



Our Safety Focus 2026

Choose safety – at work & beyond



Our Safety Focus 2026 Collaboration



Our Safety Focus is an annual safety training package delivered to all Downer Rail & Transit Systems employees. The development was a collaboration by Downer, Sentis and Visual learning. The training focused on a whole of self approach to safety incorporating physical and psychological safety along with at work and at home. Each business provided the key elements to make this one of the most well received Safety Training provided by Downer evidenced by Employee feedback on the following page.



Choose safety – at work & beyond



Providing the overall approach and framework to the development, aiming the training to be relevant to every individual regardless of role or position. Downer focused highly on the trainee targeting “Whole of self”. Engaging employees to participate in videos, provide their own “at home” safety videos aiding in the successful delivery of a truly holistic focus on safety “at work & beyond”.



Providing several of the concepts throughout the training including a positive approach to safety, PB5, and Safety as a currency, Sentis addresses the physical, social and psychological aspects of safety, resulting in an environment that supports each individual to bring the best of themselves to work



Providing the means of pulling the vision together, Visual learning developed the product aligned with Downer branding, engaging visuals and animations providing each user with a professional safety training package that was interactive, flowed seamlessly, and met the needs of all stakeholders.

Our Safety Focus Feedback

What our team said...

“The content was engaging, and light-hearted, yet still communicating **the importance of Safety** both at work and at home. The attention to our own mindsets and the very real examples provided **helped me consider how I think about safety** differently than I have in previous years.”

“**We are whole people with lives outside of work.** This recognised that. And I didn't know EAP had all those extra things available to me — that alone made the session valuable.”

“I liked the mix of videos and links to practical examples, plus explaining **how to look after one's mental health as part of safety.** This made the module engaging and relevant to everyday life.”

“**Excellent viewpoints, and parallels between work and home.** The personal videos were superbly done and really strengthened the personal connection aspects.”

Voice of Our People

Our Safety Focus 2026 was consistently described by our people as engaging, relatable, and genuinely meaningful. Employees valued the strong connection between safety at work and safety at home, noting that the use of real Downer people, personal stories, and practical scenarios made the learning authentic and easy to connect with. Many reflected that the focus on mindset, wellbeing, and everyday behaviours prompted them to stop and think differently about safety in their own lives, not just in the workplace. The interactive format, short and purposeful videos, and clear messaging were repeatedly highlighted as making the training easy to understand, relevant to everyone, and one of the most impactful safety conversations they have experienced

46%

505 out of 1098 employees who completed training online provided voluntary feedback

87%

Highly Satisfied / Satisfied



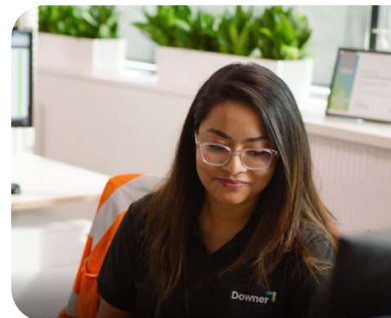
12%

Neutral



1%

Dissatisfied



Downer SAFE + Consulting Services



With over 155 years of experience in rail, Downer is now offering dedicated safety consulting services.

Downer's Safe+ Consulting Services business aims to empower industry partners to enhance your safety performance.

By leveraging our extensive experience, we translate decades of lessons learned into practical solutions that build safer, more resilient workplaces. Our track record speaks for itself, with industry-leading outcomes and positive customer feedback.

SAFE + Consulting Services

Empowering your safety performance



Let's work together

Partner with Downer to strengthen your safety strategies and drive real results.

Visit www.downergroup.com/scs or scan the QR code enquire today.





Cultural Transformation

We help businesses cultivate a safety-first culture through proven strategies, enhancing worker engagement and leadership focus.

Our services include:

- Strengthening workforce participation in safety initiatives.
- Improving management and frontline leadership engagement.
- Identifying key safety indicators to drive performance improvements.
- Enhancing communication between management and workforce.
- Strengthening critical thinking for safety and organisational change management



HSQ Assurance

We ensure consistency, compliance, and continuous improvement in Health, Safety and Quality standards.

Our expertise includes:

- Developing repeatable, output-focused strategies.
- Conducting assurance reviews and audits to optimise processes.
- Identifying best practice and opportunities for improvement.
- Providing reviews and guidance on risk tolerability and acceptance processes
- Supporting ALARP/SFAIRP safety case development and reviews



Due Diligence

We help drive accountability and governance across leadership, to support compliance and continuous improvement.

Our expertise includes:

- Establishing clear leadership accountability for safety.
- Developing knowledge-sharing frameworks within governance committees.
- Conducting governance reviews to assess process effectiveness.
- Supporting organisations in achieving Safety and Quality certifications.
- Providing guidance on robust Safety Control and Management frameworks



Sustainable improvement

We support businesses in managing safety systems effectively, ensuring operational excellence which are sustainable.

Our expertise includes:

- Conducting gap analyses to identify system weaknesses.
- Addressing organisational failures with corrective/preventive actions.
- Managing change with a structured safety approach.
- Providing end user focused solutions to meet regulatory requirements.
- Developing and embedding business continuity and operational resilience strategies

Cultural Transformation

Together we can help businesses cultivate a safety-first culture through enhancing not only the processes and systems in place but also the psychological approach of the people using them..

Downer SAFE+

Focusing on improving the processes and systems in place to meet business needs through:

- Strengthening workforce participation in safety initiatives through system improvements
- Improving management and frontline leadership engagement through proactive initiatives
- Identifying key safety indicators to drive performance improvements for systems
- Enhancing communication tools between management and workforce
- Strengthening critical thinking for safety and organisational change management



Sentis

Focusing on the attitudes and behaviors that drive safer choices at work, and the leaders who shape them through:

- Measuring safety culture and leadership effectiveness through validated diagnostic tools
- Developing leaders at every level to influence safety culture through psychology and human-insight
- Changing attitudes and behaviours that sit behind unsafe decisions and incidents
- Delivering training and coaching grounded in positive psychology and real-world application
- Creating conditions for culture change that sticks, long after the program ends

Rules don't change behaviour. People do.

That's why Downer partnered with Sentis — to create a culture where people choose to work safely.



- **THE SCIENCE**

- **Forget what you know.**

- This isn't compliance training. It's built on how your brain actually works—the psychology behind why people make the choices they do.

- **THE TEAM**

- **The Best in the Business.**

- Psychologists, industry experts, facilitators — every person involved understands your world and is passionate about getting it right.

- **THE TRACK RECORD**

- **Proven. Repeatedly.**

- This approach has been changing how people think about safety for over two decades. Not because they're told to, but because they want to.

What is **Positive Safety**?

More than reducing harm. It's improving how people experience work.

ATTITUDES. NOT JUST ACTIONS.

It starts with how people think. Most safety programs focus on what people do. Positive Safety focuses on why — the attitudes and mindset that drive behaviour in the first place.

THE WHOLE EXPERIENCE.

Physical. Psychological. Social. Safety isn't just about hazards and hard hats. It's about resilience, trust, relationships and how supported people feel at work, across every dimension.

BEYOND COMPLIANCE.

A culture, not a checklist. Positive Safety creates workplaces where people don't just follow the rules — they take ownership of safety because they understand why it matters.



sentis

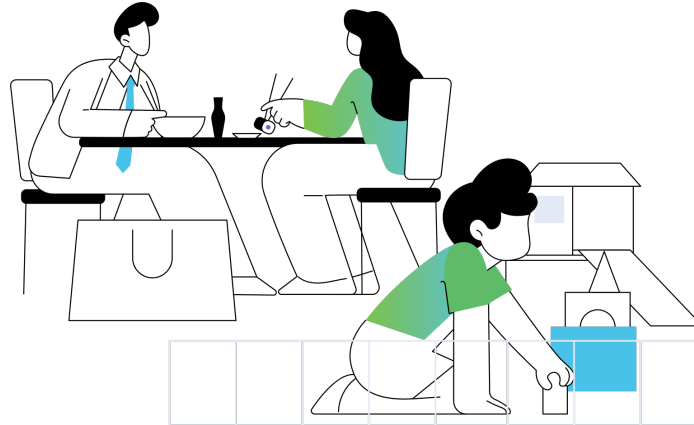
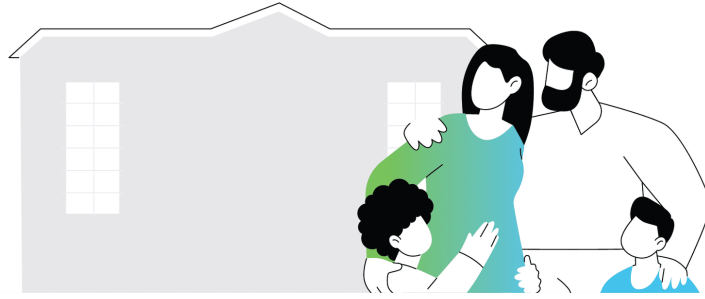
Vlearning

