



Work Health and Safety

DHA Contractor Induction Module

WORK
SAFE
GO HOME SAFE



DHA acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, as well as to their Elders – past, present and emerging.





Australian Public Service (APS) Values

DHA operates in a complex and dynamic environment. We look for and value contractors who also demonstrate behaviours that embody the APS Values. The behaviours DHA upholds include:

- Ⓜ Remaining impartial in our service delivery
- Ⓜ Being committed to professional and efficient service delivery
- Ⓜ Accepting accountability under the law for our actions
- Ⓜ Showing respect to all persons
- Ⓜ Being ethical in our decision making and demonstrating integrity in our actions.



Managing a safe and healthy workplace

You and DHA are a Person Conducting a Business or Undertaking (PCBU). You and DHA owe a duty or obligation to workers performing work on behalf of DHA and those who may be affected by those works.

The completion of DHA's work health and safety (WHS) induction module will help you:

- ① understand our concurrent WHS obligations, and
- ① to ensure that the work you undertake on behalf of DHA is completed in a safe and compliant manner.



DHA's WHS obligations

As an Australian Government Business Enterprise, DHA is required to adhere to the *Work Health and Safety Act 2011* (Cth) (WHS Act).

As part of this requirement DHA must ensure, so far as is reasonably practicable, the health and safety of all workers undertaking work on behalf of DHA – and that the work of DHA workers does not affect the health and safety of others in the workplace.

Section 18 of the *Work Health and Safety Act 2011* (Cth) provides a definition of what is reasonably practicable.



DHA's WHS obligations

The WHS Act defines a DHA worker to be an employee, a contractor and/or a contractor's worker.

Others who may be affected by the work of DHA include visitors to the workplace and/or property tenants.

A DHA workplace is anywhere a worker is engaged to work on behalf of DHA and includes:

- Ⓢ Construction, development and/or heritage sites
- Ⓢ DHA managed properties, and/or
- Ⓢ DHA offices.



Shared WHS obligations

When performing work for DHA you must ensure, so far as is reasonably practicable, the health and safety of your workers and other persons is not put at risk from the work being carried out.

Other persons include visitors to a DHA workplace and/or tenants of DHA managed properties.

As a contractor to DHA, working in a safe and compliant manner assures you and DHA fulfil our concurrent WHS obligations.



Contractors' WHS obligations

As a PCBU, you must comply with State/Territory WHS legislation for the locality in which you undertake work on behalf of DHA.

Your WHS obligations apply to the DHA workplace, to your workers (including sub-contractors) and others (visitors and/or property tenants).

Your WHS obligations also include duties as a worker to DHA under the *Work Health and Safety Act 2011* (Cth) .

[Comcare provide a reference for contractors](#) to assist you in understanding your WHS obligations as a worker.



Contractors' WHS obligations

Please ensure you understand and comply with your WHS obligations under your State/Territory WHS legislation and also:

- Ⓢ take reasonable care for your (and your workers') own health and safety
- Ⓢ take reasonable care that your (and your workers') acts or omissions do not adversely affect the health and safety of other persons, such as tenants of DHA managed properties
- Ⓢ comply, so far as you are reasonably able, with any reasonable instruction given by DHA in relation to WHS compliance
- Ⓢ cooperate with any reasonable policy or procedure of DHA relating to health and safety in our workplace, and
- Ⓢ **report all workplace WHS incidents to DHA.**



Incident reporting

All WHS incidents that occur at a DHA workplace, whether a DHA office, DHA managed property or DHA construction site, **must** be reported to DHA **as soon as practicable** by calling 139 342. Please review these documents to ensure you understand the timeframes associated with reporting specific incident types:

- ① Guide to work health and safety incident notification
- ① WHS incident notification flowchart, and
- ① Incident report form.

Remember, you as a PCBU will also have obligations to report WHS incidents to your State/Territory WHS regulator.



Notifiable incident reporting

Some WHS incidents are reportable to Comcare as a notifiable incident, which you must report to DHA **immediately**. A Comcare notifiable incident is a WHS incident that results in:

- Ⓜ the death of a person, or
- Ⓜ the serious injury or illness of a person, or
- Ⓜ a dangerous incident, including exposure to a serious risk of harm.

Please refer to this Comcare guidance material on dangerous incident types and the need for non-disturbance of the site. The site of a dangerous incident must be secured until Comcare releases the site back to DHA.



Commitment to safety

DHA has made a commitment to provide a safe and healthy workplace for our workers, visitors and others that may be affected by our work. [DHA's statement of commitment](#) explains how DHA and its workers will maintain a safe and healthy workplace that supports our wellbeing.

DHA expects its contractors, including sole traders, to make a similar commitment to work, health and safety. Examples of this commitment include a WHS policy, WHS statement of intent or a statement made in a safety management plan or WHS procedure.



Safety management system

A workplace health and safety management system (SMS) is a set of policies, procedures and plans that systematically manage health and safety at work, and can help to minimise the risk of injury and illness from workplace operations (*Source: Comcare*).

DHA encourages you to apply a systems based approach to safely manage the risks associated with the scope of work being undertaken on behalf of DHA.

Your State/Territory WHS regulator will have information and resources available to guide you in creating and applying a SMS that is suitable for your business operation.



Managing risks to health and safety

As a PCBU, you must ensure you manage WHS risks through either elimination or minimisation strategies, so far as reasonably practicable. DHA requires all contractors to implement and maintain a risk management process that ensures compliance with applicable State/Territory WHS legislation.

