## Manager/Supervisor

The Manager/Supervisor must:

* Monitor site, work operations and workers for compliance with Health and Safety requirements
* Ensure all risks identified are managed and effective risk controls put in place
* Ensure regular inspections of work sites occur to measure health and safety conformance and identify risks
* Regularly review work procedures to ensure relevance to works
* Stop or isolate any unsafe works, equipment or materials that pose a threat to Health and Safety
* Ensure appropriate records of Health and Safety are maintained
* Ensure emergency procedures are adhered to
* Ensure all Health and Safety requirements are identified and that resource allocations are implemented
* Carry out investigations of accidents/incidents
* Hold and record toolbox meetings
* Facilitating rehabilitation for injured employees
* Carry out ‘on the job’ training for workers as required
* Report all risks, incidents or accidents

**Employees**

An employee must:

* Take reasonable care for their own health and safety as well as that of others who may be affected by their actions or omissions
* Cooperate with any actions undertaken by the employer to comply with the Health and Safety Legislation and associated regulations
* Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety and welfare
* Have an understanding of the health and safety requirements associated with their employment
* Stop work in the event of an unsafe condition, incident or accident.
* Advise your manager/supervisor in the event of an unsafe condition, incident or accident.
* Keep appropriate Health and Safety records
* Follow emergency procedures as required
* Carry out all Health and Safety requirements
* Report all risks, incidents or accidents and assist in investigations of accidents/ incidents
* Implement risk controls as required
* Assist in regular inspections of the workplace for health and safety issues

# Risk Management

## Hazard Reporting

Hazards may be reported on the **Hazard Report** or workers can report hazards verbally to their supervisor. Hazards may also be reported in Tool Box Meetings. It is important to ensure that any reported hazards are either addressed immediately or written down so that they are not forgotten about. The hazards can be recorded on the **Hazard Report** form or the **Toolbox Meeting Record.**

## Developing Risk Controls

Some risks controls may be easy to work out and can be implemented in a short time frame. Talking to workers about more complex risks provides them with the chance to put forward ideas for managing risks as well as understanding the risk controls to be put in place. This process can be done in Toolbox Meetings and recorded on the **Toolbox Meeting Record.**

Risk controls for more complex hazards can be identified and recorded on the **Hazard Report.**

Risk controls will be developed when injuries and accidents are reported to ensure the injury or accidents don’t reoccur. These risk controls will be recorded on the **Injury/Accident/Incident Report** or the **Accident/Incident Investigation Report.**

Risk controls must be communicated to workers in a timely manner. This can be done through toolbox meetings. For more serious risks e.g. High and Extreme, risk controls should be written down in a work process, communicated to workers and displayed for workers to refer to.

Risk controls will be developed with reference to the Hierarchy of Control with risks being addressed according to their risk priority. Refer to the Risk Priority Matrix and Hierarchy of Controls below.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Priority Matrix** | | | | | | | |
|  | | **Consequence** | | | **Extreme Risk -** Immediate Action Required - Immediately stop work and remove people from exposure to hazard.  **High Risk -** Action required with short timeframe (days/weeks)  **Moderate Risk -** Action plan developed with timeframe (weeks/months)  **Low Risk -** Address risk as agreed between employer and employees. | | |
| **Minor** | **Moderate** | **Major** |
| **Likelihood** | **Very Likely** | **Moderate** | **High** | **Extreme** |
| **Likely** | **Low** | **Moderate** | **High** |
| **Unlikely** | **Low** | **Low** | **Moderate** |
|  | | | | | | | |
| **Likelihood Definitions** | | | | | | **Consequence Definitions** | |
| **Very Likely** | | Almost certain to happen - people constantly exposed | | | | **Major** | Severe injury/Death/ Permanent Disability |
| **Likely** | | Can happen - people often exposed | | | | **Moderate** | Medical treatment /Hospital |
| **Unlikely** | | Most likely won’t happen - people seldom exposed | | | | **Minor** | First Aid injury |

|  |  |  |
| --- | --- | --- |
| **Hierarchy of Control in Order of Priority** | | |
| **Most** | **Elimination** | Physically remove the hazard |
| **effective** | **Substitution** | Replace the hazard |
|  | **Isolation** | Isolate people form the hazard |
|  | **Engineering Controls** | Modify or change the processes or equipment |
| **Least** | **Administrative Controls** | Change the way people work |
| **Effective** | **Personal Protective Equipment** | Protect the worker with Personal Protective Equipment |