Learning Design for Safety

		Suitable for Print	Suitable for Websites	Social media	E-learning (LMS)	Data projection (onsite)	Video Conferencing	Professional support
1	Graphic design: Style guides, safety infographics	●	●	●	●	●	●	
2	Digital illustration: Instructional and aesthetic illustrations	●	●	●	●	●	●	
3	Animation for Learning: Instructional and informational animations for safety		●	●	●	●	●	
4	E-learning: Course design and development for online delivery		●	●	●			
5	Presentation resources: Visual resources for virtual or projected delivery	●				●	●	●
6	Professional development: PD for safety facilitators in visual learning design				●	●	●	●
7	Consultancy: Strategic planning and implementation for digital learning safety projects							●

Contact: Tim Austin

tim@visualearningdesign.com

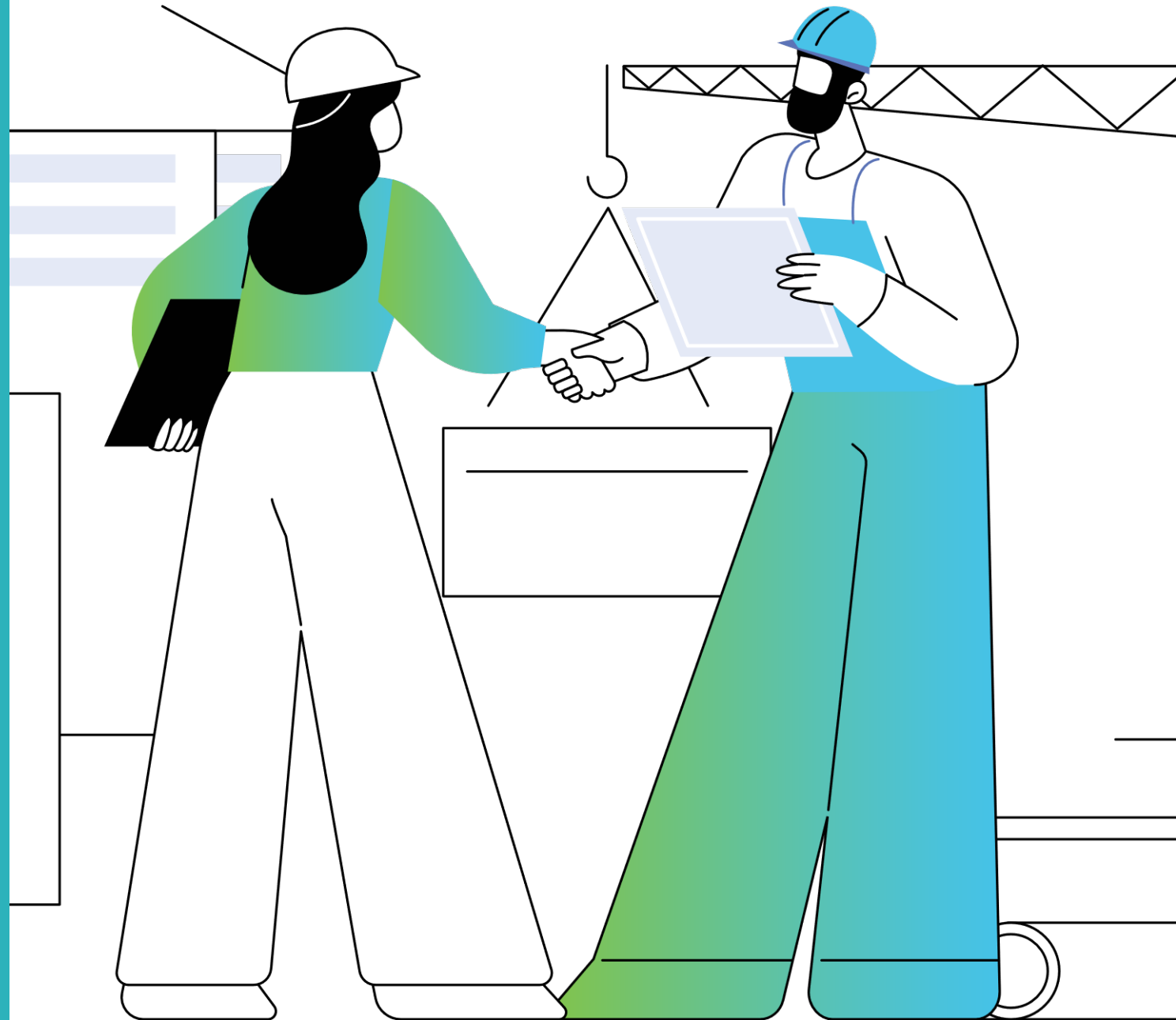


Our Safety Focus 2026
Choose safety – at work & beyond

Downer 

OSF 2026

Module 1:
Safe at Work



Safe at Work – Positive Safety explores how a proactive mindset and personal accountability can transform workplace safety. Through reflection, leadership principles, and real-world scenarios, this course helps learners understand that safety isn't just a rule — it's a choice and an investment in what matters most. Participants will discover how their attitudes, decisions, and everyday actions shape a positive safety culture at work and beyond.

This **10-minute** course provides an overview of positive safety culture and the key attitudes, behaviours, and actions that help prevent workplace incidents.

Lessons to cover:

Intro: Why is this module important to you?

Topic 1: A Positive Approach to Safety

Topic 2: Self Reflection

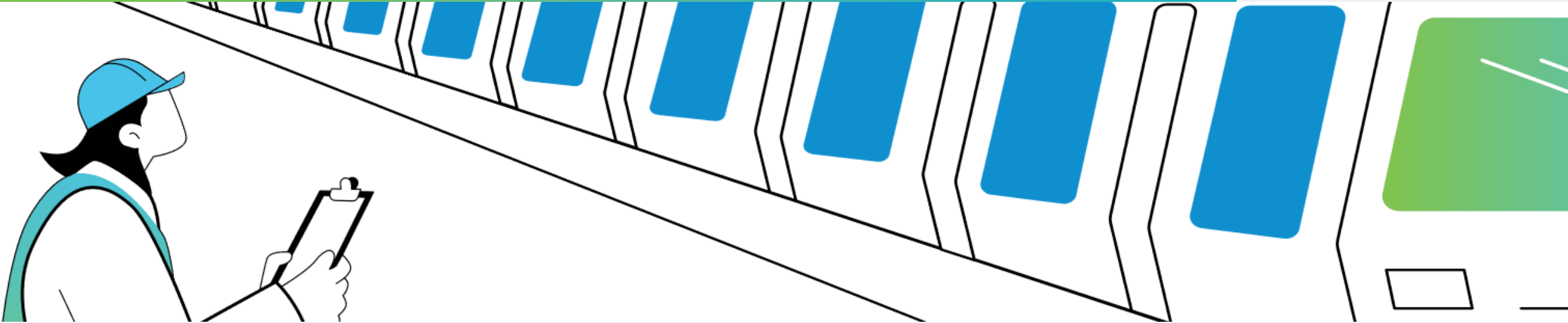
Topic 3: Safety as a Currency

Scenario

Summary

This module incorporates Sentis frameworks and concepts, including Positive Safety, Safety as a Currency, PB5, ABR, and the Safety Culture Model. These remain the intellectual property of Sentis and may not be reproduced, modified, or rebranded without permission.

Introduction



Safe+ is about protecting the whole you, at work and beyond. Safety isn't just about avoiding physical harm; it also includes looking out for each other's wellbeing. We're all responsible, and the choices we make at work and home affect both our physical and mental health.

Learning outcomes

By the end of this course, you will be able to:



Explain how a **positive mindset** and **proactive leadership** influence a **strong workplace safety culture**.

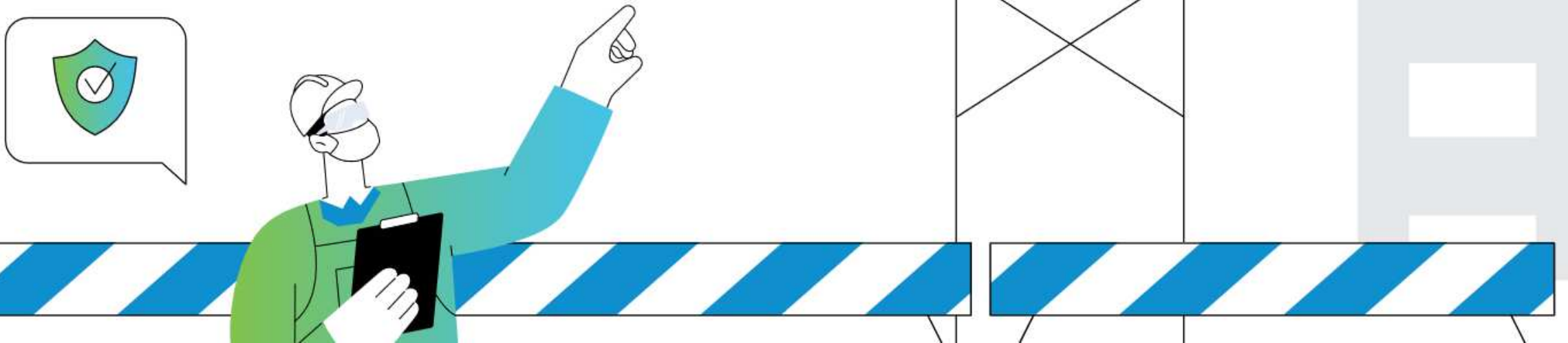


Apply **self-reflection** to recognise how personal attitudes and behaviours **impact safety performance**.



