

WHS Support Packages FAQ



This is not the Terms of Service. It's a simplified guide to help you understand your WHS Support Package in everyday language. It is based on the current Terms of Service (Version 2.0). If the Terms are updated, this FAQ may not always reflect the latest version — the Terms of Service always take priority.)

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Part 1 — Understanding Your Support Package

1. What exactly is included in my WHS Support Package?

Your subscription gives you monthly WHS support time from the Safety Forward team.

We use these hours to create meaningful progress in your business, not just answer questions.

Your support may include:

- WHS strategy, planning and prioritisation
- Reviewing or developing WHS management systems
- Creating, reviewing or improving WHS documents, policies, procedures and forms
- Leadership coaching and guidance — including identifying barriers and helping you break them down
- Preparing for and attending planned WHS support sessions, structured check-ins and strategic meetings (depending on package)
- Strategic risk assessment, risk review and improvement planning
- Incident response guidance and early-stage strategic support
- Workers compensation and return-to-work guidance (strategic support, not case management)
- Officer obligations training, safety committee training and WHS education (Safety Plus & Safety Leader)
- Project-based WHS work within your monthly hours (e.g., system development, improvement plans, readiness work)
- Email-based guidance and support
- Proactive independent progress on your WHS system
- Liaising with suppliers or external providers (e.g. your WHS platform provider, contractors) to support WHS project delivery
- Collaborating with subcontractors or principal contractors where needed to align expectations or progress agreed WHS actions
- Supporting WHS-related communication, planning or implementation within the scope of your hours

2. What is not included in my subscription?

Your subscription does not include:

- day-to-day WHS administration
- daily operational risk control or assessment
- formal incident investigations
- ongoing workers' compensation case management
- preparing documents for regulatory notices



- maintaining WHS registers, records or operational logs
- acting as your WHS Officer, WHS Manager or PCBU

Day-to-day WHS belongs with you and your internal team. Some of the items outside your subscription require ongoing operational effort from your business or organisation.

Other items in this list require considerably more hours and input than your subscription allows. If you do need our help in these areas, we will always work with you to see whether there is a way we can support.

We will be upfront about:

- what is possible within your package,
- what sits outside it, and
- what options are available if you want additional help.

Where something falls outside scope, we will still always support you strategically, helping you understand what to do, how to move forward, and what good practice looks like. Our goal is to equip you, guide you, and give you the clarity and confidence to manage these responsibilities effectively within your business.

3. What do I need to do as a client?

To achieve the best outcomes, we need to work together. We ask that you:

- provide accurate and complete information
- supply requested documents, access and approvals
- attend and participate in booked meetings
- share feedback in a consolidated way where possible
- take responsibility for implementing WHS actions and controls in your business
- let us know when things change in your business

4. What is your role, and what is ours when it comes to WHS?

We will help you understand your WHS responsibilities and build the systems, processes and structures that support you in meeting them. This includes helping you:

- interpret your obligations
- clarify what good practice looks like
- design WHS systems that are practical, workable and tailored to your business
- guide and coach your leaders



- strengthen your documentation
- support you to embed the right behaviours and processes

Our job is to make WHS easier to understand, easier to action and easier to manage. Your job is to apply the systems, coaching and advice we provide, lead your people and ensure WHS systems and controls are implemented consistently in your workplace every day.

See Terms **3.1–3.11**.

Part 2 — How Your Hours Work

Your subscription includes a set number of support hours per month. We use these hours transparently, fairly and in alignment with the needs of your business.

5. How do we measure your used hours?

We record time based on the activities required to move your WHS work forward.

Same activity, same time = one time entry

Sometimes it's beneficial for two Safety Forward team members to work together (e.g., dual expertise, faster progress, quality assurance).

When this happens:

- You are only charged one time entry.
- You are never double-deducted simply because more than one consultant is present unless agreed in advance.

You are never double-deducted simply because more than one consultant is present, unless this has been clearly discussed and agreed with you in advance.

Different activities = separate time entries

Separate tasks require separate time, such as:

- meetings
- preparation work
- document development
- email follow-up
- coaching employees
- reviewing information
- progressing deliverables
- liaising with suppliers or contractors



Ultimately, you are paying for outcomes, not headcount and we track time accordingly.

6. What is “banking” hours?

Banking simply means we hold some of your hours and use them in a larger, more focused block of work when it benefits your outcomes.

We use banking when:

- a chunk of work is better completed in one go
- you want more substantial project progress
- we need to deep-dive on your WHS system
- a workshop, training session or larger deliverable is coming up

Banking hours does not mean you lose anything. it means we’re allocating your time strategically to deliver better results.

We actively monitor banked hours and will always keep you updated on:

- how many hours you have banked
- when we plan to use them
- what deliverables they will support

You’re never left guessing where your time is going.

See Clause 4.8.

7. What is “borrowing” hours?

Borrowing means using up to one month of future subscription hours when you need progress faster.

Borrowing might be needed when:

- you’re preparing for an audit
- an incident occurs
- more hours are needed to accelerate a project
- timing is critical



In these situations, we can “borrow” up to one month of future hours from your subscription.

Key points:

- borrowing is capped at 1 month ahead.
- borrowed hours are part of your subscription
- there are no extra charges
- we only borrow when timing requires it
- if we borrow from future hours to meet an immediate need, we simply pause the rest of our work until you have more hours in the bank.

See Clause 4.8.

8. When do additional charges apply?

Additional charges only apply when you choose to go beyond:

- your monthly hours and
- the one-month borrowing allowance

This only happens when your needs cannot fit within the scope of your package, for example:

- you need more than one month of future hours at once
- a project needs to move significantly faster than your subscription normally allows
- your business enters a period of unusually high WHS demand

Our goal is always to keep you within your subscription hours. We plan and deliver work carefully, so you get the support you need without additional charges wherever possible. We keep this “top-up” option available because when we have the capacity, we want to support you in whatever way you need, especially during higher-pressure periods in your business.