**NB.** Risk controls should be developed using the highest levels of control possible to ensure safety.

## Site Inspections

The **Safety Inspection Checklist** will be used to carry out inspections, record hazards as well as risk control actions required. Inspections should be undertaken at least quarterly. The more complex the site, the more frequent the inspections should be done. Site inspections should be scheduled and recorded on the **Health and Safety Planner.**

# Safe Work Methods and Procedures

**Safe Work Methods** will be developed for the use of equipment as well as hazardous work tasks. The **Safe Work Methods** and Procedures should be used for training of workers who use equipment and carry out these tasks depending on their work role and as relevant to the car wash. Workers should sign off that they have received training in the appropriate **Safe Work Methods** and Procedures in the table in each document. Refer to the **Safe Work Methods and Procedures** in the Reference Information folder Safe Work Instructions may be developed for hazardous work tasks that are specific to the car wash using the **Safe Work Method and Procedure - Templates.**

# Plant and Equipment

Regular servicing and maintenance will be undertaken in accordance with Manufacturer’s recommendations for each item of plant or equipment. Where this servicing, maintenance or repair is undertaken by an ‘outside’ business, records of work completed e.g. invoices, should be kept as a record of the work completed. Any servicing, maintenance or repair completed by employees or business owners should be recorded on the **Plant-Equipment Maintenance Log.** This then provides a record of servicing, maintaining and repairing plant and equipment in safe and functional condition.

Compressors and air receivers (tanks or cylinders) present the risk of failure, rupture or explosion which can cause serious injury or death. It is important that this equipment is checked and maintained in safe condition and serviced regularly. Air receivers may be required to undergo regular internal and external inspections. Refer to the **Air Compressor Inspections** document in the Reference Information folder on the ACWA Website to see if this applies to your equipment.

Information on locking out plant and equipment before work is carried out is provided in the **Safe Work Method** **SWMS-09. L:ockout Tagout.**

# Consultation

The main process for consultation will be toolbox meetings although informal consultation and communication will occur at other times. Toolbox meetings will be recorded on the **Toolbox Meeting Record.** Toolbox meetings allow all workers to report and discuss and hazards or safety concerns in relation to the workplace or their work and to be involved in developing risk controls. Toolbox Meetings should be held at least monthly and more regularly for sites that are more complex and have more employees.

The **Toolbox Meeting Record** should be displayed after the meeting to ensure any employees, who were absent, are able to read it and sign off that they have read it. Toolbox meetings should be scheduled and recorded on the **Health and Safety Planner.**

# Hazardous Chemicals

A list of all hazardous chemicals used on site must be kept on the **Chemical/Safety Data Sheet Register.** Safety Data Sheets (SDS) must be kept on site for all hazardous chemicals used. SDSs should be stored to allow them to be accessible to all people at the site. SDSs must be the current SDS provided by the manufacturer or supplier. These SDSs should be checked annually to ensure they are current. SDS checks should be scheduled and recorded on the **Health and Safety Planner.** SDSs provide a broad range of information on chemicals including hazards of using the chemical, ways to minimise risks to users and first aid measures. More detailed information on SDSs is provided in **Understanding SDS Fact Sheet** in the Reference Information folder on the ACWA Website.

A formal risk assessment should be done where the product label or SDS identifies hazards where existing controls do not adequately control risks and further controls are required. These risk assessments should be recorded on the. Implement all required risk controls identified and train all workers **Chemical Risk Assessment** in the use of the chemical and the safety precautions to be used. Record the training of workers on the bottom of the **Chemical Risk Assessment.** Display a copy of the **Chemical Risk Assessment** near where the chemical is stored or used.

Information on chemical storage options and spill containment can be found in the **Chemical Storage and Spill Containment in a Car Wash** document in the Reference Information folder.

# Manual Handling

Manual handling injuries are the most common types of injuries in workplaces across Australia. Manual handling can be defined as any task involving lifting, lowering, pushing, pulling, carrying or in any other way moving, holding or restraining an object. Manual handling is involved in many tasks that are undertaken in car washes; however, it is important to identify and control risks that are associated with hazardous manual handling tasks that are identified. Hazardous manual handling includes work involving the following:

* repetitive or sustained application of force
* sustained awkward posture
* repetitive movement
* heavy or difficult to move objects
* handling unstable or unbalanced loads or loads that are difficult to grasp or hold.

