



Work, Health & Safety (WHS) Training

for Associated Providers

November 2025



Acknowledgement of Country

Life Without Barriers acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and their connection to land, water and community.

We pay our respects to them, their cultures and customs and to their Elders, past and present, and the continuation of knowledge and culture. We believe that reconciliation must live in the hearts and minds of all Australians.

We are committed to an ongoing journey towards truth telling and reconciliation. We recognise and value the contribution of Aboriginal and Torres Strait Islander employees, carers, people we support, peak bodies, organisations, their leaders, and communities across Australia as we continue our reconciliation journey together.

'Empowered Voices' cultural artwork created by Keisha Leon, Lisa Sorbie Martin and Gilimbao.

What is an associated provider?

Under the **Aged Care Act 2024**, an **associated provider** is defined as:

An organisation or individual that delivers aged care services on behalf of a registered provider.

This includes any third party that is **contracted, subcontracted, or otherwise engaged** to provide care or services to older people under the **Support at Home (SAH) program** or other aged care programs.

Examples of an associated provider

Different services can fall under associated providers. They can be sole traders or part of a larger business. Examples of associated providers include, but are not limited to:

Allied health professionals (e.g., physiotherapists, podiatrists)

Cleaning or gardening contractors

Transport providers

Meal delivery services

Assistive technology suppliers

Labour hire agencies supplying home care workers

What is my responsibility as an associated provider?

Under Work, Health and Safety (WHS) laws, a client's home is considered a workplace when care or services are delivered there.

This means:



All WHS duties apply as they would in a traditional workplace.



Providers must ensure the safety of both workers and clients in that environment.



This includes undertaking and following risk assessments, hazard controls, and incident response plans.

What does this mean for me?

As an associated provider, this means you must:

1. Ensure Safety

- Take all reasonable steps to maintain the safety of:
 - Your personnel; and
 - LWB employees, carers, clients, and visitors.

2. Comply with Legislation

- All work must be carried out in accordance with the applicable **Commonwealth, State, and Territory WHS legislation.**

3. Complete Safety Training

- Ensure all personnel delivering services under this agreement complete any **LWB safety induction** or **other safety training** as directed.

4. Provide WHS Documentation

- Submit the relevant documents to LWB for verification.

5. Report Incidents

- Provide **immediate** written notification to LWB of any workplace incident, accident, or emergency involving LWB clients, staff, or others engaged in service delivery.

Safely working together

LWB is committed to maintaining a **safe and healthy work environment** through:



Continuous risk
management



Staff
consultation



Proactive safety
practices

Safely working together

LWB clients receive a diverse range of services delivered by Associated Providers like you.

Identifying and managing **hazards, risks, and exposures** is critical to preventing injury and ensuring the wellbeing of all workers and clients.

Together, we share responsibility for promoting a strong **safety culture** and upholding LWB's duty of care to every person receiving or delivering support.

[Click here to read the Work Health and Safety Policy Statement](#)

Let's look at these in more detail



Personal Safety & Security



Manual Handling



Slips, trips and falls



Personal Protective Equipment



Driving Safely



Pets



Smoking



Reporting incidents



Feedback and complaints



Protecting older Australians



Personal Safety and Security

Personal Safety and Security – Everyone's Responsibility

Personal safety and security refers to the actions, awareness, and precautions taken to protect yourself and others from harm, injury, or unsafe situations.

No matter what service you provide, your safety and the safety of the client are a top priority.

Life Without Barriers is committed to creating a safe environment for everyone involved in service delivery.

This means you have rights and responsibilities regarding personal safety and security.

