

Workplace Health and Safety Policy

Ref: 4.2/0926

Policy Group	04 Work Health and Safety
Related Policy	CitiReach Work Health and Safety Policy Statement (4.1) CitiReach Motor Vehicle Policy (2.5) CitiReach Human Rights Policy (2.7) Citipointe Church Workplace Health and Safety Policy (6.1)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

This policy sets out how CitiReach meets its work health and safety (WHS) obligations under the Work Health and Safety Act 2011 (Qld) across every setting in which its Personnel work — CitiReach's own premises, participants' homes, and the community. It applies alongside Citipointe's own Workplace Health and Safety Policy (6.1) and reflects the particular risks of delivering NDIS community supports, including lone working, manual handling, and working in homes CitiReach does not control.

Scope

Inclusions: All CitiReach Personnel, participants, contractors and visitors, in all locations where CitiReach's work is carried out.

Restrictions: Nil.

Exclusions: Nil.

Objectives

1. To provide a safe working environment and safe systems of work, so far as reasonably practicable.
2. To identify, assess and control risks to health and safety, including risks specific to community-based and lone support work.
3. To consult, cooperate with and coordinate with Personnel, participants and other duty holders on WHS matters.
4. To ensure incidents and hazards are reported, investigated and used to prevent recurrence.
5. To comply with the Work Health and Safety Act 2011 (Qld) and, where a participant's home is a workplace under that Act, to manage WHS risk in a manner that also respects the participant's right to privacy and dignity in their own home.

Policy Provisions

Governance and Responsibility

1. The Head of Operations holds day-to-day responsibility for WHS at CitiReach, reporting to the Citipointe COM, and is supported in this by every Personnel member's own duty to take reasonable care for their own health and safety and that of others.
 - 1.1. CitiReach maintains a WHS risk register, reviewed at least annually and whenever a new or significant risk is identified.

Risk Management

2. CitiReach identifies, assesses and controls foreseeable risks to health and safety, applying the hierarchy of controls (elimination, substitution, isolation, engineering controls, administrative controls, and personal protective equipment) wherever a hazard cannot be eliminated. Key risks specific to CitiReach's work include:
 - 2.1. Manual handling, including assisting a participant with transfers or mobility.
 - 2.2. Lone or remote working, including support delivered in a participant's home or in the community without another Personnel member present.
 - 2.3. Exposure to a participant's behaviours of concern, and the risk of workplace violence.
 - 2.4. Driving, addressed in detail in the Motor Vehicle Policy (2.5).
 - 2.5. Infection control, including exposure to communicable illness.
 - 2.6. Psychosocial hazards, including fatigue, workload and the emotional demands of support work.

Lone and Community-Based Work

3. Because much of CitiReach's work is carried out in a participant's home or in the community, without direct supervision, CitiReach applies additional controls for lone workers, including:
 - 3.1. A check-in procedure for Personnel working alone with a participant.
 - 3.2. A documented risk assessment before a new participant support commences, including any known risk in the home or the participant's presentation.
 - 3.3. Access to a phone and an agreed process for a Personnel member to seek help or withdraw from an unsafe situation.

Working in a Participant's Home

4. Where a participant's home is a workplace for the purposes of this policy, CitiReach manages WHS risk in a way that respects the participant's ownership of and privacy in their own home, working collaboratively with the participant and their family wherever possible rather than imposing controls unilaterally.

Consultation

5. CitiReach consults with Personnel on WHS matters that affect them, including through team meetings, supervision, and the opportunity to raise a hazard or concern directly with the Head of Operations at any time.

Training

6. Personnel receive WHS induction and training relevant to their role, including manual handling, infection control, and, where relevant, first aid, consistent with the Professional Development Policy (2.6).

Incident and Hazard Reporting

7. Personnel must report any workplace incident, injury, illness, hazard or near-miss to the Head of Operations as soon as practicable, using CitiReach's Incident Report Form. CitiReach:
 - 7.1. Investigates all reported incidents proportionate to their seriousness.
 - 7.2. Notifies WorkSafe Queensland of a notifiable incident as required under the Work Health and Safety Act 2011 (Qld).

7.3. Notifies the NDIS Commission of a reportable incident involving a participant, as required under the NDIS Act 2013.

7.4. Uses incident findings to review and improve controls.

Emergency and First Aid

8. CitiReach maintains arrangements for first aid and emergency response appropriate to its work, including access to a first aid kit and at least one first-aid-trained Personnel member on rostered support shifts wherever practicable.

Return to Work

9. Where a Personnel member is injured or becomes ill in connection with their work, CitiReach supports their recovery and return to work in accordance with the Workers' Compensation and Rehabilitation Act 2003 (Qld) and in consultation with the Personnel member and their treating practitioner.

Supporting Procedures and Guidelines

- CitiReach WHS Risk Register
- CitiReach Incident Report Form
- CitiReach Lone Worker Check-In Procedure
- Safe Work Australia model Code of Practice: Managing the Risk of Falls, Manual Tasks and related guidance

Relevant Commonwealth/State Legislation

- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Regulation 2011 (Qld)
- Workers' Compensation and Rehabilitation Act 2003 (Qld)
- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)

Definitions

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

COM – the Citipointe Committee of Management — the governing authority of Citipointe Church, to which CitiReach is accountable.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

NDIS Commission – the NDIS Quality and Safeguards Commission, the independent regulator of NDIS providers and workers.

Notifiable Incident – the death, serious injury or illness of a person, or a dangerous incident, arising from work, required to be notified to WorkSafe Queensland under the Work Health and Safety Act 2011 (Qld).

Participant – a person accessing NDIS-funded supports from CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Reportable Incident – an incident involving an NDIS participant that a registered or unregistered NDIS provider is required to notify to the NDIS Quality and Safeguards Commission.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 4.2

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption