

Health, Safety and Wellbeing

Policy

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1 Introduction

1.1 Purpose

The purpose of this policy is to demonstrate how The Smith Family (TSF) will provide a physically and psychologically safe¹ environment for our team members, clients, and stakeholders and comply with Australian Work Health and Safety (WHS) laws.

1.2 Context

At TSF, we are dedicated to building a brighter future for young Australians in need through sustained support for their educational journey. Central to our mission is a serious commitment to health, safety, and wellbeing (HSW) that respects the dignity of everyone who contributes to or benefits from our work.

We believe that everyone deserves to feel safe, valued, and supported and TSF is committed to providing a physically and psychologically safe environment for our team members, clients, and stakeholders. With integrity at our core, we embed HSW into all aspects of our operations, fostering a secure, inclusive, and supportive workplace where every voice matters and everyone has an equal opportunity to thrive.

Through genuine collaboration, we work together with our team members and stakeholders to create meaningful change. TSF will comply with relevant WHS legislation and adhere to relevant safety standards, codes of practice, and guidelines. Our Wellbeing Program integrates with the Work Health and Safety Management System (WHSMS) to promote wellness in conjunction with safety and health.

Our commitment to innovation drives us to continuously improve our HSW performance. We embrace fresh thinking and creative solutions, recognising that the best outcomes emerge when we combine evidence-based practices with the lived experiences and insights of our community.

Our WHSMS uses a systematic safety approach through proactive hazard identification, risk assessment, control, and review. It incorporates Diversity Equity and Inclusion (DEI) principles and *intersectional wellbeing* – recognising that different identities may experience safety and wellbeing differently. Our leaders actively champion our WHSMS.

To support team members' and their families' mental health TSF continues to provide free, 24/7, confidential Employee Assistance Program (EAP) access for all team members, through our EAP partner, [Sonder](#). TSF encourages proactive and early use of Sonder, as well as use in times of crisis.

TSF is committed to ongoing improvement of its safety systems, creating not just a compliant workplace, but one where every person feels genuinely cared for, empowered to contribute, and confident that their safety and wellbeing are our highest priorities.

1.3 Scope

This Policy outlines the approach to health, safety and wellbeing at TSF including the Requirements that Guide HSW (see section 2). It applies to the person conducting a business or undertaking (the PCBU) and all Officers, workers (including volunteers) and visitors as defined in [Section 6](#).

1.4 Legislative Context

TSF is bound by WHS legislation in all Australian states and territories in which we operate and aims to meet its legal obligations including relevant codes of practice, guidelines and/or Australian Standards.

¹ Psychological safety refers to the shared belief within a team or organisation that it is safe for individuals to take interpersonal risks, such as speaking up with ideas, concerns, or mistakes, without fear of negative consequences like humiliation or punishment. It's about creating an environment where people feel comfortable being themselves, sharing their thoughts, and contributing fully without apprehension. It is an environment that minimises hazards and implements preventative measures.

This policy aligns and incorporates the requirements of all relevant legislation.

To promote consistency and clarity across the organisation TSF has adopted the *Code of Practice - How to Manage Work Health and Safety Risks* and the *Code of Practice – Managing Psychosocial Hazards at Work* in the WHSMS. This provides a practical guide to achieving standards set out under the Act and its application is an important element of the organisation’s compliance and risk management activities.

2 Requirements that guide health, safety and wellbeing (HSW) at TSF

- We maintain a WHSMS which meets legal requirements and the requirements of this Policy, and which incorporates wellbeing initiatives to ensure alignment with both people-centric strategies
- We establish annual, measurable WHS objectives and targets with assigned responsibilities for their achievement
- We train, support, assist, supervise and resource team members to work safely
- We enhance the effectiveness of HSW procedures through consultation with team members and other relevant stakeholders
- We implement a WHS risk management process to ensure that all workplace hazards are identified, assessed and controlled, or otherwise managed where they are not able to be eliminated
- We ensure that effective return to work processes are in place following a work-related injury
- We monitor and report WHS performance monthly to both the Executive Group and the Board
- We conduct formal annual reviews and evaluations of its HSW systems.

