WHS DOCUMENTS & TEMPLATES

DOC-AGC-SECT · Aged Care WHS Pack

Product Overview

For: Residential aged care and home care providers: managers, care managers, WHS advisers, health and safety representatives

Version 1.0 · 15 November 2026

SAMPLE

WHS documents built for aged care: a risk register filled in with the sector's common hazards and typical controls, a residential facility inspection checklist, and five practical procedures for the risks that hurt aged care workers most.

The Excel risk register starts with 21 hazards common in residential and home care, from transfers, hoists and showering to aggression, outbreaks, home visits, chemicals, rosters and grief, each with the controls such services typically have. You keep the controls you have, add your own, and rate each risk for your workplace on the 5x5 matrix.

The five procedures cover moving and handling residents and clients (no-lift approach, mobility plans, hoists and slide sheets), responding to aggression, including from people living with dementia, with a debrief; infection outbreaks and staff safety; home care visit safety, with a home safety check; and chemical, cleaning and slip safety. The residential facility inspection checklist covers rooms and bathrooms, equipment, infection prevention, floors, cleaning, security and emergencies.

The pack covers worker safety under the WHS laws. It works alongside the Aged Care Quality Standards, and does not replace or certify against them: a short guide explains how the two fit together.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

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How to Use This Pack

How to set up, adapt and keep the documents for aged care

1 What this pack is for

This pack gives an aged care service the core WHS documents for the risks that most often hurt its workers: a risk register, a facility inspection checklist and five procedures. They are written for aged care, but they are a starting point: each one needs adapting to your residents and clients, buildings, equipment and staffing.

The documents support controls; they are not the controls. The hoist, the second worker, the alarm and the check-in are. Use the documents to decide what controls you need, to check they are in place, and to train people in them.

2 How to use it

Step	What to do
1	Read How WHS Sits Alongside Your Sector Standards, so everyone knows what the pack does and does not cover.
2	Work through the risk register with care workers, nurses, cleaners, kitchen and laundry staff, home care workers and your health and safety representatives. Delete rows that do not apply and add your own.
3	For each hazard, keep the typical controls you have, delete those you do not, and rate the risk from the controls actually in place.
4	Add further controls for any High or Extreme risk, with an owner and a date.
5	Adapt the five procedures: names, equipment, alarms, check-in times and contacts. Fill in every placeholder.
6	Approve the procedures, train workers in them, and put the key steps where workers need them.
7	Inspect each area with the checklist on the schedule you set, and track the actions.
8	Review the register and procedures after incidents, outbreaks and changes, and at least each year.

Make it work, not just exist

- Rate each scenario, not the category: 'transfer of a resident who cannot weight-bear' is a different risk from 'manual handling'.
- Ask night staff and agency workers: the controls that work on day shift may not exist at 3 am.
- Count the hoists, slings and slide sheets against the mobility plans. If there are not enough, workers will lift.

3 Who does what

Who	What they do
Manager or approved provider's delegate	Approves the documents, provides equipment and staffing, and decides on High and Extreme risks
Care managers and nurses	Keep mobility plans and care plans current, and lead the procedures on each shift
Workers and HSRs	Say how the work is really done, help rate the risks, and report what does not work
The person who looks after WHS	Keeps the register, runs inspections, and tracks actions to close

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Residential Aged Care Facility Inspection Checklist

A regular check that the facility is safe for workers and its controls are working

Facility or wing		**Inspected by**	
Date and time		**HSR or worker present**	
Areas inspected		**Previous inspection (date)**	

How to use it

- Inspect on the schedule you set, and after a change, an incident or a complaint. Take a health and safety representative or a worker with you.
- Look at each item working, not at its paperwork. Mark it Pass, Not met or N/A, and write what you saw.
- For every Not met, write the action, an owner and a date. Items marked ★ protect against serious harm: a Not met on one of them is fixed or made safe before work goes on.
- Delete the items that do not apply to this workplace, and add your own in the spaces at the end of each section.
- Tell the people who work in the area what you found and what will change.

Stop

If you find something that could seriously hurt someone now, stop the work or keep people away, make it safe, and tell the manager straight away. Do not wait for the end of the inspection.

1 Resident rooms and bathrooms

Item	Pass	Not met	N/A	What you saw; action, owner and date
★ Ceiling or mobile hoist available where mobility plans need one, with its service tag in date	☐	☐	☐	
★ Slings in the right sizes, clean, labelled and free of fraying or damage	☐	☐	☐	
Beds height-adjustable and working; brakes on	☐	☐	☐	
Enough clear space around the bed and toilet for equipment and two workers	☐	☐	☐	
Shower chairs and trolleys in good repair; floor non-slip and draining	☐	☐	☐	
Call bell or alarm working and within reach in each room	☐	☐	☐	
Residents' own electrical items checked before use	☐	☐	☐	
	☐	☐	☐	

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Moving and Handling Residents and Clients Procedure

Moving residents and clients safely: the no-lift approach, mobility plans, hoists and slide sheets

Service or site		**Procedure owner**	
Approved by and date		**Next review**	

1 Purpose and scope

Moving, transferring and repositioning residents and clients is one of the main causes of injury to aged care workers. This procedure sets out how the service keeps workers from lifting people by hand, and how each person's mobility plan tells workers how to move them safely.

