WHS DOCUMENTS & TEMPLATES

DOC-CDV-SECT · Community and Disability Services WHS Pack

Product Overview

For: Community services and disability support providers, NDIS providers included: service managers, coordinators, WHS advisers and health and safety representatives

Version 1.0 · 15 November 2026

SAMPLE

WHS documents built for community and disability services: a risk register filled in with the sector's common hazards and typical controls, a premises and client home pre-visit checklist, and five practical procedures for the risks support workers face.

The Excel risk register starts with 18 hazards common in disability support and community services, from behaviours of concern, personal care and transport to home visits, lone work, sleepovers, volunteers and caseloads, each with the controls such services typically have. You keep the controls you have, add your own, and rate each risk for your organisation on the 5x5 matrix.

The five procedures cover supporting clients with behaviours of concern, with a debrief record; transporting clients; home and community visit risk assessment, with the assessment form; lone work and check-in, with an escalation table and check-in log; and volunteers, with an induction record. The checklist covers community premises, vehicles and a client home pre-visit check.

The pack covers worker safety under the WHS laws. It works alongside the NDIS Practice Standards and the NDIS Code of Conduct, and the standards in your other funding agreements, 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.

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Community and Disability Services WHS Pack · Buy the full editable version:
training.oranaskillscentre.com/documents/community-and-disability-services-whs-pack

WHS DOCUMENTS & TEMPLATES · DOC-CDV-SECT

How to Use This Pack

How to set up, adapt and keep the documents for community and disability services

1 What this pack is for

This pack gives a community or disability service the core WHS documents for the risks that most often hurt its workers: a risk register, a premises and home pre-visit checklist and five procedures. They are written for the sector, but each one needs adapting to your clients, services, places and staffing.

The documents support controls; they are not the controls. The second worker, the duress device, the check-in and the seating plan are. Use the documents to decide what controls you need, check they are in place, and train workers 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 support workers, coordinators, team leaders, volunteers 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: the check-in system, codes, contacts, vehicles and roles. Fill in every placeholder.
6	Approve the procedures, train workers in them at induction, and include casual, agency and volunteer workers.
7	Use the checklist for premises and vehicles on the schedule you set, and for each client's home before the first visit.
8	Review the register and procedures after incidents and changes, and at least each year.

Make it work, not just exist

- Test the check-in system: miss a check-in on purpose and time how long the escalation takes.
- Ask casual and agency workers what they knew about a client before their first shift.
- Rate behaviours of concern for each client, not once for the whole service.

3 Who does what

Who	What they do
Board or owner	Approves the documents, resources the controls, and decides on High and Extreme risks
Service managers and coordinators	Lead the procedures day to day, keep risk assessments and alerts current, and act on reports
Workers, volunteers 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

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Community and Disability Services WHS Pack · Buy the full editable version:
training.oranaskillscentre.com/documents/community-and-disability-services-whs-pack

YOUR LOGO
Right-click > Change Picture

[Company name]

WHS DOCUMENTS & TEMPLATES · DOC-CDV-SECT

Community Premises and Client Home Pre-Visit Checklist

A regular check of community premises and vehicles, and a check of a client's home before the first visit

Premises, vehicle or client home		**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 Community premises: entry and reception

Item	Pass	Not met	N/A	What you saw; action, owner and date
★ Duress alarms at reception and in interview rooms tested and working	☐	☐	☐	
Reception counter and layout give staff a barrier and a clear exit	☐	☐	☐	
Visitor sign-in in use; after-hours entry controlled	☐	☐	☐	
Interview rooms have two exits, or the worker can sit nearer the door	☐	☐	☐	
	☐	☐	☐	

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Community and Disability Services WHS Pack · Buy the full editable version:
training.oranaskillscentre.com/documents/community-and-disability-services-whs-pack

YOUR LOGO
Right-click > Change Picture

[Company name]

WHS DOCUMENTS & TEMPLATES · DOC-CDV-SECT

Supporting Clients with Behaviours of Concern Procedure

Keeping workers safe when supporting clients with behaviours of concern, and the debrief afterwards

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

1 Purpose and scope

Some clients express distress, pain or unmet needs through behaviours that can hurt the people who support them. This procedure sets out how the organisation keeps workers safe while they support those clients, and how workers are debriefed and supported after an incident.

It applies to every worker who supports a client with behaviours of concern, at home, in group homes, in day programs and in the community. Behaviour support, and any restrictive practice, are decided under the client's behaviour support plan, the NDIS rules and your state or territory's authorisation process; this procedure does not authorise any restrictive practice.