Our **Statement of Commitment to Health, Safety and Wellbeing** exemplifies these requirements in a summarised message designed to be readily accessible and shared openly with all parties.

3 Responsibilities

TSF understands that the responsibility for managing health and safety ultimately rests with the person in control of the business or undertaking (PCBU), including our Board, Executive and leaders. TSF is committed to providing team members, clients and stakeholders with a healthy and safe environment, and will integrate HSW principles into all aspects of our operations.

Role	Responsibilities
Board	<ul style="list-style-type: none"> • Sets risk appetite • Sets culture and tone • Monitors the effectiveness of risk management relating to WHS including policies and procedures • Approves this policy
Finance Audit and Risk (FAR) Committee	<ul style="list-style-type: none"> • Assists the Board by setting standards for, and monitoring, financial management and reporting, audit management and compliance with laws, regulations, standards and best practice guidelines • Ensures that TSF has an effective risk management system and that material risks are reported to the Board • Assesses the effectiveness of internal controls in conjunction with management and the internal external auditors • Assesses the extent of compliance with key policies and procedures
The People and Culture Committee	<ul style="list-style-type: none"> • Assists the Board in its governance role of ensuring that TSF operates effectively, efficiently, ethically and legally by monitoring and/or assessing the degree of compliance with statutory and regulatory requirements and reasonable community expectations, with particular emphasis on WHS

	<p>requirements and the review of actions proposed by management in relation to WHS, prior to its making recommendations to the Board</p> <ul style="list-style-type: none"> • Reports bi-annually on WHS data and information. • Facilitates opportunities and offers that support the continued health and wellbeing of TSF team members
Health, Safety and Wellbeing Team	<ul style="list-style-type: none"> • Provides advice regarding specific WHS and wellbeing matters • Updates leaders on legislative changes and provides recommendations • Assists with the development, implementation and monitoring of this Policy and the WHSMS. • Facilitates the TSF Wellbeing Program including monitoring and review • Manages all injuries and WHS related incidents in collaboration with stakeholders • Acts as the Return-to-Work Coordinators for workers compensation claims • Collates and provides monthly, and other WHS Reports to Executive
Organisational Health Safety and Wellbeing Committee	<ul style="list-style-type: none"> • Monitor and reviews the organisation's WHS performance by tracking metrics and KPIs, audit outcomes, and evaluating progress against strategic priorities and improvement plans. • Ensures accountability and risk management is in place by reviewing reportable incidents, identifying systemic issues, reviewing Functional HSW Committee data and assessing emerging WHS risks across the organisation. • Provides strategic oversight by guiding organisational-level HSW initiatives and managing escalations. • Strengthens governance and compliance by maintaining alignment with WHS legislation and ensuring committee activities support a proactive WHSMS. • Facilitates communication and team member engagement through effective information flow between organisational and Functional HSW Committees.
Functional Health, Safety and Wellbeing Committees	<ul style="list-style-type: none"> • The Functional HSW Committees ensure that team member and stakeholder voices are heard, risks are managed within workgroups, and TSF continues to meet its legal obligations while fostering a safe and supportive workplace culture. • Drives information from all localities through to the Organisational HSW Committee, ensuring senior leaders and Executive are aware and can respond to WHS issues and manage risk effectively, assisting Executive to uphold due diligence requirements. • Functional HSW Committees disseminate WHS related information from the organisation and are a consultation mechanism for WHS matters.
CEO and Executive	<p>Ownership of due diligence requirements and ensuring activities of the organisation comply with WHS legislation and the WHSMS. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Acquiring and keeping up-to-date knowledge of WHS matters • Gaining an understanding of the operations of the organisation and the hazards and risks involved • Ensuring appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised • Confirming information regarding incidents, hazards and risks is received and the information is responded to in a timely way, including that corrective actions are implemented following hazard / incident reports or incident investigations • Ensuring TSF has, and implements, processes for complying with any legal duty or obligation and ensure these resources and processes are verified, monitored and reviewed. • Promoting a culture of compliance and proactive WHS Management • Implementing work health and safety risk management activities.