We actively plan work to stay inside your package wherever possible. If extra hours are needed:

- we explain the situation
- we get your approval before doing anything

No surprises. No hidden charges. Always your choice.

Additional hours are billed at **\$225 + GST per hour**.

See Terms **10.3 & 4.8**.



Part 3 — Maintaining Momentum

9. What if I need to slow the pace down for a while?

We are committed to maintaining momentum in a way that works for your business, not penalising you if you need to divert attention from time to time or if other priorities take over. We understand that WHS sits alongside everything else happening in your business.

We also understand that businesses have natural ebbs and flows. We flex our focus up and down to suit what's happening in your world, and we ask for that same flexibility in return. This is a long-term strategic partnership, and the more we work together with openness and responsiveness, the better the outcomes for both sides.

However, if we are prevented from progressing work because:

- you are unavailable
- you do not respond
- you withhold required information
- you do not attend scheduled meetings
- you do not provide instructions we need

....then unused hours for that month might not be carried forward.

This clause is not about a single missed email, a slower week, or normal delays. It applies only when disengagement seriously impacts our ability to deliver our services to you.

This clause protects the structure of the service; it's not designed as a penalty.

Our intent is always collaborative. As long as we're communicating, even intermittently, and working together as a team, we are very unlikely to ever enforce this clause.

See Terms 4.9 & 4.11.

10. Do you really maintain momentum for us?

Yes. Momentum is the entire purpose of your subscription. It's why our services are packaged the way they are, because meaningful WHS change happens over time, with consistent support, guidance and strategic pressure in the right places. Working with us over a longer period gives you significantly greater impact, clarity and progress.

Here's what that looks like in practice. We:



- progress work independently — you don't have to drive everything
- keep your WHS priorities moving even when your internal attention shifts
- help you stay organised and focused on what matters most
- check in regularly so nothing stalls or slips
- keep you accountable without overwhelming you
- maintain consistent traction so your WHS system evolves, strengthens and embeds

We don't sit on our hands.

We don't wait for you to chase us.

We work proactively and strategically to move safety forward in your business.

Part 4 — Subscription Terms

11. Why am I locked in for 12 months?

The 12-month commitment is intentional. We go far deeper than paperwork. We help you build systems that drive clarity, culture and commitment across your business.

To do this we need to invest deeply in understanding:

- your business
- your people
- your leaders
- your culture
- your pressures, priorities and constraints

This depth of understanding is what allows us to support you with real impact, not just paperwork to tick boxes. WHS transformation is not something that can be meaningfully achieved in a few weeks; it requires consistency, commitment and time.

By working together over a longer period, we build the momentum, trust and clarity needed to strengthen your systems, uplift your leaders and embed change that sticks.

12. Can I cancel or renew my subscription?

Your subscription runs for an initial 12-month term.



Before your renewal date, we schedule a review conversation to explore:

- the impact achieved
- your goals for the next 12 months
- the work still ahead
- whether continuing will deliver meaningful value to you

After each subscription term:

- Your subscription will automatically renew month to month unless you cancel.
- If you do wish to cancel, you simply provide 14 days' notice before your renewal date.

We structure renewals this way because the work we do together is long-term and strategic. Most clients choose to continue because momentum builds year on year, and the support becomes more tailored and impactful as we get to know your business deeply. If you are continuing, we will roll you into a new subscription.

If we are nearing the end of your WHS transformation journey and the work is naturally winding down, we will proactively discuss whether it makes sense to continue, lighten the support, or step out of the subscription entirely. We will never suggest continuing just for the sake of it; we continue working with you where there is real value to add.

13. Can I upgrade or move between packages?

Yes — upgrades are possible, and many clients choose to move up a level once they see the momentum and impact we create together.

If you need more hours, more strategic support, or more hands-on progress, a higher package is usually the most effective and efficient way to get that support. It gives you more access, more progress and more space to move your WHS priorities forward.

Because our support is high-touch and personalised, upgrades do depend on our team's capacity at the time. If you're even *considering* moving up, please tell us early — upgrades are much easier to secure when we can plan them in advance.

We'll always do our best to accommodate you, but we won't take on an upgrade unless we can deliver the additional support properly and sustainably.

If immediate capacity isn't available, we'll discuss alternatives such as strategic reprioritisation or short-term additional hours — but these options are usually less cost-effective than upgrading.



Part 5 — Maximising Value

14. How do I get the most value from my subscription?

You'll get the greatest impact when you:

- are responsive (not instantly — just enough to keep work flowing)
- book collaborative sessions
- send edits or feedback in consolidated batches
- let us know early when timing matters
- update us on business or leadership changes
- ask for help early rather than waiting until something becomes urgent

Early guidance always delivers better outcomes than crisis response. Your WHS subscription is designed to keep you ahead, not in crisis mode.

Your WHS subscription is designed to keep you ahead, not in crisis mode.

The earlier you bring us in, the more value, clarity and strategic impact you will get from your package.

Version & Terms of Reference

You can find our full Terms of Service on our website at www.safetyforward.com.au

Your subscription is governed by those terms, and this FAQ simply explains them in plain English.

Version Reference

- This FAQ is accurate as at Version 2.0 of the Safety Forward Terms of Service (last updated 17 November 2025).
- We may update our Terms of Service from time to time.
- When that happens, this FAQ may not immediately reflect those changes.
- If there is ever any difference between this FAQ and the Terms of Service, our **Terms of Service** is