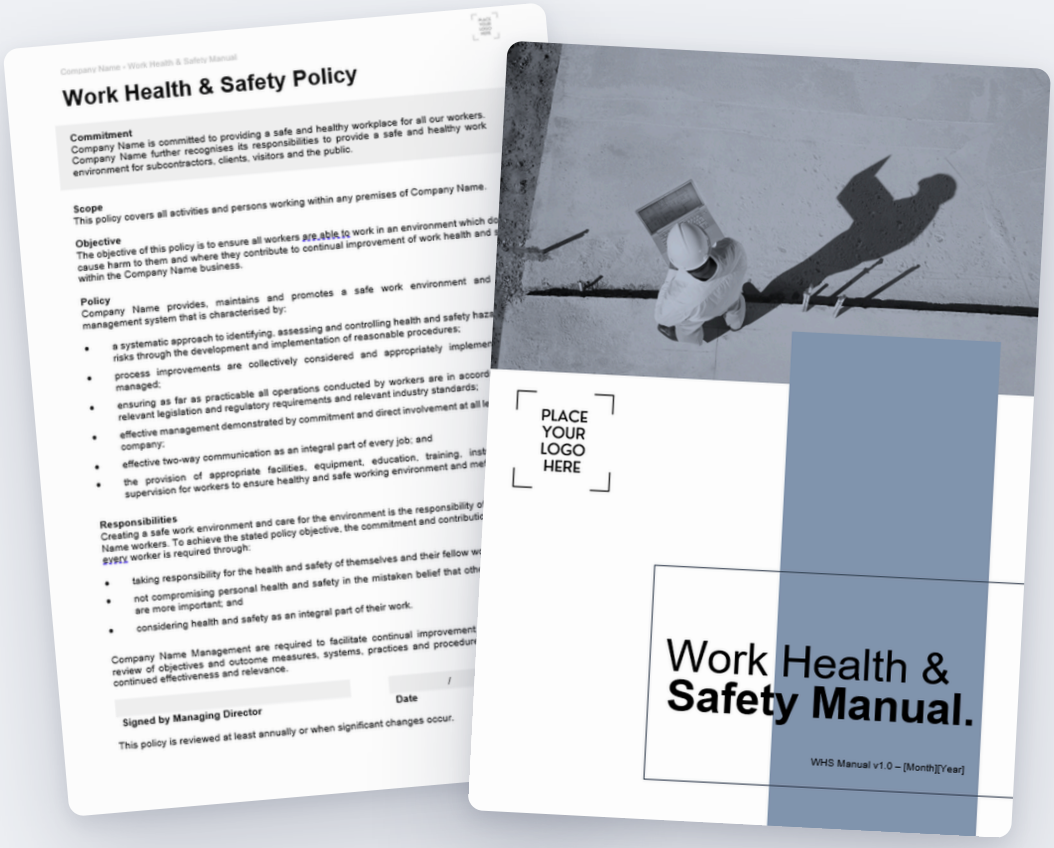
EVERYTHING OHS

IMPLEMENTATION GUIDE

SET UP YOUR SYSTEM. MAKE IT WORK.

A step-by-step guide to personalising your WHS Management System, with screenshots of the manual, and the first actions that turn it from a document into a working system.



Before you start, have these handy

- Your business name, logo and a short description of what you do
- Your organisational chart, if you have more than a few workers
- The person who'll look after your WHS system
- About 1 to 2 hours a week, set aside for the first month

START HERE

HOW YOUR WHS SYSTEM FITS TOGETHER

Your WHS Management System is a set of documents that work together. The manual says what your business does to manage health and safety. The procedures explain how. The forms and registers are your records that it's actually happening.

On the job, your SWMS, toolbox talks and induction handbook put it into practice with your workers.

A manual on the shelf isn't a system.

Your documents are a strong starting point. They become a working system when they describe how *your* business really operates, and when you use the forms and registers week to week.

WHAT'S IN YOUR WHS MANAGEMENT SYSTEM

1. **WHS Manual**
   Your policies and procedures, plus the forms and registers you'll use to keep records. The heart of the system.