Your rights

When delivering a service, you have the right to:

Feel safe from harm,
discrimination and
abuse

A safe work
environment free
from hazards,
aggression or unsafe
conditions

Be treated with
dignity and respect

Privacy and
surveillance
protection

The right to refuse or
withdraw services if
your safety is at risk

Escalate concerns,
and report incidents

Your responsibilities

Just as you have rights as an associated provider, you also have responsibilities. These include:

Services are delivered safely and professionally

Identifying, managing and reporting hazards and incidents

Respecting the client and ensuring they are free from discrimination, aggression or abuse

Maintain a client's privacy and confidentiality

Follow safety policies including, but not limited to:

- Respond to incidents and emergencies such as a no response, or witnessed or suspected abuse
- Not smoking or vaping during service delivery
- Using safe equipment

Before You Leave – Ensure the Client's Safety and Security

As part of your role, it's essential to ensure the client's safety and that their environment is secure before you conclude your visit.

This includes:



Client Comfort and Safety

Check that the client feels safe and settled before you leave.

Make sure essential items are within easy reach, such as:

- Mobility aids (e.g. walking frame, cane)
- Glasses, phone, water, or emergency call buttons



Home and Property Security

Ensure the **home is secure**, including:

- Locking external doors or gates (if required)
- Putting away tools, hoses, or equipment used during the visit
- Removing any rubbish or hazards created during service delivery

What do I need to do if I have a personal safety or security issue?

All personal safety and security incidents must be reported and emailed to brokerage@lwb.org.au



Follow the instruction on the Incident Reporting – [Fact Sheet](#)



The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

[Click here to read the Personal Safety and Security in the Workplace – Fact Sheet](#)

Manual Handling



↑ **THIS WAY ...** ***NOT THIS*** ↓

What is Manual Handling?

Manual handling refers to any activity that involves **lifting, lowering, pushing, pulling, carrying, or moving** a person or object by hand or bodily force.

This includes tasks such as :

- Assisting older people to move
- Supporting mobility
- Mowing lawns or gardening
- Lifting equipment in and out of a car

Why is manual handling important?

Manual handling is part of everyday work, but it can be risky if not done safely. Manual Handling tasks you undertake every day might seem routine, but they can put strain on your body if not done safely.

Poor manual handling technique can lead to:

Injuries, such as back strain, sprains, or long-term musculoskeletal issues



Harm to others, including clients



Injuries can lead to an inability to complete everyday tasks



What can you do to prevent manual handling incidents?

Here are some key preventative strategies to help you and others stay safe.



Undertake a safety assessment on the work area. This may be formal or observational



Ensure you have enough space to undertake the task at hand



Think before you move. Plan the task and check your surroundings



Use the right equipment for the task. This may include safety equipment, assistive equipment or an additional person



Follow manual handling training. Apply safe manual handling techniques every time



Speak up. Report hazards or unsafe situations early.

What do I need to do if I have a manual handling incident?

Follow the Incident reporting for associated providers – [Fact Sheet](#)



All incidents manual handling incidents information must be emailed to brokerage@lwb.org.au



The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

Slips, trips and falls

Uneven path.

Please watch
your step.

Slips trips and falls

Slips, trips and falls are some of the most common causes of injury for both workers and older people in home settings.

These incidents can happen quickly but have long-lasting impacts, including:

Injuries, such as back strain, sprains, long-term musculoskeletal issues or broken bones



Head injuries or concussion



Loss of confidence in mobility or in undertaking everyday activities



What can cause a slip, trip or fall?

Many circumstances can cause a slip, trip or fall, but some of the most common are:

Wet or uneven
floors

Cluttered
walkways or
poor lighting

Loose mats,
cords, or rugs

Rushing to
complete tasks

Not wearing
appropriate
workwear or
footwear

Trying to reach
something that
is out of reach

Preventing slips, trips and falls

Life Without Barriers has adopted a simple, three-step process to identify and mitigate slip, trip and fall risks wherever staff are working:



LOOK for hazards around you.



ACT on them in the moment.



TELL others, so they aren't exposed.

What can you do to prevent a slip, trip or fall?



Undertake a safety assessment on the work area. This may be formal or observational. Look for trip hazards and fix them or report them



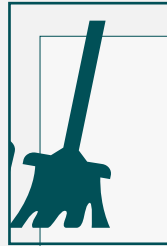
Keep walkways clear. Tidy up cords, bags, and equipment



Secure flooring: Flooring such as rugs, carpets or other flooring textures should be secured so that surfaces are even.



Clean up spills or debris straight away and use signage if floors are wet



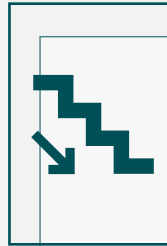
Dry mop after a wet mop: This will ensure that the floor is dry and reduce the risk of slips



Wear non-slip footwear. Ensure your footwear is appropriate for the task



Keep storage closed: Close any drawers or doors from any storage spaces




Use handrails: When walking up and down stairs, please use handrails and ensure you can see each step you are taking



Plan your time. Rushing increases the risk of accidents


What do I need to do if I have, or witness, a slip, trip or fall?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



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Using Personal Protective Equipment



What is PPE?

PPE stands for **Personal Protective Equipment**.

PPE includes items like :



Gloves



Masks



Aprons



Safety
glasses



Safety
boots



High-vis
clothing

PPE helps protect you and the people you support from injury, infection, or exposure to harmful substances.

Why do I have to wear PPE?

PPE is about protecting you and the client.

Whether you're providing personal care, gardening, or doing maintenance work, PPE helps:

Prevent the spread of infections

Protect your body from chemicals, sharp objects, or bodily fluids

Keep older people safe, especially those with health vulnerabilities

You meet your responsibilities under WHS laws and the aged care standards

How do I use PPE safely?

Wear the right PPE for the task, i.e. gloves for personal care, goggles for chemical use, boots for outdoor work

Check your PPE fits properly. It should be the right size, comfortable and effective

Put it on and take it off correctly (donning and doffing). This avoids contamination or injury from the PPE itself

Dispose of single-use items safely and appropriately

Clean reusable PPE, like safety glasses or boots, regularly

Report any issues

Stay trained and informed. PPE needs may change depending on the task or environment

What is an RCD?

RCD is a Residual Current Device. They are electrical safety devices designed to immediately switch off the supply of electricity when electricity leaking to earth is detected at harmful levels.

They offer high levels of personal protection from electric shock.

They can save lives! [RCD's in community based care - Fact Sheet](#)

An RCD must meet Australian Standards

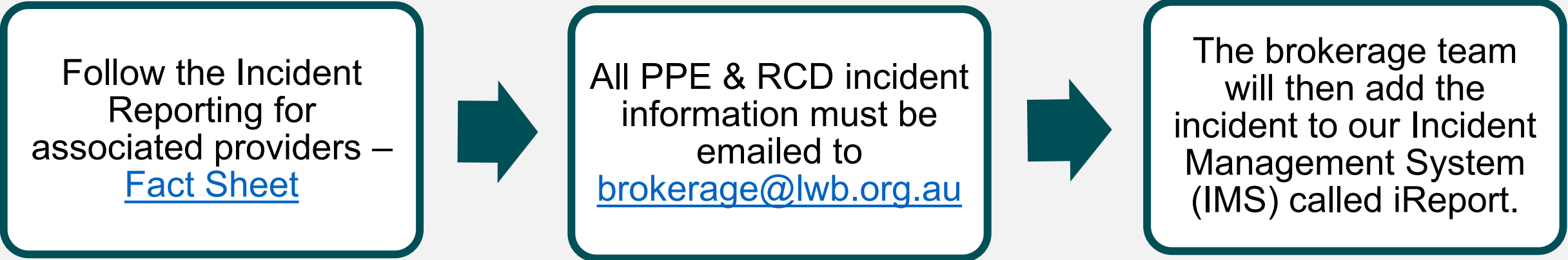
To learn more

[Click here](#)



What do I need to do if I have an incident involving PPE or and RCD?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