	<ul style="list-style-type: none"> • Ensuring safe equipment and processes are in place for team members, volunteers and other workers and customers • Ensuring team members and volunteers have the necessary instruction, information, induction, training and supervision to enable work to be carried out safely • Setting and monitoring WHS KPIs for TSF • Ensuring WHS consultation arrangements are implemented • Allocating appropriate resources to fulfil WHS requirements
Senior Leaders (Group Managers and National Managers)	<p>Implements due diligence requirements including:</p> <ul style="list-style-type: none"> • Acquiring and keeping up-to-date knowledge of WHS matters through active consultation with their team, active attendance at HSW Committees and other consultation forums/processes • Providing and verifying resources and processes to identify, eliminate or minimise risks • Ensuring timely response to incidents, hazards and risks, including corrective actions • Promoting a culture of WHS compliance and proactive safety leadership • Integrating health and safety into planning and decision-making • Monitoring and reviewing WHSMS implementation and compliance within their area • Modelling safe behaviours and actively engage teams in WHS practices
Leaders / managers/ supervisory roles (frontline)	<p>Supervise and support team members (including volunteers) in work activities, ensuring work is completed safely, including;</p> <ul style="list-style-type: none"> • Ensuring that areas and equipment under their control is safe • Ensuring all hazards and incidents are identified, assessed, controlled and reported in FOLIO (within 24 hours) and appropriately actioned • Actively participating in workplace safety inspections and audits • Engaging with team members in an open honest and meaningful way to ensure they understand what safety standards are expected of them • Encouraging feedback and communication channels between team members and senior leaders including through the HSW Committees • Providing appropriate instruction, information, training and supervision to team members to enable work to be carried out safely • Modelling safe work practices to team members • Monitoring the WHS performance of team members • Other responsibilities as outlined in the WHSMS
All team members, volunteers, contractors and visitors	<ul style="list-style-type: none"> • Take reasonable care for their own safety and the safety of others • Comply with any reasonable instruction, policy/procedure in relation to WHS • Complete mandatory online WHS training, including onboarding for new team members and annual refresher WHS training as well as any other WHS related training that is scheduled • Report all incidents, near misses, hazards and injuries as soon as possible, and within 24 hours

4 HSW Systems, Procedures and Guidelines

All HSW documents are located centrally on SmithNet, [TSF's intranet](#), for easy access.

Policies and procedures instituted for complying with legal obligations are regularly monitored through internal management reporting arrangements and reviewed for amendment as required.

4.1 HSW Committees

TSF has adopted a HSW Committee framework as a formal consultation mechanism. Additional consultation mechanisms will include, working groups, working parties, focus groups, periodic team member meetings, all-staff emails and other forums or approaches to maximise relevant contributions from team members, including volunteers where appropriate.

Where necessary, TSF will also consult, coordinate and cooperate with contractors and other persons present in its workplace as to handling of relevant WHS matters.

The Functional HSW Committees act as a channel for team members, or groups to escalate unresolved WHS matters through to senior and Executive leaders for review and resolution (decision).

4.2 HSW Reporting

A system of reporting is in place in TSF for monitoring the objectives and targets for health and safety.

To ensure timely and easy reporting of injuries, near misses, hazards and incidents, all reporting must be completed through our online platform, FOLIO as soon as possible and within 24 hours. Team members who wish to report psychological hazards or injuries confidentially can choose to do so using the 'confidential' option when entering a report.

In addition to internal reporting, and where required, reports are made to appropriate external authorities within stipulated timelines.