2. **Managing Psychological Hazards manual**
   How you'll identify and manage risks to mental health at work, such as workload, bullying and harassment.

3. **SWMS**
   Ready-to-edit Safe Work Method Statements for the higher risk tasks in your industry.

4. **Toolbox talks**
   Short training sessions to run with your workers and keep safety conversations going.

5. **Worker induction handbook**
   A condensed version of your system for inducting new workers and contractors.

The exact contents and number of documents depend on the industry system you bought. Each SWMS has its own implementation guide.

YOUR ROADMAP

SIX STEPS TO A WORKING SYSTEM

Don't just fill in the blanks. Read each document and edit anything that doesn't match how your business runs. Delete what doesn't apply, and add what's missing. A shorter manual you actually follow beats a long one you don't.

WEEK 1 SET IT UP

1. **Choose who will look after your WHS system**
   One person to own it and keep it moving
2. **Add your business details**
   Logo, business name, description, scope and org chart
3. **Review and edit the manual**
   Remove what doesn't apply, change procedures to match how you work

WEEKS 2 TO 4 PUT IT IN PLACE

4. **Sign the policy and set up your legal register**
   Display the policy and subscribe to your regulator's updates
5. **Start using the forms and registers**
   Inductions, inspections, risk register, incidents and meetings

ONGOING KEEP IT RUNNING

6. **Follow your WHS calendar**
   Regular inspections and meetings, and a yearly review of the whole system

STEP 1

CHOOSE WHO WILL LOOK AFTER YOUR WHS SYSTEM

Every system needs an owner. Pick one person to work through this guide and keep the system running afterwards.

WHAT YOUR WHS LEAD DOES

- Works through the steps in this guide and makes sure each one is finished
- Is the go-to person for WHS questions in your business
- Keeps the forms and registers up to date and filed where people can find them
- Books the inspections, meetings and reviews in your WHS calendar
- Brings in others to help, such as supervisors and experienced workers

GIVE THEM THE TIME TO DO IT

Allow about **1 to 2 hours a week** to monitor and manage the system once it's set up, and more during the first month.

In a small business this is often the owner or office manager. In a larger one it might be an operations or safety manager.

The legal duty stays with the business.

Your WHS lead coordinates the system, but the business and its officers remain responsible for health and safety. Make sure leaders stay involved.

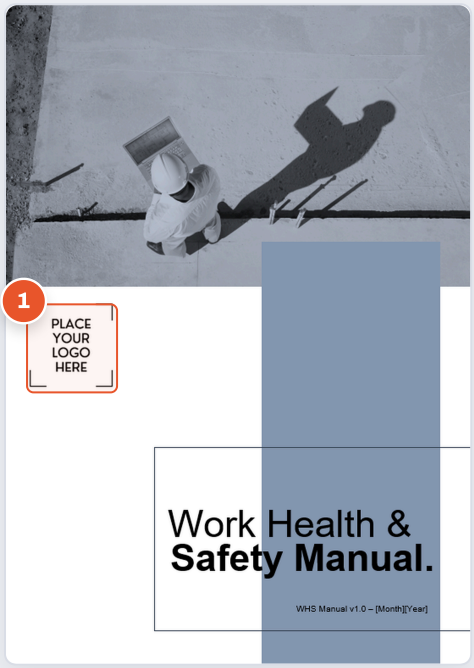
Our WHS lead is	Hours set aside each week	Start date

STEP 2

ADD YOUR BUSINESS DETAILS

Open the WHS Manual in Microsoft Word. Anything you need to fill in is highlighted in blue, so it's easy to spot.

Ordered personalisation? If we've already added your business name, logo, description and scope, check them carefully and correct anything that isn't right. Then skip to Step 3.