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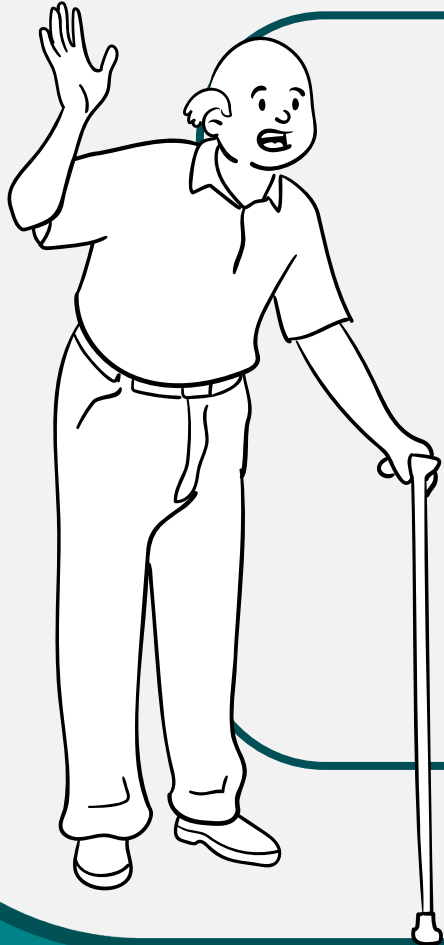
All PPE & RCD incident information must be emailed to brokerage@lwb.org.au

The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

A photograph of a smiling man with a shaved head, wearing a green polo shirt with the text "LIFE WITHOUT BARRIERS" on the chest. He is engaged in a conversation with another man whose back is to the camera. The background shows a car and a cloudy sky.

Driving Safely

Why It Matters



Whether you are transporting clients, transporting equipment, or travelling between sites, driving is part of the job for many associated providers.

Staying safe on the road protects **you, your passengers, and the community**, and helps you arrive ready to support others.

Reducing Common Driving Risks

We all face risks when driving, including the unpredictability of other drivers. We can't control what others do, but we can reduce the risk of driving by:



Following the road rules at all times



Minimising distractions (e.g. mobile phones, GPS)



Driving to the weather or road conditions



Lifting or loading heavy items into the vehicle correctly



Not driving fatigued or rushing between appointments



Ensuring the vehicle is roadworthy

What do I need to do if I have an accident?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



All accidents involving our clients must be reported and emailed to brokerage@lwb.org.au



The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

Pets in the home



Pets in the Home – Staying Safe and Respectful

Many people have pets that are part of their family.

While pets can bring joy and comfort, they can also pose risks if not managed properly, especially when you're entering someone's home to provide services.

Risks caused by pets can include:



Slips or trips caused by pets underfoot or pet toys



Allergic reactions to fur, dander, or pet bedding

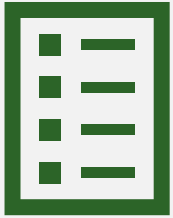


Bites or scratches from anxious or protective animals



Hygiene concerns in areas where care or food preparation is happening

What Can You Do to Stay Safe?



Check the work order or care plan,
it may include notes about pets in the home or yard