2 Who does what

Who	What they do
Service manager	Makes sure risks are assessed, staffing and matching are adequate, workers are trained, and debriefs happen
Team leader or coordinator	Shares behaviour support strategies and alerts before each shift, coordinates the response, and leads debriefs
Support workers	Know and use the strategies, step back when at risk, call for help, and report every incident
Health and safety representative	Is consulted on the risks, staffing and controls, and on follow-up

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?
Know the person	Strategies from the behaviour support plan, known triggers and early signs given to every worker, including casual and agency workers, before the shift.	☐ Yes ☐ No
Worker risk assessment	A risk assessment of the worker's safety for each client with behaviours of concern, reviewed when the plan or the person's situation changes.	☐ Yes ☐ No
Staffing and matching	Two workers where the assessment says so; workers matched to clients; continuity of workers where possible.	☐ Yes ☐ No
Environment	A clear exit for the worker; objects that have been used to hurt people kept to a minimum where the person agrees.	☐ Yes ☐ No
Call for help	A charged phone and a duress app or device; workers know who responds and how fast.	☐ Yes ☐ No

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Community and Disability Services WHS Pack · Buy the full editable version:
training.oranaskillscentre.com/documents/community-and-disability-services-whs-pack

WHS DOCUMENTS & TEMPLATES · DOC-CDV-SECT

How WHS Sits Alongside Your Sector Standards

Worker safety under the WHS laws, alongside the NDIS Practice Standards and the NDIS Code of Conduct, and the standards in your other funding agreements

1 Two sets of duties, one workplace

A community or disability service works under two sets of duties at once. The WHS laws (in Victoria, the OHS laws) protect the health and safety of support workers, volunteers and others at work, clients included. The NDIS Practice Standards and Code of Conduct, and the standards in other funding agreements, set what clients can expect from the supports they receive.

The two often deal with the same moment: a client's behaviour, a car trip, a home visit, a night shift. This guide explains how the pack fits alongside your NDIS and funding obligations.

Framework	What it is about
The WHS laws (OHS laws in Victoria)	The health and safety of workers, volunteers, clients and others. Regulated by the WHS regulator in each state and territory.
The NDIS Practice Standards and Code of Conduct	The quality and safety of NDIS supports and how workers and providers behave. Regulated by the NDIS Quality and Safeguards Commission.

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

SAMPLE

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Community and Disability Services WHS Pack · Buy the full editable version:
training.oranaskillscentre.com/documents/community-and-disability-services-whs-pack

WHS DOCUMENTS & TEMPLATES · DOC-CDV-SECT

Community and Disability Services WHS Pack

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. WHS documents built for community and disability services: a risk register filled in with the sector's common hazards and typical controls, a premises and client home pre-visit checklist, and five practical procedures for the risks support workers face.

What the full product contains

- **Community and Disability Services WHS Risk Register (Excel): 18 common hazards with typical controls filled in, your own ratings on the 5x5 matrix, further controls, owners and dates**
  02_RISK_REGISTER/Community and Disability Services WHS Risk Register.xlsx
- **Community Premises and Client Home Pre-Visit Checklist: 29 checks in 8 sections, critical items marked, other hazards, summary, actions and sign-off**
  03_INSPECTION/Community Premises and Client Home Pre-Visit Checklist.docx and .pdf
- **Supporting clients with behaviours of concern: worker safety, response and debrief record**
  04_PROCEDURES/Supporting Clients with Behaviours of Concern Procedure.docx and .pdf
- **Transporting clients: vehicles, seating, wheelchairs, behaviours while driving**
  04_PROCEDURES/Transporting Clients Procedure.docx and .pdf
- **Home and community visit risk assessment, with the assessment form**
  04_PROCEDURES/Home and Community Visit Risk Assessment Procedure.docx and .pdf
- **Lone work and check-in: duress, escalation steps and a check-in log**
  04_PROCEDURES/Lone Work and Check-in Procedure.docx and .pdf
- **Volunteer safety: roles, induction, supervision and incidents, with an induction record**
  04_PROCEDURES/Volunteer 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 NDIS Practice Standards and the NDIS Code of Conduct, and the standards in your other funding agreements**
  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)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

https://training.oranaskillscentre.com/documents/community-and-disability-services-whs-pack

Instant download after purchase. · Orana Skills Centre · 1800 231 173 · bookings@oranaskillscentre.com

© 2026 Orana Skills Centre. All rights reserved. · v1.0