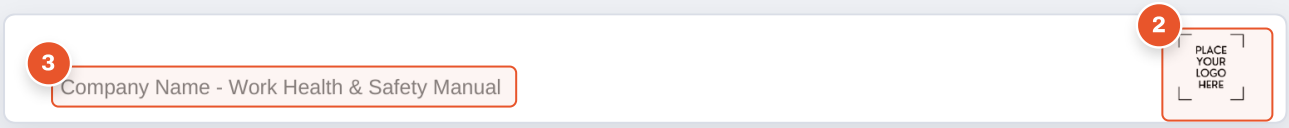


The manual cover

1. **Add your logo to the cover**
   Right-click the "Place your logo here" image and choose *Change Picture* › *From a File*. No logo? Delete the placeholder.

2. **Update the header on every page**
   Double-click the header at the top of any inside page. Swap the small logo the same way, then double-click the page body to close it. The header changes on every page.

3. **Replace "Company Name" everywhere**
   Press Ctrl + H, find *Company Name* and replace it with your business name. It appears hundreds of times, so *Replace All* is the way to go. Then skim a few pages to check it reads well.

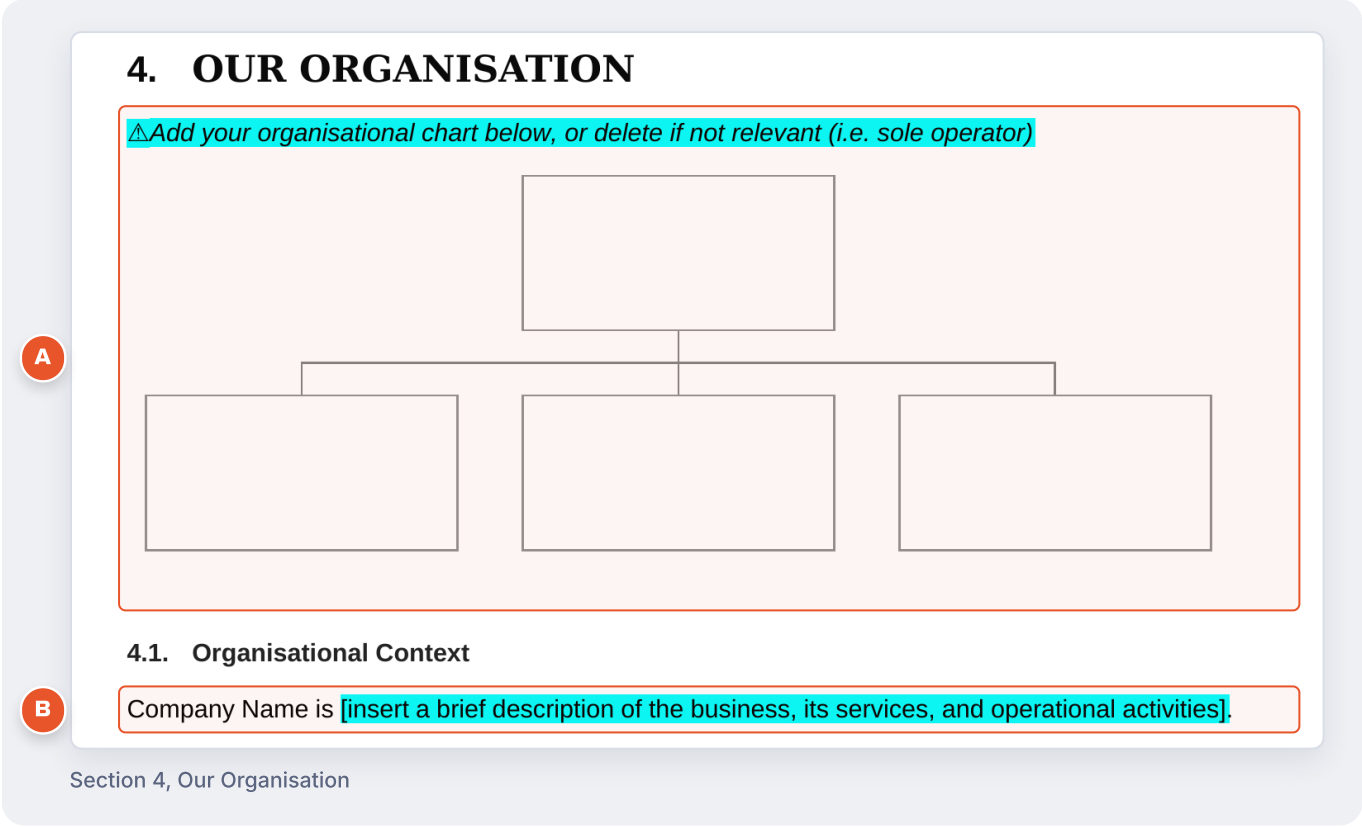


The header on every inside page

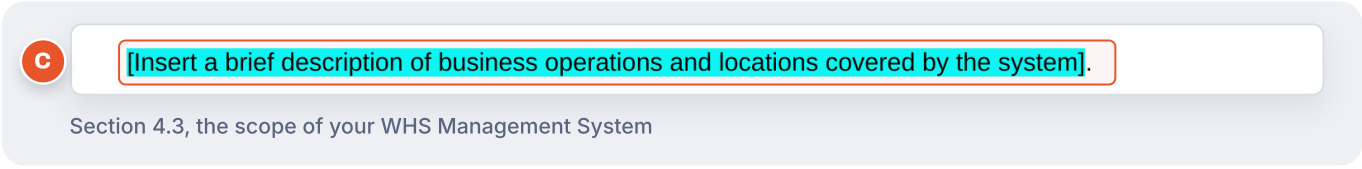
STEP 2

ADD YOUR BUSINESS DETAILS (CONTINUED)

Section 4 of the manual, Our Organisation, describes your business. These parts can only come from you.



Section 4, Our Organisation



Section 4.3, the scope of your WHS Management System

A **Organisational chart**
Replace the boxes with your own chart showing who reports to whom, including your WHS lead. Sole operator? Delete the chart and the instruction.

B **Describe your business**
One or two sentences on what your business does, your main services and where you operate.

C **Define the scope**
Say which operations and locations the system covers, for example your workshop, office and client sites, and that it applies to all workers, contractors and visitors.

! **Find the other prompts**