Ask the person or carer to secure pets before you enter



Stay calm and confident,
sudden movements can startle animals



Watch where you step,
especially around food bowls, toys, or in the yard

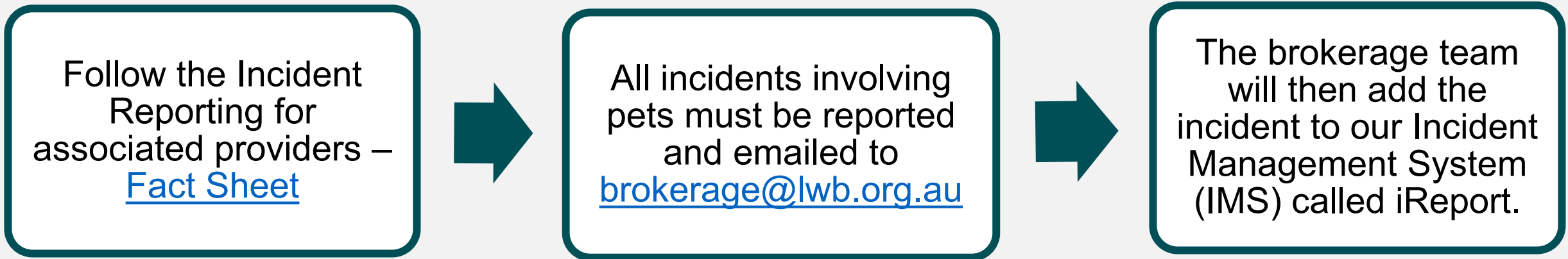


Respect the bond pets are often deeply important to people



Report any incidents,
including bites, scratches, or concerns about pet care

What do I need to do if I have an incident with a pet?



Smoking in the workplace



Smoking and Vaping – Keeping Everyone Safe

To ensure a safe and healthy environment for both clients and staff, Life Without Barriers has clear expectations around smoking and vaping during service delivery including:



Staff or providers are not permitted to smoke or vape in a client's home or vehicle



Clients and others in the home are asked not to smoke or vape while staff are present



This applies to all services, including indoor and outdoor visits.

What should I do to reduce the risk from smoking?

Remind

Politely remind clients of the no-smoking policy if needed.

Ask

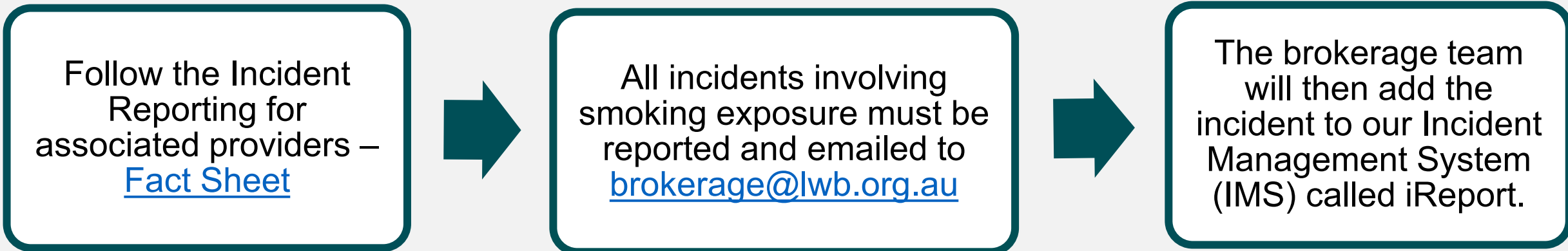
Be mindful of smoke exposure, especially in enclosed spaces or vehicles, and ask the client to open the windows for ventilation

Report

Report any ongoing concerns about smoking-related risks to the brokerage team

How do I report smoking exposure?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



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All incidents involving smoking exposure must be reported and emailed to brokerage@lwb.org.au

The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.



Reporting Incidents

Common risks, hazards and exposures

Let's have a look at some common risks, hazards and exposures that can result in an incident.

Hazard Type	Examples
Manual Handling	Lifting, moving equipment, assisting with mobility
Slips, Trips & Falls	Uneven surfaces, clutter, wet surfaces
Infection Risks	Poor hygiene, exposure to bodily fluids, not using PPE appropriately
Aggression or Violence	From clients, staff or others in the home
Psychosocial Hazards	Working alone, emotional stress, unclear boundaries
Electrical & Chemical Safety	Unsafe equipment, cleaning products, not using RCDs

What do I need to report?

You must report:

You will find a link to reporting policies and practices in your Associated Provider Handbook

Any incidents or near misses

Any identified risks or hazards

No response to service

Feedback or complaints from yourself or clients

How do I report an incident, risk, hazard or exposure?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



All incidents, risks, hazards or exposure must be reported and emailed to brokerage@lwb.org.au



The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

Feedback and complaints

At LWB, we value open communication and continuous improvement.