It is important to identify and control tasks where there is the potential for hazardous manual handling. Risk controls must be developed to eliminate or minimise the risk as associated with work tasks involving hazardous manual handling.

Risk controls to manage hazardous manual handling tasks could include:

* Providing mechanical aids e.g. bin lifters, trolleys
* Train staff in correct manual handling techniques - see **Safe Work Instruction - Manual Handling**
* Break downloads into smaller items rather than lifting the whole load e.g. remove containers from boxes
* Purchase items in the smallest economical size
* Store heavier and frequently used items around waist height

Use the Hierarchy of Control in Risk Management to develop the most effective risk controls for the hazardous manual handling work tasks identified. Specific safe work instructions will be developed for work tasks and documented. Workers will be trained in safe work instructions that are developed and the **Safe Work Instruction - Manual Handling.**

# Working at Height

All work carried out at height needs to be managed very carefully to ensure accidents and falls from height are eliminated or minimised. The safest methods of working at height should be used to avoid the risk of injury. The following are examples of strategies that can be implemented to ensure work at height is carried out safely:

* Ensure workers are trained, competent and physically able to use ladders - see **Procedure PRO-16. Working at Heights**
* Provide appropriate equipment e.g. platform ladders of the correct size for the work
* Use the safest means of access for work - work from the ground, scaffold, scissor lifts
* Engage trained and experienced contractors for work that presents the greatest risk or requires specialised equipment
* Install fall restraint equipment if frequent high access is required e.g. contractors accessing roofs to service air conditioning,
* Safe access must be provided to all high locations e.g. mezzanines, roofs. This access must be by compliant ladders or stairs. Safe access must be provided if workers have to carry items up or down from storage. Ladders cannot be used when carrying items.

Use the Hierarchy of Control in Risk Management to develop the most effective risk controls for the work at height tasks that need to be done. Specific safe work instructions will be developed for work tasks and documented. Workers will be trained in safe work instructions that are developed and the **Procedure PRO-16. Working at Heights.**

# Personal Protective Equipment (PPE) and Safety Equipment

PPE (e.g. gloves, high vis clothing, safety glasses, masks) will be provided by our car wash for workers to use as required. Workers are required to maintain and store PPE to ensure it is kept in safe and serviceable condition. Workers are required to wear PPE as directed and as required in the **Safe Work Instructions** and **Chemical Risk Assessments** as well as from directions from Supervisors and Managers. Workers will notify Management when replacement or new PPE is required. Information on types of PPE are provided in the **Personal Protective Equipment Information** sheet in the Reference Information folder.

Safety equipment (e.g. bollards, witch’s hats, first aid kits) will be used as directed by Management and as required in the **Safe Work Methods.**

# Accident and Incident Recording and Notification

Injuries, accidents and incidents will be reported and recorded on the **Injury/Accident/Incident Report.** In the case of accidents and incidents where the cause is not obvious or is complex; the actual or potential damage or injury is serious and/or it is a notifiable incident, an investigation will be undertaken. This will be recorded on **the Accident/Incident Investigation Report.** Actions to ensure accidents and incidents do not reoccur will be implemented.

Refer to the **Incident Notification Guidelines** for each State (in the Reference Information folder) for more information on your State’s Workcover Authority requirements for the types of incidents you are required to notify, how to notify, when to notify and what records to keep.

# Training and Induction

All required training undertaken by workers and relevant licences held will be copied and held on file. Training could include training by suppliers, First Aid training and any other training relevant to the work and the site. Any workers who will be driving customer or business vehicles must have a current licence suitable for the vehicles being driven. Copies must be taken of all licences, qualifications and training and held on file. The Training and Licensing Matrix can be used to record licences, qualifications and training including expiry dates or refresher/retraining due dates.

Workers will be trained in Safe Work Instructions relevant to their role. This training could include:

* Car Washing
* Chemical Safety
* Chemical Spills
* Computer and Workstation Use
* Driving
* Electrical Safety
* Fire Extinguisher Use
* Gas Bottle Safety
* Lockout of Equipment
* Manual Handling
* Power Tools
* Robbery and Violence
* Trailer Safety
* Working at Heights
* Working in Adverse Weather
* Working in Wash Bays
* Workplace Safety

Safe Work Instructions may be developed for hazardous work tasks that are specific to the car wash using the **SWI - Template**. Workers will sign off each of the Safe Work Instructions to show they have received the training.