Describe how viewing **safety as an investment** helps protect what matters most at work and in life.

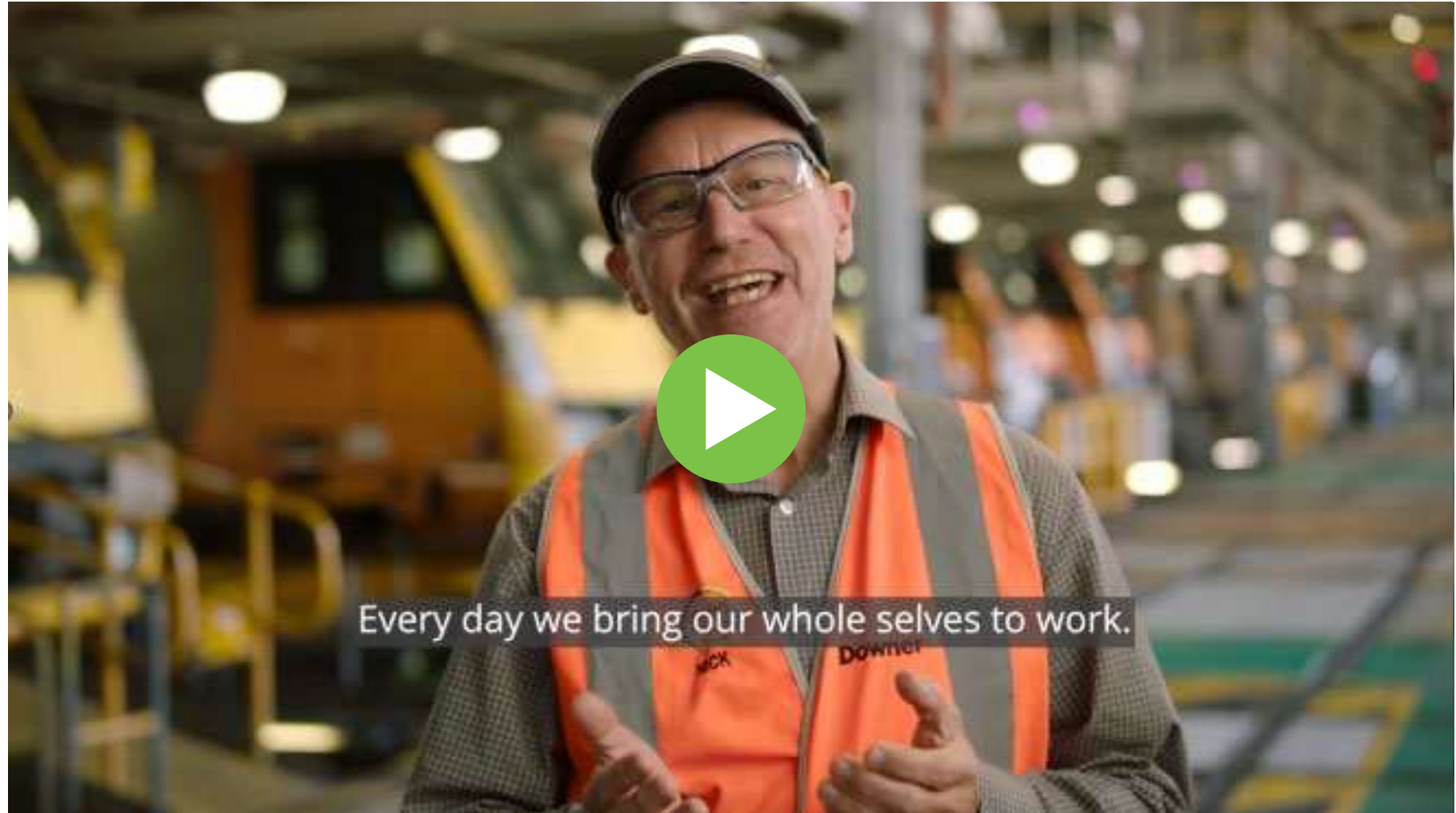
Topic 1: A Positive Approach to Safety



Consider this: *What if people chose to implement safety processes because they wanted to, not because they had to?*

Topic 1: A Positive Approach to Safety

Before we get a start on this topic, take a moment to watch this video.



Topic 1: A Positive Approach to Safety

Workplace health and safety has improved dramatically over the past few decades. Yet, there's still more work to be done. We are still seeing serious incidents and fatalities across industries, year on year. So, what needs to change?

In many ways, the answer often lies within us - the people designing the systems, the people doing the work, the people controlling the risks, and the people overseeing the work. The way we **think**, the **decisions** we make, and the **influence** we have on each other, all play a part.



Investing in Safety Culture

When we come to work, our safety is influenced by four key things. Take a moment to watch this video for an overview of these 4 points.



Investing in Safety Culture



Leadership

Person

Practices

Environment

<p>Leadership</p> <ul style="list-style-type: none"> ▪ Role modeling ▪ Actively caring ▪ Supporting ▪ Recognising ▪ Challenging ▪ Collaborating ▪ Inspiring ▪ Vision 	<p>Practices</p> <ul style="list-style-type: none"> ▪ Policies ▪ Procedures ▪ Risk Assessments ▪ Toolbox Talks ▪ Standards ▪ Training ▪ Safety ▪ Interactions
<p>Person</p> <ul style="list-style-type: none"> ▪ Skills ▪ Teamwork ▪ Intelligence ▪ Knowledge ▪ Motivation ▪ Attitudes ▪ Abilities 	<p>Environment</p> <ul style="list-style-type: none"> ▪ Skills ▪ Teamwork ▪ Intelligence ▪ Knowledge ▪ Motivation ▪ Attitudes ▪ Abilities

We need each of these components working together to keep us safe

A Focus on the Person Component

Most of us go to work each day with the intention of staying safe throughout that day. Yet we can make errors along the way. It may be an error in the writing of procedures, in the engineering of a work site, or in the day-to-day decisions we make regarding safety. All of these things impact our safety. **This is why the Person component is important to focus on.**



Activity: Helpful or Unhelpful

Sort the cards into **Helpful Attitudes** and **Unhelpful Attitudes** based on whether each statement supports or hinders safe behaviour.



Helpful

Helpful attitudes help us to achieve our goals.



Unhelpful

Unhelpful attitudes hinder us from achieving our goals.

The job doesn't seem safe; I'll get more information before I start anything.

Nothing bad has happened so far, so what's to say it will ever happen?

I can't control my safety, if something happens, it happens!

I act as my own safety officer; I'm not paid enough to bleed!

Nothing is that important that I would risk my life for it.

My safety is more important than pleasing someone else.

The Safety Department's job is to keep me safe.

If we didn't take risks and push the boundaries of safety, we'd never get ahead.

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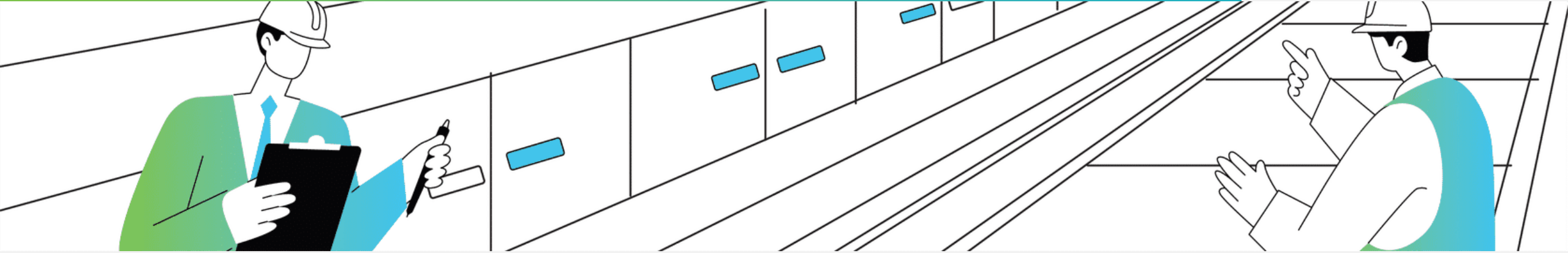
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Topic 2: Self Reflection