Search for the warning symbol and square brackets, such as *[Delete section if N/A]*. Follow each instruction, then delete the prompt and remove the blue highlight.

STEP 3

REVIEW AND EDIT THE MANUAL

This is the step that turns a template into your system. Read the manual with your business in mind and make it match how you actually work.

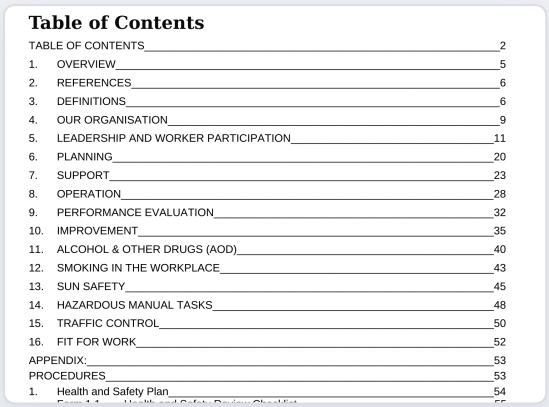


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Use the contents page as your checklist

WORK THROUGH IT SECTION BY SECTION

- **Read it all once** so you know what's in it and where things are.
- **Delete what doesn't apply.** No confined spaces, forklifts or hot work? Remove those procedures and forms. Every business is different.
- **Change procedures to match reality.** Update who does what, how often and how, so it describes your actual processes, equipment and emergency arrangements.
- **Add what's missing.** If you do something the manual doesn't cover, add a procedure for it.
- **Tick off each section** on the contents page as you finish it.

Talk to your workers

Ask supervisors and experienced workers to check the procedures for their area. They'll spot what doesn't match day-to-day practice, and consulting them is a legal duty.

Update the contents page

After deleting sections, right-click the contents page and choose *Update Field* › *Update entire table* so the page numbers stay right.

Keep the forms in step

If you remove a procedure, remove its forms too. If you rename a form, update any procedure that refers to it.