4.3 Work Health and Safety Management System (WHSMS)

The HSW procedures are embedded within TSF's Work Health and Safety Management System. This framework provides information and directions relating to the management of WHS and has been designed to align with *ISO45001 Occupational Health and Safety OHS) Management Systems*.

HSW procedures can be accessed via the [links below](#), on the SmithNet [Health, Safety and Wellbeing Page](#), or by contacting a member of the HSW Team.

Feedback for HSW can be provided through the various consultation mechanisms, or team members may use the ['Always Open' feedback form](#) available on the HSW SmithNet page.

5 Related Documents and Links

5.1 The procedures of TSF's WHSMS include:

- Work Health and Safety Management System Framework
- Statement of Commitment to Health, Safety and Wellbeing
- Wellbeing Program (Procedure)
- Health, Safety and Wellbeing Consultation Procedure
- Health, Safety and Wellbeing Committee Constitution
- WHS Risk Management Procedure
- Workplace Inspection Procedure
- Working from Home Risk Assessment Procedure
- Hazardous Manual Tasks Procedure
- Electrical Safety Procedure
- Fitness for Work Procedure
- HSW Induction and Training Procedure
- Psychosocial Safety Procedure
- Preventing and Managing Occupational Violence Procedure
- Preventing and Managing Vicarious Trauma Procedure
- Plant, Equipment and Maintenance Procedure

- Hazardous Substances Procedure
- First Aid and Infection Control Procedure
- Remote and Isolated Work Procedure
- Contractor Safety Management Procedure
- WHS Incident and Injury Management Procedure
- Return to Work Program
- Emergency Management and Recovery Plan

5.2 Other related Policies and Procedures

- Alcohol and Drugs
- Code of Conduct
- Managing Under Performance
- Discrimination, Bullying and Sexual Harassment
- Flexible Work
- Grievance
- Overtime
- Reasonable Adjustments
- Whistleblowing
- People and Culture Privacy
- Risk Criteria TSF
- Critical Incident Response Form and Procedure
- Diversity, Equity and Inclusion

6 Definitions

Person conducting a business or undertaking (PCBU): an individual, business or organisation that is conducting a business.

Officer: (in the context of this policy) an officer within the meaning of section 9 of the Corporations Act 2001.

Work health and Safety (WHS) and 'safety': refers to both physical and psychological safety.

Worker (herein referred to as a team member): any person who carries out work for TSF including paid employees, trainees, work experience students, volunteers and affiliates, outworkers, contractors or sub-contractors, employees of a contractor or sub-contractor and employees of a labour hire company assigned to work for TSF.

Visitor: any person who visits TSF premises and is not classified as a worker. Visitors include, but are not limited to: students, conference and function attendees, families and friends of team members and community visitors.

A Policy document information

Policy Details	
Policy Name	Health, Safety and Wellbeing Policy
Policy Approver	Board
Policy Owner	Lauren Stocker, Group Manager Strategic HR and Volunteering
Date of Approval	
Effective Date	
Review Frequency	Every 2 years
Date of Next Review and Approval	24 months after Date of Approval; and every 2 years thereafter. Policy review will also be initiated in the event of relevant legislative, strategic or circumstantial change.
Date of Last Update	29 April 2021

Version No.	Version Date	Details	Reviewed/ Amended By	Approved By	Approval Date
V 2.0	29/11/2017	Section 2.5 – added reference to WHS training Section 2.6 – included words “physical and psychological” to recognise that illness and injury covers both types.	A.Young	People & Culture Committee and Board	
V 3.0	02/12/2019	Section 2.3 added reference to the FAR Committee	A.Young	People & Culture Committee and Board	
V 4.0	29/04/2021	Minor changes to align to amended sections in the WHS Systems Manual	A.Young	People & Culture Committee and Board	
V 5.0	05/09/2025	Rewrite all areas. New Responsibilities Table, additional HSW procedures underpinning the HSW Policy. Change to use of (WHS) to (HSW). Use new policy format as of Sept 2025.	R. Shanks	People & Culture Committee and Board	December 2025