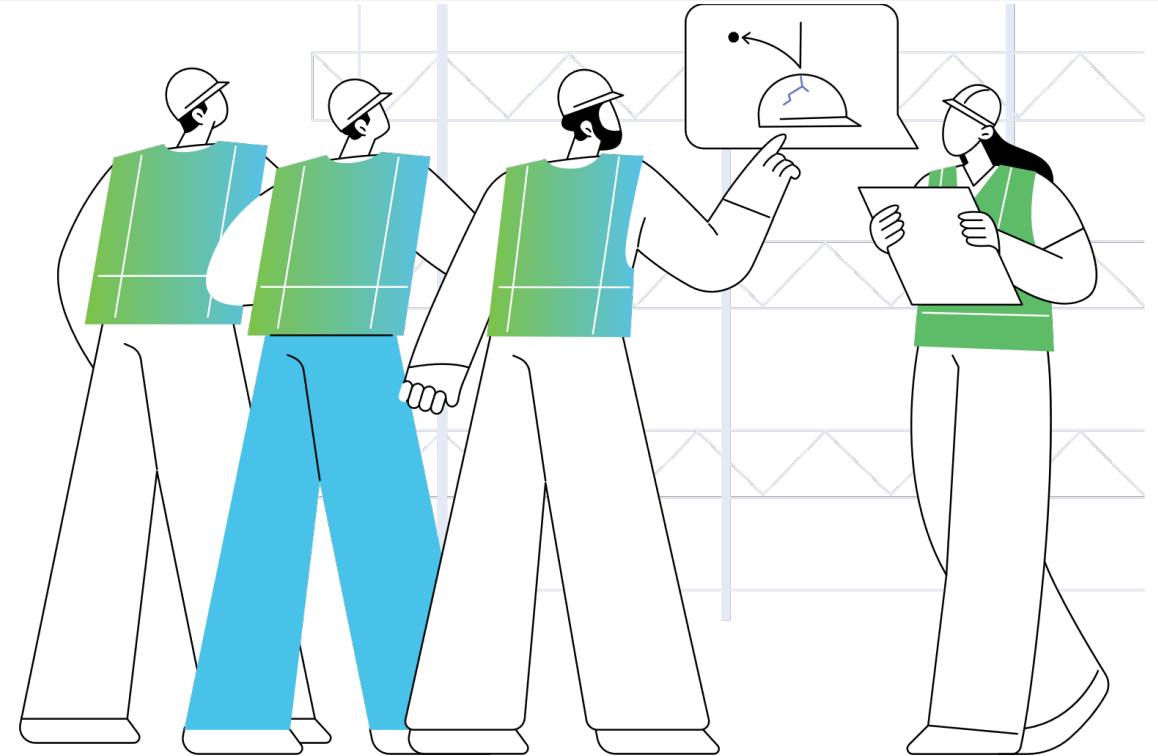
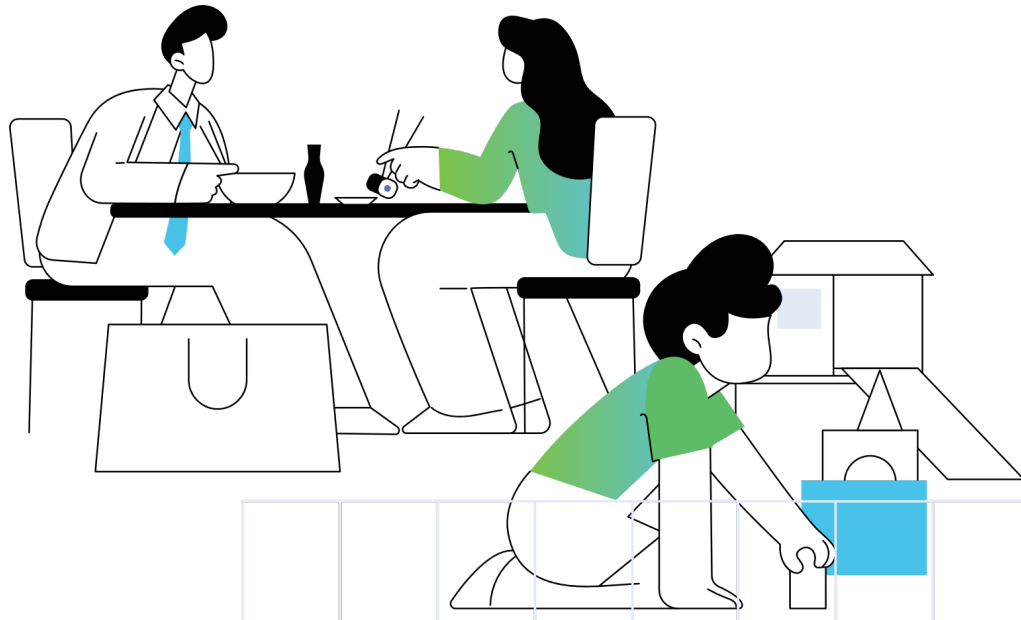
What results are you getting when it comes to safety?

What attitudes do you currently have that might be:

- Helping you to achieve your safety goals?
- Holding you back from improving your safety culture or performance?

Why is Safety Important for You?

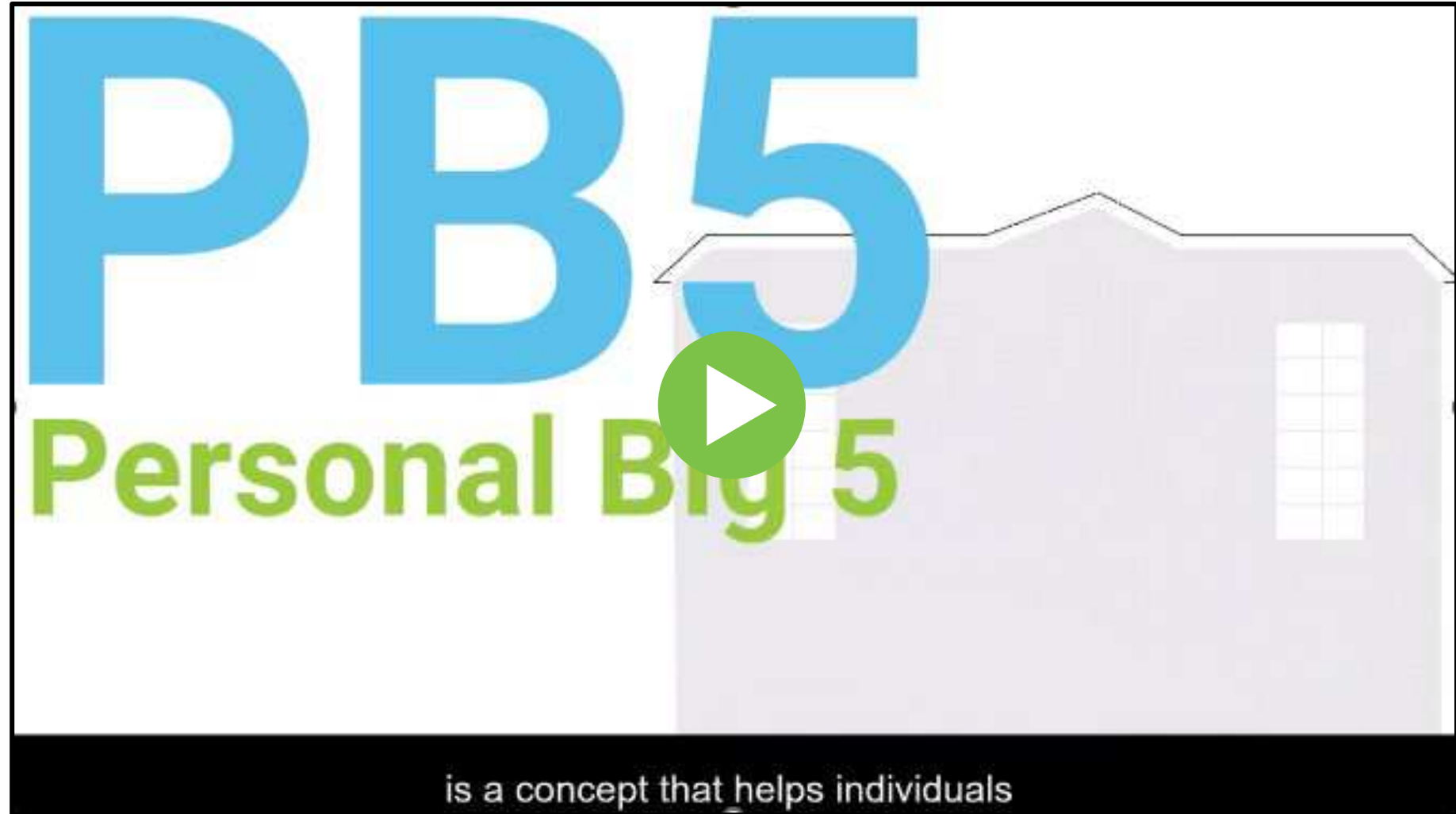
Sometimes people say that **safety takes too long, costs too much or gets in the way of getting the job done.**



We would like to offer a different way of thinking: **that safety can be seen more like a currency; a way to invest in the things that are most important to you.**

Personal Big 5

The PB5 is one method that may help you focus on the things that matter most to you. Take a moment to watch this video to find out more about PB5.



Personal Big 5 (PB5)
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Personal Big 5

Your PB5 can include:



Family

Parents, children, spouse, or siblings who give you love, support, and belonging.



Friends

People who offer companionship, laughter, and encouragement.



Health

Taking care of your body and mind, staying active, and maintaining balance.



Career or Learning

Pursuing meaningful work, growth, and self-improvement.