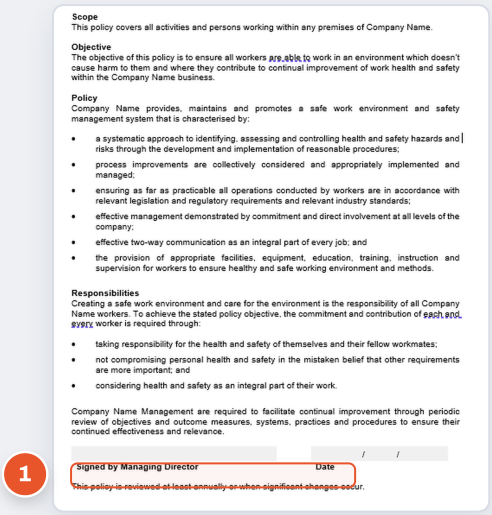
Get advice if you need it

For complex or high risk operations, have a WHS professional review your finished manual.

STEP 4

SIGN THE POLICY AND SET UP YOUR LEGAL REGISTER

Your WHS Policy shows workers where the business stands. Your legal register keeps the system in line with the law.



Scope
This policy covers all activities and persons working within any premises of Company Name.

Objective
The objective of this policy is to ensure all workers are able to work in an environment which doesn't cause harm to them and where they contribute to continual improvement of work health and safety within the Company Name business.

Policy
Company Name provides, maintains and promotes a safe work environment and safety management system that is characterised by:

- a systematic approach to identifying, assessing and controlling health and safety hazards and risks through the development and implementation of reasonable procedures;
- process improvements are collectively considered and appropriately implemented and managed;
- ensuring as far as practicable all operations conducted by workers are in accordance with relevant legislation and regulatory requirements and relevant industry standards;
- effective management demonstrated by commitment and direct involvement at all levels of the company;
- effective two-way communication as an integral part of every job; and
- the provision of appropriate facilities, equipment, education, training, instruction and supervision for workers to ensure healthy and safe working environment and methods.

Responsibilities
Creating a safe work environment and care for the environment is the responsibility of all Company Name workers. To achieve the stated policy objective, the commitment and contribution of each and every worker is required through:

- taking responsibility for the health and safety of themselves and their fellow workmates;
- not compromising personal health and safety in the mistaken belief that other requirements are more important; and
- considering health and safety as an integral part of their work.

Company Name Management are required to facilitate continual improvement through periodic review of objectives and outcome measures, systems, practices and procedures to ensure their continued effectiveness and relevance.

Signed by Managing Director **Date**

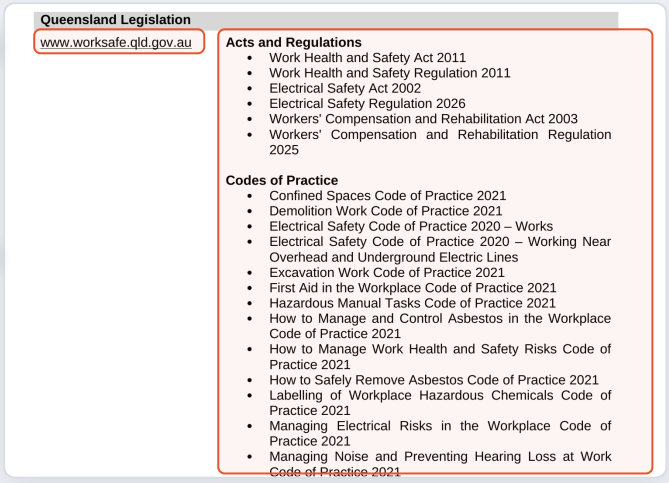
This policy is reviewed at least annually, or when significant changes occur.

1

The Work Health & Safety Policy

1 Sign, print and display the policy

Read the policy and edit anything that doesn't fit. Your managing director or business owner signs and dates it. Display it where everyone will see it, such as reception or the lunch room, and review it every year.