Workers will not undertake tasks or use equipment that requires competency tickets, licences or other specialised training unless they can show evidence of licensing or qualifications e.g. forklift, scissor lift.

Specific training or information sessions conducted by the car wash or outside providers can be recorded on the **Training-Information Session Record**. This will be signed by all people in attendance. This could be formal training or sessions where the car wash wants to provide training or information on particular issues.

## Inductions

Workers will be inducted to using the **Employee Induction Record** which will cover details of the health and safety arrangements for the site as well as specific health and safety requirements for workers. At induction workers will be provided with a **Safety Handbook** that details the health and safety requirements for workers at our car wash).

# Contractors

Contractors will be required to provide Certificates of Currency for Public Liability and Workers Compensation insurance prior to commencing work. These certificates will be required annually to ensure the insurances are current. This should be done on the anniversary of the Public Liability policy renewal.

Contractors will be made aware of our health and safety requirements including providing insurances through the Contractor Health and Safety Information Sheet which will be mailed or emailed to them.

Contractor checks should be scheduled and recorded on the **Health and Safety Planner.**

Safe Work Method Statements should be provided by contractors for work that is designated as ‘high risk construction work’. This requirement is included in the **Contractor Health and Safety Information Sheet.**

# Emergency and Injury Management

The car wash site has site-specific **Emergency Response** developed to provide information on emergency processes, location, directions to site and emergency contacts. The **Emergency Response** sheet is completed with all of the contact numbers for the car wash location and displayed in a location in the car wash accessible to all car wash staff. Emergency equipment including fire extinguishers and first aid kits will be available on site. First aid kits will contain sufficient supplies to manage likely events. A suggested **First Aid Supplies Basic Contents Advice** is provided in the Reference Information folder for guidance. First aid kits will be checked regularly. First aid resources and training should be provided with reference to **First Aid in the Workplace - Code of Practice** in the Reference Folder. Generally, the Manager/Supervisor should be trained as they will be at the site for most of the time. A second person could be trained to cover when the Manager/ Supervisor is absent.

Fire extinguishers including fire hose reels are required to be serviced at 6 monthly intervals. Your fire extinguisher servicing provider should schedule your visits BUT Record the dates check are due in a diary, calendar or electronic calendar (e.g. MS Outlook) to avoid oversight.

Develop an Evacuation Plan for the car wash site including selecting an Assembly Point location. There is an **Evacuation Plan Template** available to assist you. Emergency response should be practised at least annually to ensure all workers are aware of the correct process. Any changes should be implemented based on a review of the practice drill.

Emergency response drills and first aid kit checks should be scheduled and recorded on the **Health and Safety Planner.**

# Electrical equipment

Electrical equipment must be kept in safe condition and care must be taken to ensure it is protected from exposure to moisture in the car wash. Electrical equipment must be tested and tagged in compliance with Australian Standard 3760 - In-service safety inspection and testing of electrical equipment. The document **Electrical Testing Intervals - AS 3760-2010 Extract** in the Reference Material provides details of the testing and tagging requirements. A trained technician must be engaged to carry out testing and tagging of electrical equipment. Your provider should schedule your visits BUT record the when the testing date is due in a diary, calendar or electronic calendar (e.g. MS Outlook) to avoid oversight.

Electrical testing and tagging checks should be scheduled and recorded on the **Health and Safety Planner.**

# Traffic Management

The safety of pedestrians (including car wash staff) workers and traffic is an important focus of managing the safety of the car wash site and operation.

Traffic will be managed at the car wash site through traffic controls such as arrows on the pavement, line markings, traffic signs and speed limit signs. Extra equipment to assist in the safe movement of pedestrians and vehicles will be installed when identified as being required. This could include convex mirrors for blind corners and lane separation barriers or chains.

Pedestrians will be separated from vehicle traffic as much as possible.

# Fit for Work

As part of the fitness for work process, the workers will be required to present for work in state fit for work in relation to drug or alcohol use issues as well as fatigue. Workers are required to be in no way affected by drugs or alcohol that could in any way affect their work performance. Workers who do not meet the required standard present a risk to themselves, other workers, car wash customers and other people. Workers who do not meet or are suspected of not meeting fit for work standards will be removed from the work area and arrangements made to send them home safely. Workers may be given information on drug or alcohol counselling. Disciplinary action may be taken for drug and alcohol breaches. Information on fit for work incidents can be recorded on the **Injury/Accident/Incident Report** for future reference. Diary notes can also be kept. For more information see **Guidance for Managing Suspected Drug or Alcohol Affected** **Employees** in the Reference Information folder

# Bullying and Harassment

Bullying and harassment is not part of our work culture at our Car Wash. We are committed to identify behaviour and conduct which is unacceptable and to provide a healthy and safe environment by eliminating or reducing as far as reasonably practicable occurrences of bullying and harassment of employees, customers, visitors and the public.