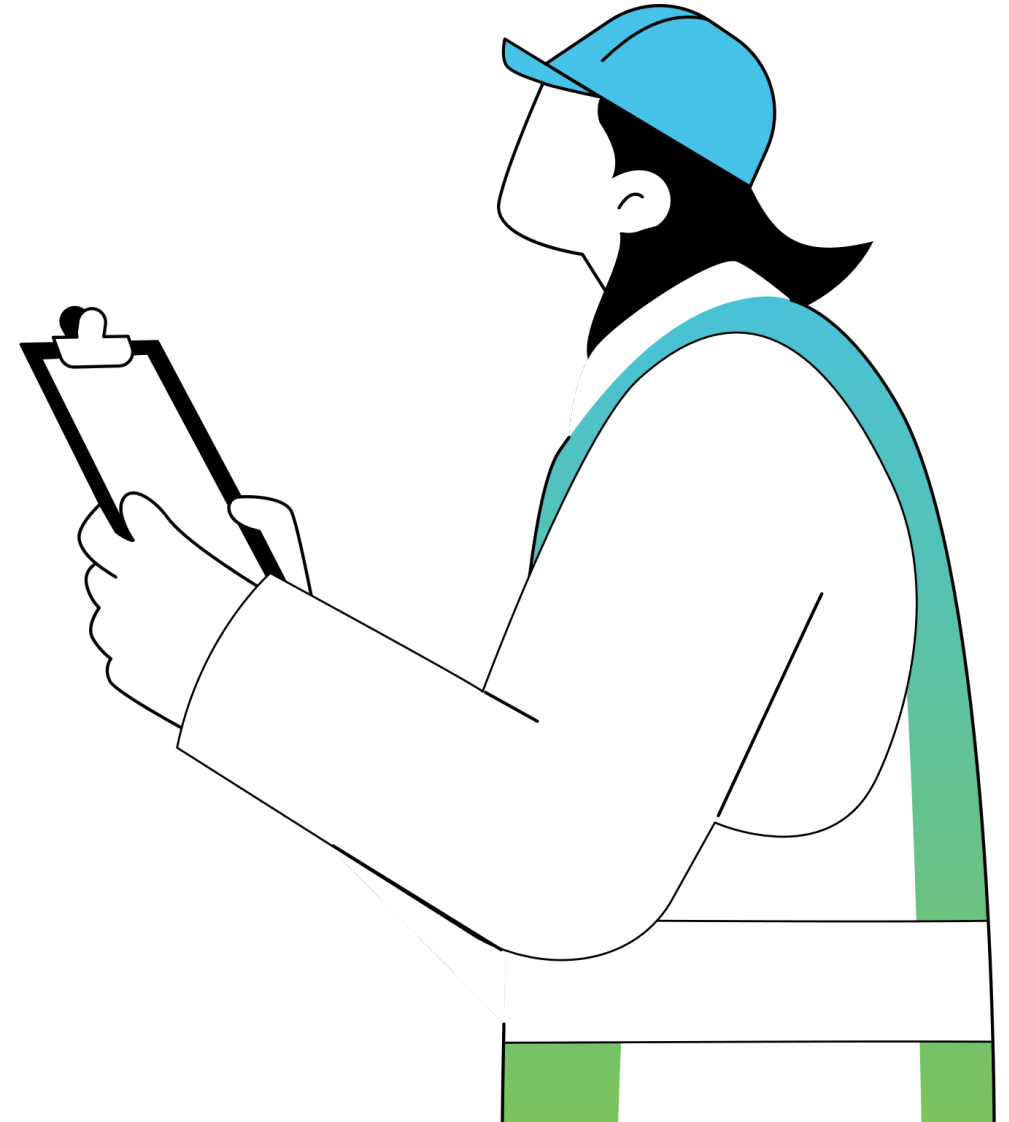
Faith or Purpose

Your beliefs, spirituality, or sense of contribution to something greater.

Personal Big 5

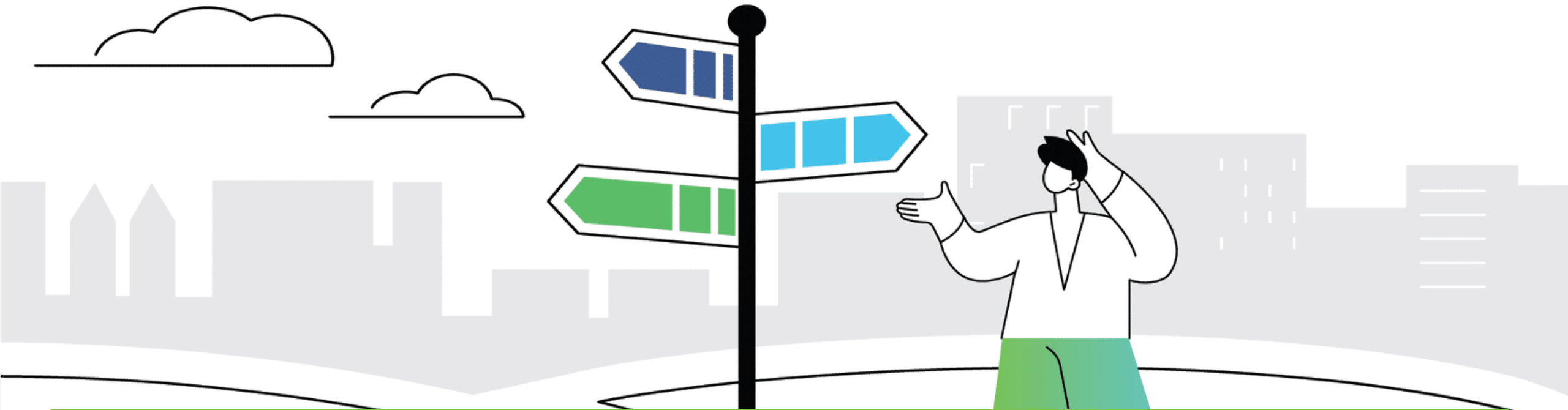
Purpose of Identifying Your PB5

- ✓ **Prioritise** what truly matters when life gets busy or stressful.
- ✓ **Align** your goals and actions with your core values.
- ✓ **Reflect** on whether you're giving enough time and energy to what's important.
- ✓ **Strengthen** emotional wellbeing and personal resilience.



Topic 2: Self Reflection

With every decision you make for your work, safety, or wellbeing, reflect on the potential impact your decision may have on your PB5.



An important step towards safety excellence is to make the conscious decision to take charge of your safety and to influence the safety of those around you.

At the end of the day, it's your brain and your safety. So, you're the best person to be responsible for looking after it.

Topic 3: Safety as a Currency



*Safety can be seen as a very positive and valuable tool when we consider the **"What's In It for Me"**.*

Topic 3: Safety as a Currency

Doing a job safely, following the procedures and completing the task in a professional, considered and 'switched on' manner can take more time and effort than doing it in the quickest and easiest way. But, what can we gain by doing so?

When you choose to work safely, you have a much greater likelihood of going home safe. Your investment of time and energy into doing a job safely brings you a valuable return: the ability to go home safe and well to your Personal Big 5, the people and things that matter to you most.

Did you know?

A study found that while 90% of workers said they would give co-workers feedback on at-risk behaviours, only 60% reported that they had done so when faced with the situation.





What can I do?

Because of the brains love to answer questions, asking ourselves questions can be a powerful way to focus our attention.

Consider the following questions:



What are my reasons for choosing to work safely today?



What's the ROI? - the Return On Investment - when I invest my time and energy into doing a job safely and professionally?



How can I switch on today to make sure I get home to my PB5 tonight?

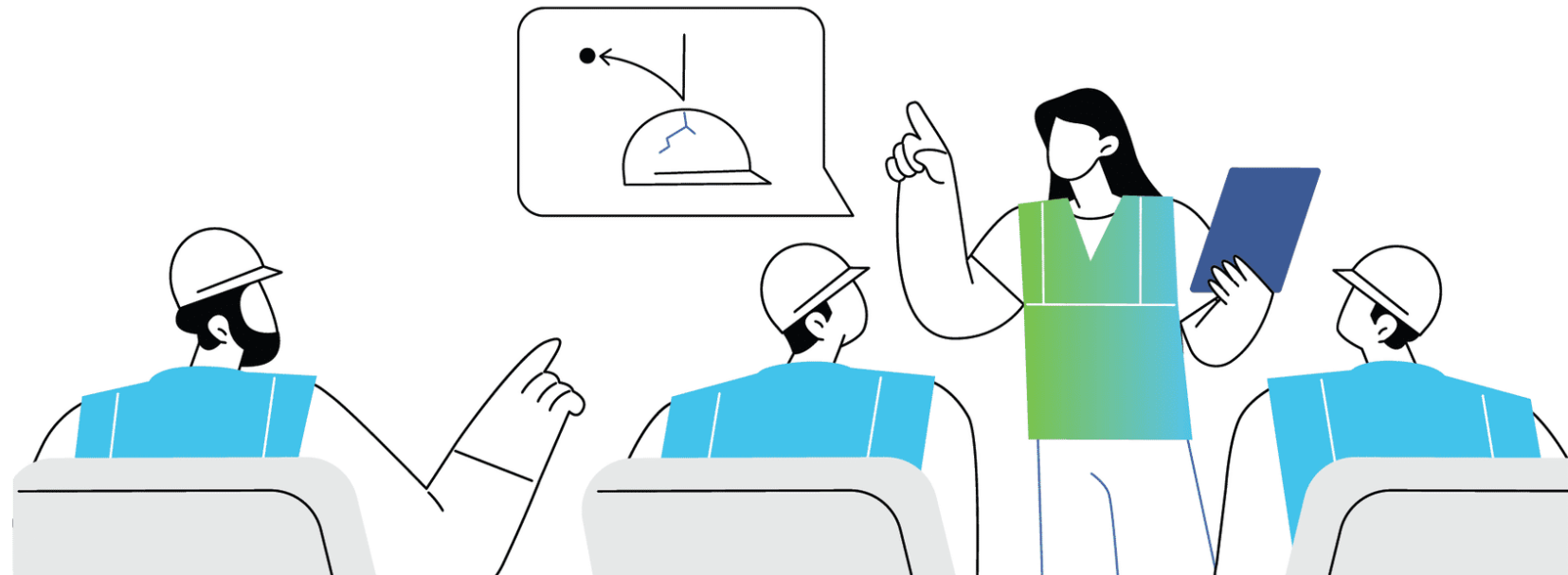
Working Together for Our PB5

To speak, or not to speak. That is the question.