It applies to every worker who helps a resident or client to move, stand, transfer, reposition or get up after a fall, in the residential service and in clients' homes. The person's care, mobility goals and clinical needs are set in their care plan; this procedure is about the worker's safety while carrying them out.

2 Who does what

Who	What they do
Manager	Provides enough equipment and staff for the mobility plans, and acts on reports
Registered nurse or physiotherapist	Assesses each person's mobility and writes and reviews the mobility plan
Care workers	Follow the mobility plan, check equipment before use, and stop and report when the plan does not work
Health and safety representative	Is consulted on equipment, training and the plans, and raises concerns

3 Controls to have in place

Most effective first. Tick what is in place here, and for each No, record the action in the risk register.

Control	What it looks like in practice	In place here?
No manual lifting	Workers do not lift, carry or take the full weight of a person. Where a person cannot take their own weight, equipment is used.	☐ Yes ☐ No
Individual mobility plan	Every resident or client has a current plan: how they move, the equipment, the sling size and type, and the number of workers. Reviewed after a fall, illness or change.	☐ Yes ☐ No
The right equipment	Ceiling or mobile hoists, standing hoists, slide sheets and height-adjustable beds, enough for the plans, kept charged and serviced.	☐ Yes ☐ No
Room to work	Furniture moved so there is space for the equipment and the workers; beds at the worker's waist height.	☐ Yes ☐ No
Enough workers	Rosters allow two workers where plans need them, without waiting so long that people are tempted to work alone.	☐ Yes ☐ No

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How WHS Sits Alongside Your Sector Standards

Worker safety under the WHS laws, alongside the Aged Care Quality Standards

1 Two sets of duties, one workplace

An aged care service works under two sets of duties at once. The WHS laws (in Victoria, the OHS laws) protect the health and safety of the people who work there, and of anyone else at the workplace. The aged care laws, through the Aged Care Quality Standards, set what older people can expect from the care and services they receive.

The two often deal with the same moment: a transfer, a shower, an outbreak, a home visit. Good practice under one usually helps the other, and a gap in one often shows up in the other. This guide explains how the pack fits alongside your aged care obligations.

Framework	What it is about
The WHS laws (OHS laws in Victoria)	The health and safety of workers, volunteers and others at the workplace. Regulated by the WHS regulator in each state and territory.
The Aged Care Quality Standards	The quality and safety of care and services for older people, under the aged care laws. Regulated by the Aged Care Quality and Safety Commission.

The rest of this page, and the rest of this document, are in the full product.

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END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. WHS documents built for aged care: a risk register filled in with the sector's common hazards and typical controls, a residential facility inspection checklist, and five practical procedures for the risks that hurt aged care workers most.

What the full product contains

- **Aged Care WHS Risk Register (Excel): 21 common hazards with typical controls filled in, your own ratings on the 5x5 matrix, further controls, owners and dates**
  02_RISK_REGISTER/Aged Care WHS Risk Register.xlsx
- **Residential Aged Care Facility Inspection Checklist: 38 checks in 8 sections, critical items marked, other hazards, summary, actions and sign-off**
  03_INSPECTION/Residential Aged Care Facility Inspection Checklist.docx and .pdf
- **Moving and handling residents and clients: no-lift approach, mobility plans, hoists and slide sheets, falls**
  04_PROCEDURES/Moving and Handling Residents and Clients Procedure.docx and .pdf
- **Responding to aggression, including from people living with dementia: prevention, response, debrief and support**
  04_PROCEDURES/Responding to Aggression Procedure.docx and .pdf
- **Infection outbreaks and staff safety: PPE and fit, staff illness, cohorting, workload, with a staff illness log**
  04_PROCEDURES/Infection Outbreak Procedure for Staff.docx and .pdf
- **Home care visit safety: home safety check, check-in, leaving when unsafe, driving between visits**
  04_PROCEDURES/Home Care Visit Safety Procedure.docx and .pdf
- **Chemical and cleaning safety and slip prevention: safer products, dosing, storage, wet floors**
  04_PROCEDURES/Chemical, Cleaning and Slip Safety Procedure.docx and .pdf
- **How WHS Sits Alongside Your Sector Standards: how the pack covers worker safety under the WHS laws and works alongside the Aged Care Quality Standards**
  01_START_HERE/How WHS Sits Alongside Your Sector Standards.pdf
- **How to Use This Pack: setting up and adapting the pack, the law in brief, state and territory notes, records and every placeholder**
  01_START_HERE/How to Use This Pack.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

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