Queensland Legislation

www.worksafe.qld.gov.au

Acts and Regulations

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electrical Safety Act 2002
- Electrical Safety Regulation 2026
- Workers' Compensation and Rehabilitation Act 2003
- Workers' Compensation and Rehabilitation Regulation 2025

Codes of Practice

- Confined Spaces Code of Practice 2021
- Demolition Work Code of Practice 2021
- Electrical Safety Code of Practice 2020 – Works
- Electrical Safety Code of Practice 2020 – Working Near Overhead and Underground Electric Lines
- Excavation Work Code of Practice 2021
- First Aid in the Workplace Code of Practice 2021
- Hazardous Manual Tasks Code of Practice 2021
- How to Manage and Control Asbestos in the Workplace Code of Practice 2021
- How to Manage Work Health and Safety Risks Code of Practice 2021
- How to Safely Remove Asbestos Code of Practice 2021
- Labelling of Workplace Hazardous Chemicals Code of Practice 2021
- Managing Electrical Risks in the Workplace Code of Practice 2021
- Managing Noise and Preventing Hearing Loss at Work Code of Practice 2021

2

3

The legal register, set out by state and territory

2 Subscribe to your regulator

Sign up for email updates from the WHS regulator in each state or territory you work in, so you hear about changes to laws and codes.

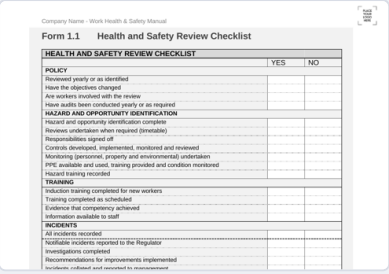
3 Keep only what applies

Delete the states you don't work in, check the Acts, Regulations and Codes listed against your work, and note who checks for updates and how often.

STEP 5

START USING THE FORMS AND REGISTERS

The forms and registers at the back of your manual are how you show the system is working. Start with these in your first month.



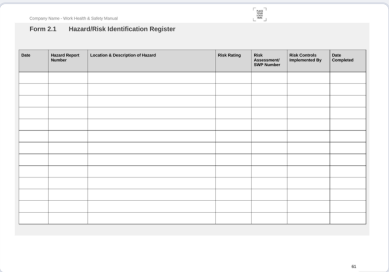
Company Name - Work Health & Safety Manual

Form 1.1 Health and Safety Review Checklist

HEALTH AND SAFETY REVIEW CHECKLIST	YES	NO
POLICY		
Reviewed yearly or as identified		
Have the objectives changed		
Are workers involved with the review		
Have audits been conducted yearly or as required		
HAZARD AND OPPORTUNITY IDENTIFICATION		
Hazard and opportunity identification complete		
Reviews undertaken when required (timetable)		
Responsibilities signed off		
Controls developed, implemented, monitored and reviewed		
Monitoring (personnel, property and environmental) undertaken		
PPE available and used, training provided and condition monitored		
Hazard training recorded		
TRAINING		
Induction training completed for new workers		
Training completed as scheduled		
Evidence that competency achieved		
Information available to staff		
INCIDENTS		
All incidents recorded		
Notifiable incidents reported to the Regulator		
Investigations completed		
Recommendations for improvements implemented		
Incidents collated and reported to management		

PLAN THE YEAR AHEAD

Hold a review meeting with your leaders and supervisors. Beforehand, complete the **Health and Safety Review Checklist**. Use it to fill in the **Health and Safety Plan** and the **Objectives Matrix**, then share the plan with workers at your next team meeting.



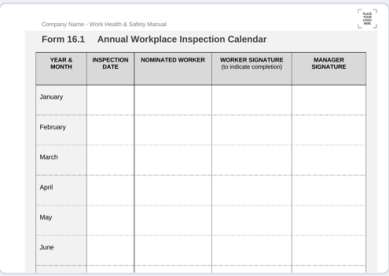
Company Name - Work Health & Safety Manual

Form 2.1 Hazard/Risk Identification Register

Date	Hazard Report Number	Location & Description of Hazard	Risk Rating	Risk Assessment/ SWP Number	Risk Controls Implemented By	Date Completed

BUILD YOUR RISK REGISTER

List your higher risk tasks and hazards in the **Hazard/Risk Identification Register**, with how each is controlled. Review it with workers at least once a year so nothing gets missed.