Have you ever seen a co-worker engaging in unsafe work practices? Maybe they are not wearing appropriate PPE. Have you ever worked in conditions that you felt were unsafe, or noticed hazards in the environment that no-one else seems to mention?

So what do you do? These are often the moments when we have an internal struggle: **"Do I say something? Do I speak up about this, or not?"**

Whether or not people speak up about unsafe workplaces or unsafe acts can be influenced by a lot of things, but probably the biggest influence is culture.



Where is your focus?

If we focus on what might happen if we do say something, chances are we'll talk ourselves out of it. But what happens when we focus on what could happen if we don't? What questions pop up then?



What if he was injured doing that, and I didn't say anything?



How would I feel if I saw this coming, and did nothing?



How might my turning a blind eye influence others?



Is ignoring this helping create a culture where we all look out for each other?

That change in focus leads to an entirely different perspective.

What can I do?



Next time you see something concerning in the workplace.

Consider your choices.

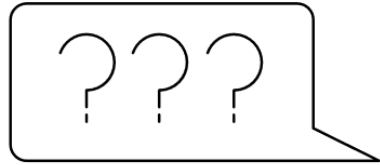
Choosing to see safety as a currency means that you recognise safety buys you time and experiences with your PB5. But consider this: speaking up and looking out for your mates has another return on your investment of time and energy. It helps drive a culture of mateship.



Next time you find yourself at the crossroad.
Ask yourself.

Do I choose courage over comfort?

Do you do the right thing, or the easy thing? We all have a part to play in creating a strong, safe and caring culture. Speaking up is what mates do.



Your Choice:
A Day in Liam's Life

The Morning Routine (Home)



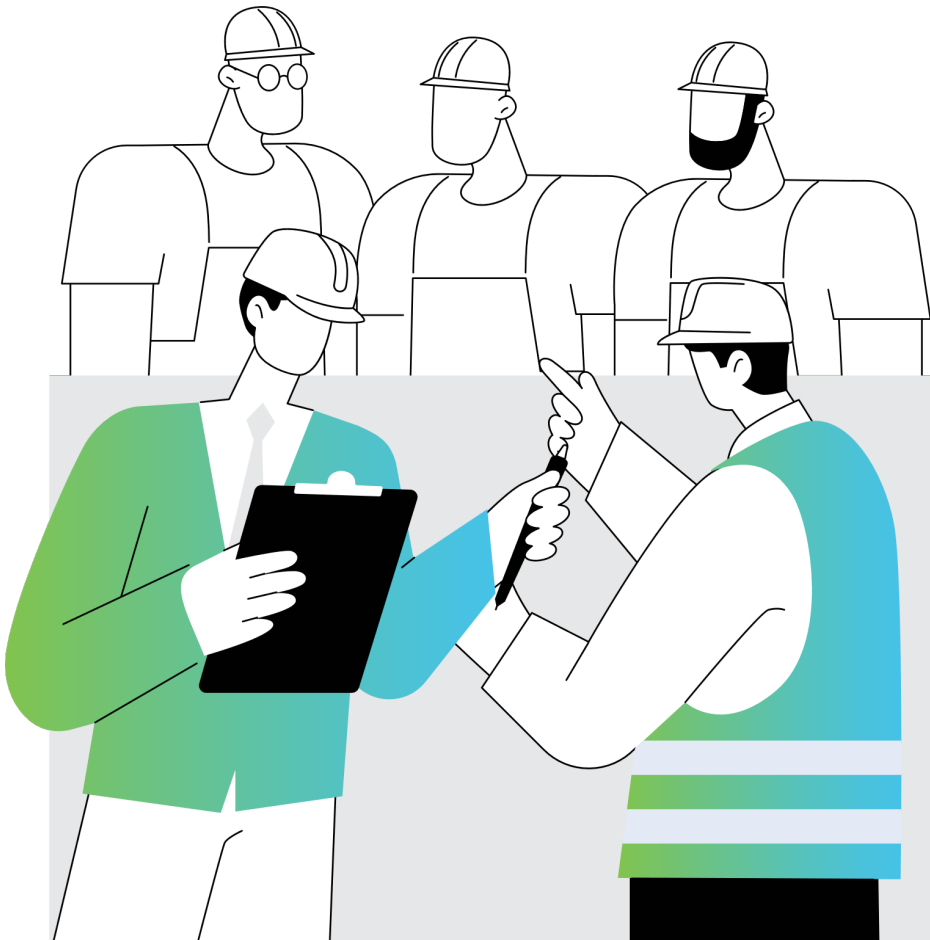
It's early morning. Liam is rushing out the door after helping his daughter get ready for school. He gives her a quick kiss goodbye, and checks the weather on his phone. He's late and debating whether to grab his steel-capped boots or wear thongs for the drive.

Grab the proper boots before leaving.

Use the thongs and change later.

Preparing yourself properly—especially when you're in a rush—shows you're taking ownership of your safety and protecting what matters most in your PB5.

Toolbox Talk (On Site)



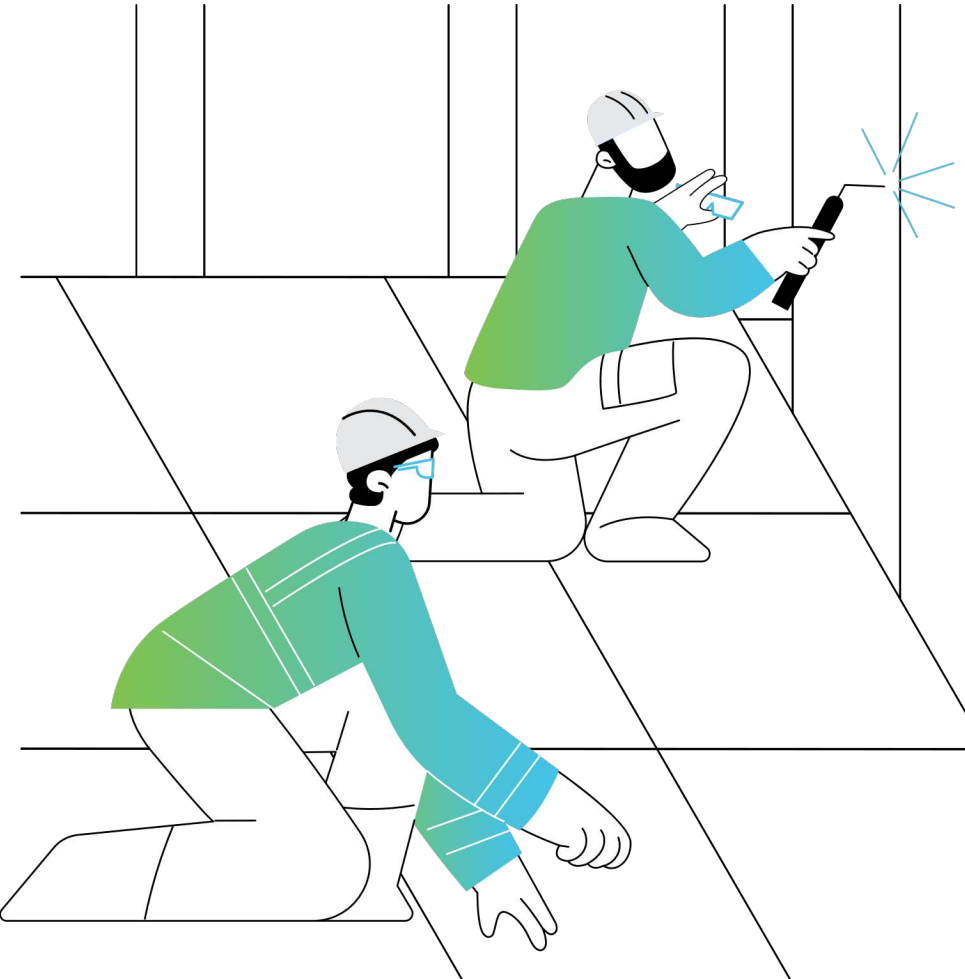
The crew gathers around the supervisor for the morning briefing. Everyone looks a bit stretched—one team member has called in sick, leaving a gap in the roster. The supervisor turns to Liam and asks if he can step in to help with a task outside his usual trade.