Your compliance with State/Territory WHS legislation assures DHA fulfils its WHS obligations under Commonwealth WHS legislation. Consult with DHA if you have any questions about the risks associated with the work you will complete on behalf of DHA.



Managing risks to health and safety – Repairs and maintenance

Dependent on the type of repairs and maintenance services (RMS) you provide, the hazards you may encounter in a DHA workplace include, but are not limited to:

- Ⓜ Electricity and/or gas
- Ⓜ Working at height
- Ⓜ Animal encounters, i.e. dogs, insects
- Ⓜ Asbestos
- Ⓜ Lead based paint
- Ⓜ Ceiling spaces
- Ⓜ Dust, includes silica
- Ⓜ Slips, trips and falls
- Ⓜ Mould

You must ensure you and your workers identify hazards in the workplace and control the risks to ensure the safety of your workers and others.



Managing risks to health and safety – Construction

As a contractor who provides construction services to DHA, the hazards you may need to control include, but are not limited to:

- Ⓜ Working at height
- Ⓜ Electricity and/or gas
- Ⓜ Moving plant
- Ⓜ Powered tools or equipment
- Ⓜ Slips, trips and falls
- Ⓜ Emergency incidents
- Ⓜ Traffic and/or pedestrians
- Ⓜ High risk work

You must ensure your risk management process(es) identifies and controls the hazards at your construction site.



Managing risks to health and safety – Other services

As a contractor who provides other services to DHA, i.e., property sales, realty services, consulting services and/or photography, the typical hazards you may encounter include, but are not limited to:

- Ⓜ Traffic around sales offices
- Ⓜ Electricity and/or gas
- Ⓜ Construction site hazards
- Ⓜ Slips, trips and falls, and/or
- Ⓜ Animal encounters, i.e. dogs, insects.

You must ensure you and your workers identify hazards in the workplace and control the risks to ensure the safety of your workers and others.



Managing risks to health and safety – High risk work

Some work to be undertaken on behalf of DHA may be deemed high risk work. For example, working at height, demolition, disturbance of asbestos, work near roadways and/or excavation work.

Consult with DHA to confirm if the work you may undertake on behalf of DHA is deemed high risk work. Please ensure you consult with your State/Territory WHS regulator to ensure your safety management system (risk management processes) assures your compliance with applicable WHS legislation for the work you complete on behalf of DHA.



Construction work – RMS contractors

Some work to be undertaken by RMS contractors, on behalf of DHA, may be deemed construction work instead of minor RMS work.

Consult with DHA to confirm if the work you may undertake on behalf of DHA is deemed construction work.

As a PCBU, you must ensure you are aware of your additional obligations and comply with State/Territory WHS legislation in relation to construction work. You must also ensure your safety management system (risk management processes) assures your compliance with applicable WHS legislation for the work you complete on behalf of DHA.



Licensing compliance

You may be required to complete work on behalf of DHA that requires you, as a PCBU, and/or your workers to be licensed according to State/Territory WHS legislation. Please ensure you and/or your workers comply with relevant WHS legislation. Examples of this licensing may include, but are not limited to:

- ① Asbestos removal
- ① Working within confined spaces
- ① Work involving energised equipment or electrical services
- ① Scaffolding
- ① Working at height, and/or
- ① Trade licensing, i.e. builder's licence.



Workplace inductions and training

Workplace induction and training are essential in managing work health and safety in a DHA workplace. DHA requires contractors to ensure all workers are:

- ① appropriately inducted into the workplace
- ① trained to complete their work in a safe manner
- ① aware of the hazards/risks associated with their work (including equipment use)
- ① aware of the control measures that must be implemented to eliminate or minimise the risk of harm associated with their work, and
- ① aware of how to report workplace hazards, risks and/or incidents.



Consultation, coordination and cooperation

All PCBUs have an obligation to consult with their workforce on matters relating to WHS. DHA requires its contractors to identify and record the means by which consultation occurs in the workplace in relation to WHS matters.

Most WHS legislation obligates a PCBU to ensure consultation, coordination and cooperation occurs between PCBUs, where there is a shared or concurrent WHS duty or obligation. DHA expects its contractors to contribute to effective consultation, coordination and cooperation on WHS matters that are applicable to a DHA workplace.



Consultation, coordination and cooperation

As a contractor performing work for DHA, we encourage you to be informed of the changes in State and/or Territory WHS practices. For more information please visit your State/Territory WHS regulator website, which can be accessed via [Safe Work Australia](#).

You can consult with DHA on WHS matters through these options:

- ④ Your DHA contract representative
- ④ Telephone DHA WHS on 02 6270 6060, option 3
- ④ Email DHA WHS at whs@dha.gov.au
- ④ Hazard reporting at the time of invoicing through Online Services (for contractors with a DHA Online Services account).



Safety is everyone's business

WHS legislation assures the safety of workers and others. Compliance with WHS legislation is an essential part of your work, as a PCBU, on behalf of DHA.

Ignorance of WHS obligations, regulations and/or code of practice guidance is not a defence. As a PCBU engaged by DHA, you must be aware of your WHS obligations and fulfil these in a reasonably practicable manner. People's lives depend on us working together in a collaborative, consultative and cooperative manner.



Have a question?

Contact your DHA contract representative or the WHS team via:

- ☎ Telephone – 139 342 or 02 6270 6060, option 3
- ☎ Email – whs@dha.gov.au.

Thank you for completing this induction module. Consider the benefit of all your workers completing this module in the interest of safety.

Please email whs@dha.gov.au to confirm your completion of this induction module (insert your contractor ID into the message header).