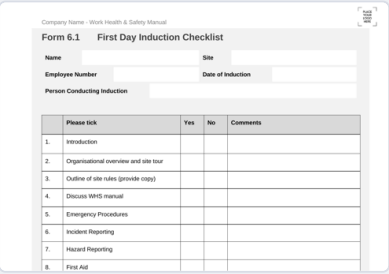
Company Name - Work Health & Safety Manual

Form 16.1 Annual Workplace Inspection Calendar

YEAR & MONTH	INSPECTION DATE	NOMINATED WORKER	WORKER SIGNATURE (to indicate completion)	MANAGER SIGNATURE
January				
February				
March				
April				
May				
June				

SCHEDULE WORKPLACE INSPECTIONS

Fill in the **Annual Workplace Inspection Calendar** with who inspects each month, and display it. Do your first inspection with the **Workplace Inspection Checklist**, and action anything it finds.



Company Name - Work Health & Safety Manual

Form 6.1 First Day Induction Checklist

Name	**Site**
Employee Number	**Date of Induction**
Person Conducting Induction	

	Please tick	Yes	No	Comments
1.	Introduction			
2.	Organisational overview and site tour			
3.	Outline of site rules (provide copy)			
4.	Discuss WHS manual			
5.	Emergency Procedures			
6.	Incident Reporting			
7.	Hazard Reporting			
8.	First Aid			

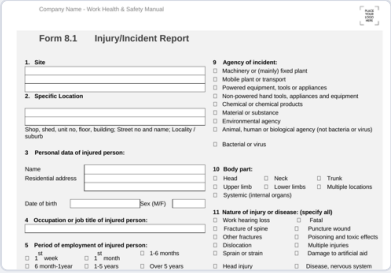
INDUCT EVERY WORKER

Take every worker, new and existing, through the induction handbook and the **First Day Induction Checklist**. Use the **Subcontractor Induction Checklist** for contractors. File the signed copies.

STEP 5

START USING THE FORMS AND REGISTERS (CONTINUED)

Keep a blank master of every form. Print copies or save fillable copies as you need them, and file completed forms where they can be found.


Company Name - Work Health & Safety Manual

Form 8.1 Injury/Incident Report

1. Site

2. Specific Location

Shop, shed, unit no, floor, building; Street no and name; Locality / suburb

3 Personal data of injured person:

Name

Residential address

Date of birth | Sex (M/F)

4 Occupation or job title of injured person:

5 Period of employment of injured person:

☐ 1st week ☐ 1st month ☐ 1-6 months

☐ 6 month-1year ☐ 1-5 years ☐ Over 5 years

9 Agency of incident:

☐ Machinery or (mainly) fixed plant
☐ Mobile plant or transport
☐ Powered equipment, tools or appliances
☐ Non-powered hand tools, appliances and equipment
☐ Chemical or chemical products
☐ Material or substance
☐ Environmental agency
☐ Animal, human or biological agency (not bacteria or virus)
☐ Bacterial or virus

10 Body part:

☐ Head ☐ Neck ☐ Trunk
☐ Upper limb ☐ Lower limbs ☐ Multiple locations
☐ Systemic (internal organs)

11 Nature of injury or disease: (specify all)

☐ Work hearing loss ☐ Fatal
☐ Fracture of spine ☐ Puncture wound
☐ Other fractures ☐ Poisoning and toxic effects
☐ Dislocation ☐ Multiple injuries
☐ Sprain or strain ☐ Damage to artificial aid
☐ Head injury ☐ Disease, nervous system

GET INCIDENT REPORTING READY

Show workers the **Injury/Incident Report** and where to find it. When something happens, complete it, investigate with the **Incident Investigation Form** and record it in the **Incident Register**.


Company Name - Work Health & Safety Manual

Form 10.1 Record of Safety Meeting Form

Time & date meeting commenced:	Time meeting concluded:

Attendees

Chairperson:	

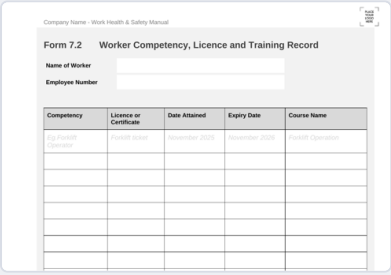
Agenda Items

1. Outstanding issues from previous meeting

2. New hazards

HOLD A SAFETY MEETING

Add safety to an existing team meeting and record it on the **Record of Safety Meeting Form**. Ask workers for improvement ideas, and share the minutes.