Ask for clarification and confirm he's qualified to assist.

Agree to help without checking.

Taking responsibility means knowing your limits. Safety leadership starts when you speak up.

Midday Decision (Work Pressure)



Liam and a coworker is repairing carriage interiors. Dust and small debris fall as they work. Liam spots his mate taking off his eye protection, saying it “slows him down.”

Speak up and remind his mate to wear PPE.

Stay quiet — it’s not his job.

Choosing courage over comfort shows leadership. You’ve protected your mate and reinforced team culture.

Heading Home (Reflection)

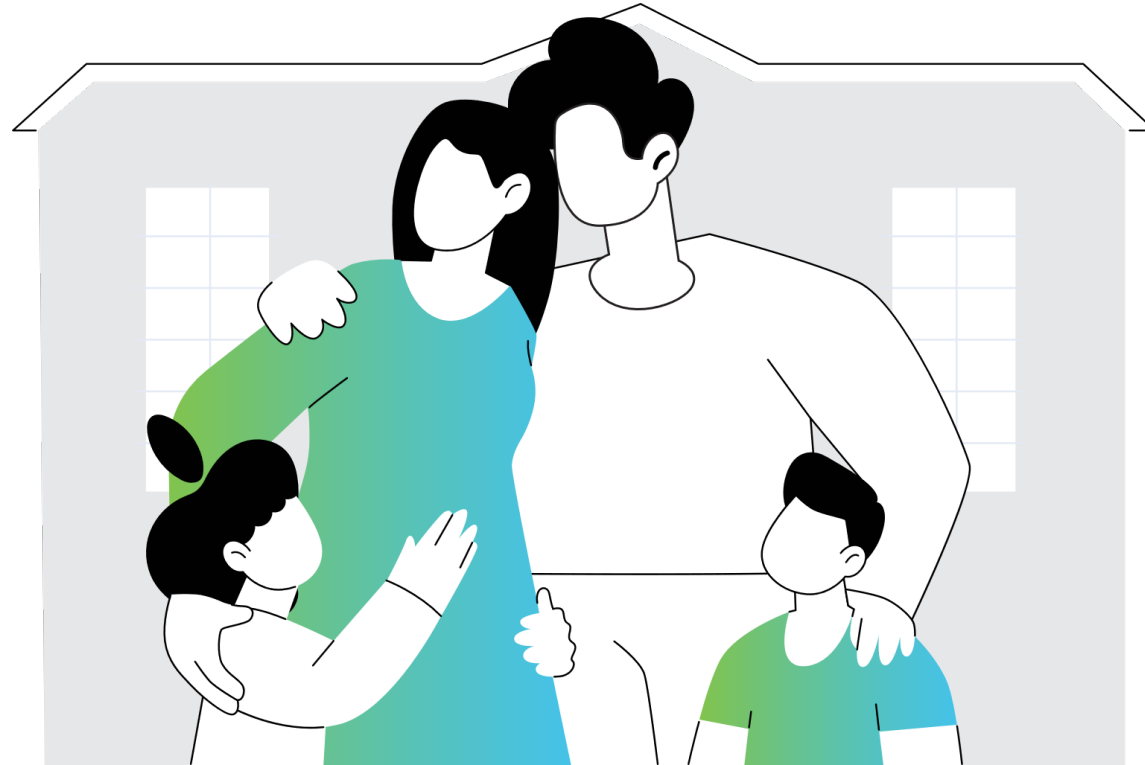


As Liam drives home after his shift, he reflects how **“Every choice counts — Safe at work, safe at home.”** It hits him that the same awareness he brings to work is what helps him return home safely. Liam feels grounded, reminded why every safe choice matters.

Who or what are your PB5?



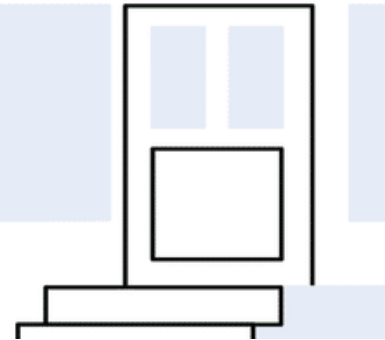
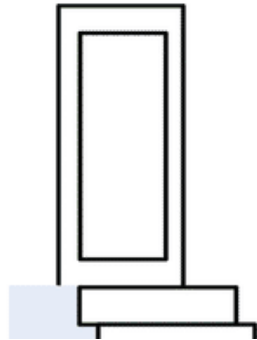
Family	Friends	Goals	Hobbies	Wellbeing
They're the people who rely on you and who you want to return home to safely every day.	They provide support, connection, and balance, helping you stay grounded through life's ups and downs.	Your long-term plans and ambitions give purpose to your actions and remind you what you're working toward.	The activities you enjoy help you recharge, reduce stress, and maintain a healthy work-life balance.	Your physical and mental health allow you to show up, perform well, and enjoy life outside of work.



Safety is your daily investment, it pays you back every time you get home safe and well. Be switched on. Lead by example.





Choose safety - at work and beyond.

Summary



The safest workplaces begin with the right mindset.

Here's some important things to remember:

-  **Safety is a choice, not a rule.** A positive approach means acting safely because you value it, not because you're told to.
-  **Leadership and influence matter.** Role modelling, care, and communication create a culture of shared safety responsibility.
-  **Self-reflection drives improvement.** Recognising your attitudes and behaviours helps strengthen personal accountability.
-  **Safety is an investment.** Protect what's most important — your health, family, and goals — by making safe choices every day.

Key message: Safety starts with you — your mindset, your actions, and your influence.

Downer 

OSF 2026

Module 2:

The Whole You



The Whole You focuses on safety as a whole, creating healthier, more connected workplaces where wellbeing starts with people. This course explores how strong social connections, supportive family relationships, and everyday wellness habits contribute to mental and physical health. You will also discover ways to overcome seasonal challenges, set realistic goals,

and access resources like [Employee Assistance Program Services and the Downer Wellbeing Hub](#). (This portion has been removed for external circulation)

This **10-minute** course provides an overview of positive safety culture and the key attitudes, behaviours, and actions that help prevent incidents.

Lessons to cover:

Introduction: Safety as a Whole

Topic 1: Family Relationships and Social Connections

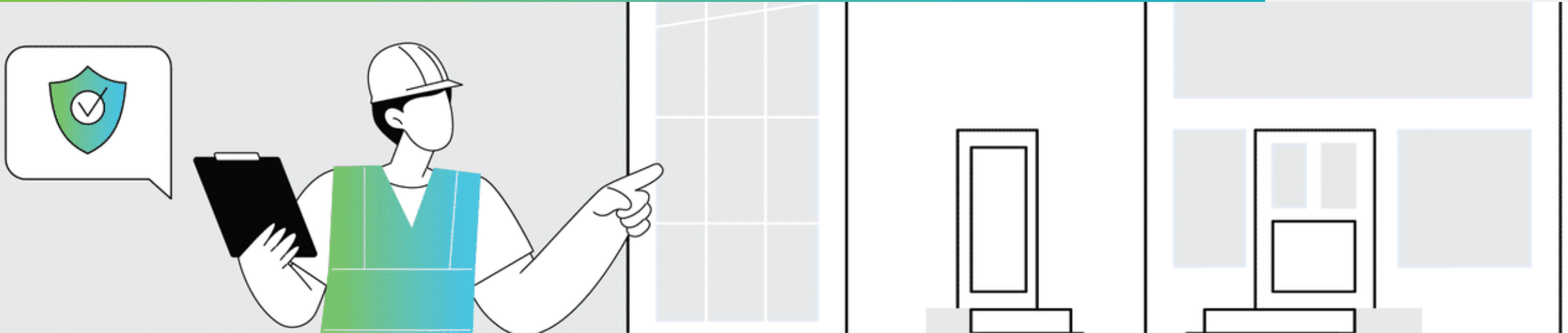
Topic 2: Seasonal and Situational Challenges

Topic 3: Mental Health First Aid

Scenario

Summary

Introduction: Safety as a Whole



Creating a safer, healthier and more productive workplace so that you leave work in better shape, both mentally and physically, than when you arrived.

Learning outcomes

By the end of this course, you will be able to:



Recognise how overall wellbeing, including mental health, social connections, and family relationships contributes to a safer and healthier workplace.



Apply practical strategies to maintain wellness, manage seasonal or situational challenges, and set achievable personal goals for lasting wellbeing.



Identify available support systems such as EAP Services, the Downer Wellbeing Hub, and Mental Health First Aid to address psychosocial risks and promote a positive, caring safety culture.

Introduction: Safety as a Whole

Please take a moment to watch the following video.