You must share any feedback or complaints, whether from yourself or from the clients you support. This helps us deliver quality and safe services together.

How to provide feedback or lodge a complaint:

Phone: 1800 879 012 or 1800 792 359

Email: brokerage@lwb.org.au

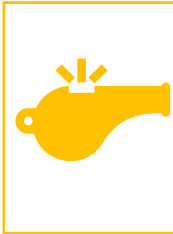
Click here to review our
[Complaints and Feedback
Management and Resolution
Policy Statement](#)

All Associated Providers are required to cooperate with any investigation and provide information requested in relation to complaints or concerns about their staff or services.

What will happen to me if I report something?



You may be asked to confirm, clarify, or LWB may request additional information about your report.



You are protected by Whistleblowers Protection under the Aged Care Act 2024.



This means people who report concerns about aged care services can speak up without fear of punishment or unfair treatment. You can find out more by reading the [Whistleblowers Protection – Policy Guideline](#)

Protecting older Australians

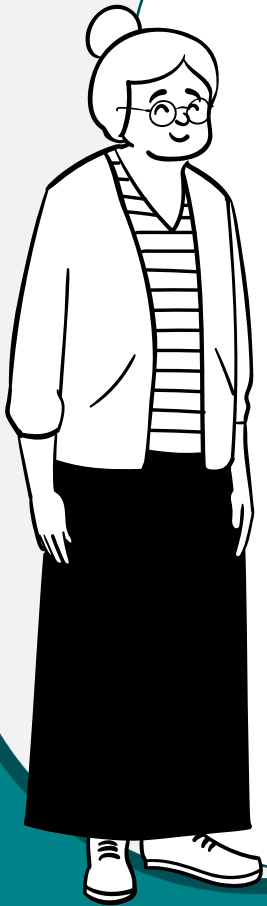


Protecting older Australians

In addition to reporting incidents, risks and hazards, no response to service, feedback or complaints, you are required to report any witnessed or suspected elder abuse, including:

- Sexual abuse
- Physical abuse
- Financial abuse
- Emotional abuse
- Psychological abuse or
- Neglect

You must report witnessed or suspected elder abuse within 2 hrs to **brokerage@lwb.org.au**



How do I report suspected Elder abuse?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



All incidents, risks, hazards or exposure must be reported and emailed to brokerage@lwb.org.au



The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

[Click here to read the associated provider - Fact Sheet - Protecting Older Australians from Abuse](#)

A close-up, low-angle shot of five children of various ethnicities and ages, all smiling and looking directly at the camera. They are huddled together, creating a sense of unity and joy. The lighting is bright and natural, highlighting their features.

Child Safe Standards



When delivering a service for older people, you may come across children in the home.

Under the Aged Care Act 2024, new Child Safe Standards have been implemented to ensure children remain safe at all times.

Life Without Barriers is committed to keeping children safe.

Life Without Barriers has a child safety statement outlined in your contract and the Associated Providers handbook.

What do I need to know about child safety

As an associated provider, it is important that you:

Ensure your workforce is suitably screened, trained and supported to ensure child safety

That you understand Life Without Barriers Child Safety Statement

You are familiar with Life Without Barriers' reporting and conduct expectations in relation to child safety

How do I report suspected child abuse?

Follow the Incident Reporting for associated providers – [Fact Sheet](#)



All suspected incidents must be reported and emailed to brokerage@lwb.org.au



The brokerage team will then add the incident to our Incident Management System (IMS) called iReport.

[Click here to read the Associated Provider Handbook](#)

What next?

- Now that you have completed this training you will need download and sign or digitally sign the Statutory Declaration – Health & Safety Individual and email it to brokerage@lwb.org.au

[Click here to access the Statutory
Declaration – Health & Safety
individual](#)

LIFE WITHOUT BARRIERS



LWBAustralia



Life Without Barriers



Life Without Barriers



Life Without Barriers

Aged care services - Care for you, designed by you.