## Definitions:

* **Bullying** - repeated, unreasonable or inappropriate behaviour or conduct at a workplace that intimidates, humiliates, insults and/or undermines a person and creates a risk to health and safety
* **Harassment** - any unwelcome behaviour or conduct that makes a person feel offended, humiliated, intimidated, frightened or uncomfortable at work.

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening. Single incidents of unreasonable behaviour can also present a risk to health and safety and will not be tolerated.

Examples of behaviour that could be bullying or harassment include:

* sabotaging someone’s work and ridiculing someone’s opinions
* isolating an employee from normal work interactions and activities
* initiation of teasing or regularly being made the brunt of pranks or practical jokes
* displaying written or pictorial material or sending emails that degrade or offend
* offensive posts on social media i.e. Facebook, Twitter
* overwork or unnecessary pressure or impossible deadlines
* giving someone the majority of unpleasant tasks
* verbal abuse or humiliating someone through sarcasm or insults
* physical or verbal intimidation
* sexual or other unwanted advances e.g. touching, whistles/ comments, jokes, gestures

We expect people to:

* behave in a responsible and professional manner
* treat others in the workplace with courtesy and respect
* listen and respond appropriately to the views and concerns of others
* be fair and honest in their dealings with others.

Workers will be provided with information on bullying and harassment through Toolbox Meetings and display material (see **Bullying** **Poster** in the Reference Information folder) and will be encouraged to report any bullying and harassment issues including anything they witness.

Incidents of bulling and harassment will be investigated and acted upon. Refer to **Managing a Bullying and Harassment Report** in the Reference Information folder.

# Workers Compensation

Our car wash will ensure a current Workers Compensation Insurance Policy is maintained for our operations. Injured workers will be managed through the worker’s compensation process and where possible, will be returned to their original pre-injury roles. Modifications and other assistance will be made to assist this process. Assistance and further information should be sought from your Workcover Authority or your Workers Compensation insurance agent. Workers Compensation renewal should be scheduled and recorded on the **Health and Safety Planner.**

# Reference Information

Refer to the following documents in the **Reference Information folder** for more information on specific health and safety issues:

* Accident Incident Management and Notification
* Air Compressor Inspections
* Chemical Storage and Spill Containment in a Car Wash
* Dealing with Workplace Bullying - A Worker’s Guide
* Electrical Testing Intervals
* First Aid in the Workplace - Code of Practice
* First Aid - Basic Contents advice
* Guidance for Managing Suspected Drug or Alcohol Affected Employees
* Guide for Preventing and Responding to Workplace Bullying
* Hazardous Manual Tasks - Code of Practice
* How to Manage Work Health and Safety Risks - Code of Practice
* Managing Noise and Preventing Hearing Loss at Work - Code of Practice
* Managing Risks of Hazardous Chemicals in the Workplace - Code of Practice
* Managing Risks of Plant in the Workplace - Code of Practice
* Managing the Risk of Falls at Workplaces - Code of Practice
* Managing the Work Environment and Facilities - Code of Practice
* Personal Protective Equipment Information
* Understanding Safety Data Sheets for Hazardous Chemicals
* WHS Consultation Cooperation and Coordination - Code of Practice

# Useful Contacts

* SafeWork NSW - <http://www.safework.nsw.gov.au/>
* WorkSafe Victoria - <https://www.worksafe.vic.gov.au/>
* WorkSafe WA - <http://www.commerce.wa.gov.au/WorkSafe/>
* SafeWork SA - <https://www.safework.sa.gov.au/>
* WorkSafe Tas - <http://www.worksafe.tas.gov.au/>
* Worksafe QLD - <https://www.worksafe.qld.gov.au/>
* NT WorkSafe - <http://www.worksafe.nt.gov.au/Pages/default.aspx>
* WHS ACT - <https://www.accesscanberra.act.gov.au/app/home#/workhealthandsafety>