Company Name - Work Health & Safety Manual

Form 7.2 Worker Competency, Licence and Training Record

Name of Worker

Employee Number

Competency	Licence or Certificate	Date Attained	Expiry Date	Course Name
Fork Lift Operator	Forklift Ticket	12 December 2023	12 December 2028	Forklift Operation

RECORD SKILLS AND LICENCES

Record each worker's qualifications, licences and training in the competency and training records, and diarise when licences are due for renewal.

ALSO IN YOUR FIRST MONTH

- Review and personalise the SWMS for your higher risk tasks, and brief workers on them.
- Make sure plant and equipment have safe work procedures, kept where the equipment is used.
- Run an evacuation drill so everyone knows the exits and muster point.
- Have office workers complete a **Workstation Assessment**.
- Ask subcontractors to complete the **Subcontractor Assessment Form**.
- Plan your first toolbox talks.

Finding a form. Every form is listed by name and number in the contents page of your manual, under the procedure it belongs to.

STEP 6

FOLLOW YOUR WHS CALENDAR

A WHS system works when it becomes routine. Put these in your calendar now so they don't depend on anyone remembering.

REGULARLY

- Toolbox talks and safety meetings
- Report and action hazards and incidents
- Induct every new worker and contractor
- Update registers as things change

MONTHLY

- Workplace inspection, as per your inspection calendar
- Check last month's inspection actions are closed out
- Check licences and training due for renewal

EVERY YEAR

- Review meeting with leaders, using the Health and Safety Review Checklist
- New Health and Safety Plan and objectives
- Review and re-sign the WHS Policy
- Review the risk register and legal register
- Evacuation drill and subcontractor assessments

KEEP IMPROVING

When an incident investigation, inspection or internal audit finds a gap in your system, record it on the **Corrective and Preventative Action Report (CAPAR)** and track it until it's fixed.

Review the system sooner if something changes: new work, new sites, new equipment, a serious incident or a change in the law. Update the documents and tell your workers what's changed.

Leadership makes the difference.

The success of your system depends on commitment at every level, especially from the people running the business. Turn up to the meetings, act on what workers raise and follow the system yourself.

CHECKLIST

IS YOUR SYSTEM UP AND RUNNING?

- [ ] WHS lead chosen and given time each week
- [ ] Logo added to the cover and header
- [ ] Company Name replaced throughout
- [ ] Org chart, business description and scope added
- [ ] All blue prompts actioned and removed
- [ ] Sections that don't apply deleted
- [ ] Procedures changed to match how you work
- [ ] Workers consulted on the procedures
- [ ] Contents page updated
- [ ] WHS Policy signed and displayed
- [ ] Regulator updates subscribed to
- [ ] Legal register checked for your state
- [ ] Health and Safety Plan and objectives set
- [ ] Risk register started
- [ ] Inspection calendar filled in and displayed
- [ ] All workers inducted
- [ ] Incident forms ready and workers shown
- [ ] First safety meeting held
- [ ] Competency records up to date
- [ ] SWMS personalised for higher risk tasks
- [ ] Evacuation drill done
- [ ] WHS calendar set for the year

Need a hand?

Your WHS Management System comes with 12 months of phone and online support. Get in touch through the Everything OHS website at workplace-safety.com.au.

Disclaimer: We cannot, and do not, give you legal or any other professional advice. While every reasonable effort has been made to ensure that the information we provide is comprehensive, accurate and clear, it may not cover your particular circumstances. Only you are aware of the purpose for which you intend to apply a product or service you order from us. For this reason we provide this to you on an "as is" basis, and it does not constitute legal or professional advice of any kind. If you do require personalised legal or professional advice we recommend that you consult a suitably qualified person. If you think you may have noticed any error or omission, please let us know through the Everything OHS website.