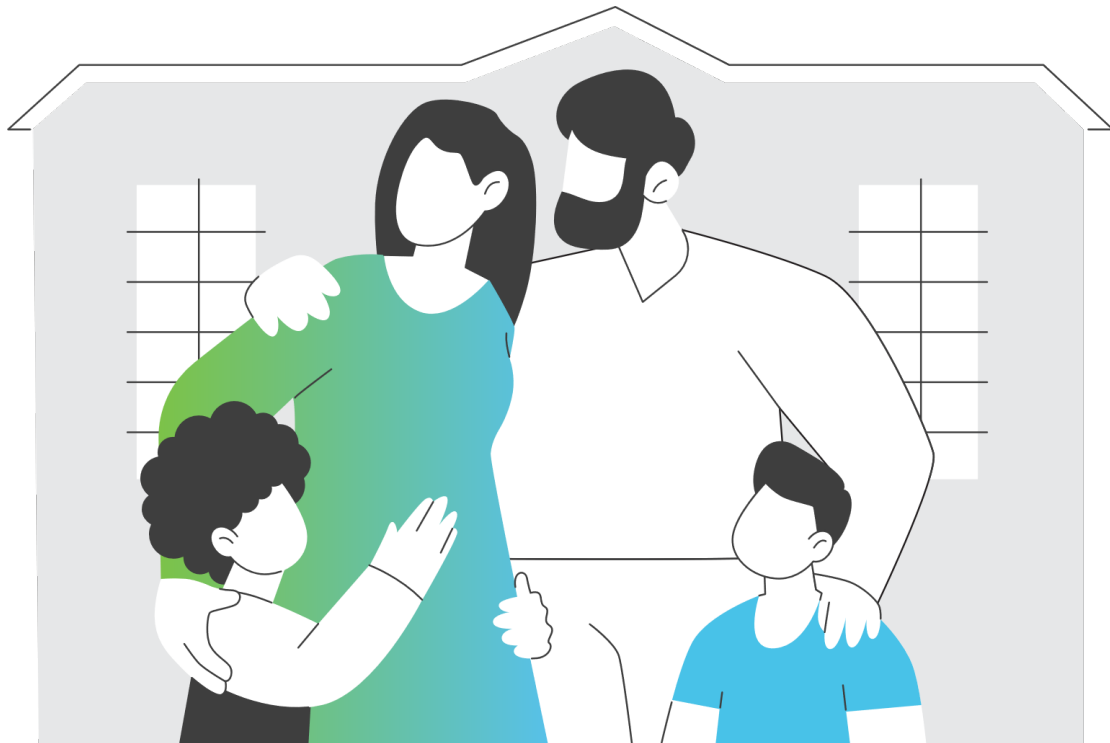
Topic 1: Family Relationships And Social Connections



Did you know that people who are more socially connected to family, friends, or their community are happier, physically healthier, and live longer, with fewer mental health problems than people who are less well connected?

Communicating with others is fundamentally good for us, which is perhaps why human beings are social animals and wired to seek social support and understanding. But what is happening inside us that makes social connection so vitally important to our physical and mental health?

Social Connections



Adults seem less likely to struggle with mental health symptoms if they are socially connected.

One study published in the Australian & New Zealand Journal of Psychiatry found that adults who were already socially connected were less likely to develop mental health distress after one year. The same study also indicated that adults with mental health distress were less socially connected prior to experiencing distress.

Later in life, research has even suggested that having close ties to friends and family, and participating in meaningful social activities, may help maintain mental acuity and slow down cognitive decline.

The Benefits of Strong Social Connections

Strong social connections play an important role in keeping us safe, healthy, and happy, both at work and at home. When we feel supported and connected to others, we're more likely to manage stress better, stay focused, and make safer decisions.

People who regularly interact with family, friends, or teammates tend to experience:



Better mental health

Reduced feelings of stress, anxiety, or loneliness.



Increased resilience

Stronger ability to cope with challenges or change.



Improved physical health

Lower risk of fatigue and burnout.



Higher engagement

Feeling more motivated and supported at work.

Taking time to talk, listen, and check in with others strengthens these connections. Whether it's a quick chat during a break or reaching out to a friend after work, small moments of connection can make a big difference to your overall wellbeing.

Topic 2: Seasonal and Situational Challenges



Even the brightest seasons bring their own challenges — what matters most is how we adapt, care for ourselves, and stay connected through change.

Seasonal and situational challenges are a normal part of life, affecting how we think, feel, and perform both at work and at home. From the post-holiday blues to the pressure of new goals or changing routines, these periods can influence our motivation and wellbeing. Understanding these patterns helps us recognise when we need rest, balance, or support — allowing us to maintain our health, safety, and positivity all year round.

Seasonal Challenges

The January Blues are defined as a situational depression and is associated with how we think and feel. In contrast, Seasonal Affective Disorder is more serious, often presents stronger symptoms, and is characterised as a type of depression known as major depressive disorder.



Family members and friends who you see during the holidays are gone.



Holidays are over, which means the festive decorations are all but gone and everything has returned to normal.



Drinking and eating to excess has left you feeling sluggish or down as you've put on Christmas pounds.



You may not have done everything you planned.



The New Year's resolution you've made is already proving hard to keep (or you've failed already).



You've spent more money than you wanted over Christmas, causing increased financial anxiety.

Essentially, those feel-good endorphins many of us experience over the Christmas break quickly begin to diminish at the beginning of January. Furthermore, after the festive period, we can be left feeling both physically and emotionally drained from all those “fun times” we've had. This exhaustion, in combination with a drop in our endorphin levels, leads to a decline in our mood — and it's here where the January blues are born.

Tips for Post-Holiday Wellness

Watch the video for some tips to maintain your Wellness post-holidays.



resolutions made that we swore to uphold in the moment

New Year's Resolutions

Why many New Year's Resolutions fail

It's a tale as old as time: We set a New Year's Resolution, such as leading a healthier lifestyle, and slowly but surely, many of us commence this odyssey, and over time, our commitment to ourselves starts to wane. We push ourselves to make sure our resolution sticks, but unfortunately, it's reminiscent of old blue tac—it isn't going to stay stuck for long. Why does this happen? And how does it happen?



New Year's Resolutions

How to make your New Year's Resolution stick



Be realistic

Pick an activity you enjoy, like taking long walks while listening to music, and allow this to shape your goal.



Establish a level of accountability

It's also important to reward yourself if you are achieving your goals, so write down your targets along with a reward – big or small – when each target is achieved.



Small steps are often the best

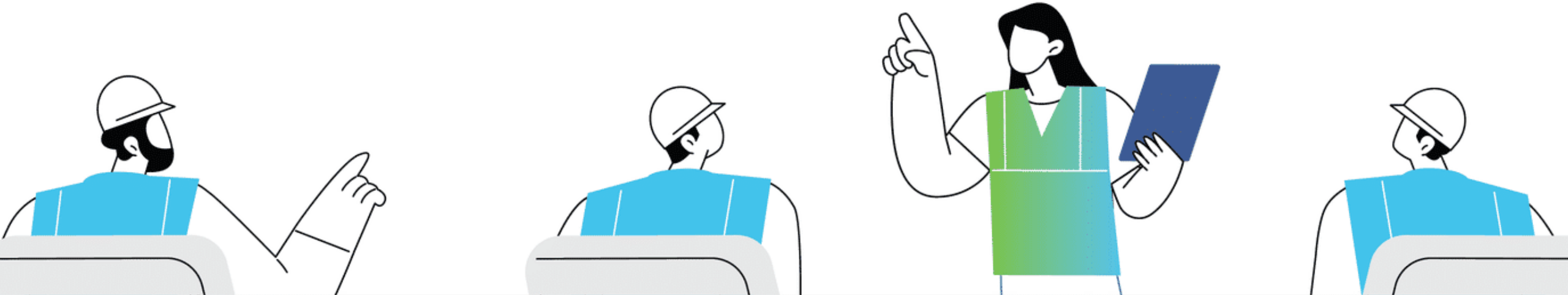
If you have an overall goal, it's okay to take smaller steps initially to achieve it.



Allow yourself to fail

A habit is hard to form, and on some days, you won't achieve the desired task you've set yourself. It's essential in these moments to know that it's okay to fail. Don't let the occasional missed exercise class or Friday doughnut throw you off. Most people slip up in the first month, but those who continue to persist with their goals, in spite of or because of their slip-ups, are the most successful.

Topic 3: Mental Health First Aid



Mental illness is the leading cause of sickness, absence, and long-term work incapacity in Australia.

Every year, 1 in 5 Australians will experience a common mental illness. That means that every day, millions of Australian workers go to work while experiencing a mental health problem.



All team members who complete the MHFA program and become a **Mental Health First Aiders (MHFAider)**, will be equipped with the knowledge, confidence, and skills to provide someone with mental health information and support when it matters most.

More workplaces are realising the importance of managing mental health at work and recognising the benefits of creating mentally healthy workplaces. Workplaces are seeing the benefits of promoting education and adopting policies and practices that create a 'culture of care' where employees are encouraged to talk openly about mental health.

What is Mental Health First Aid?

Mental health first aid is the initial help offered to someone who is experiencing a mental health problem, or a mental health crisis, until appropriate professional help is received, or the crisis resolves. Course participants learn about the signs and symptoms of common mental health problems in adults, how to recognise and respond to an emerging or worsening mental health problem and the treatments and supports available.



Intervene early

Recognise the waning signs of mental health problems in other adults.



Offer support

Learn the skills to speak openly and accurately about mental health.



Respond in a crisis

Respond across a range of crisis situations where an adult may be at risk of harm.

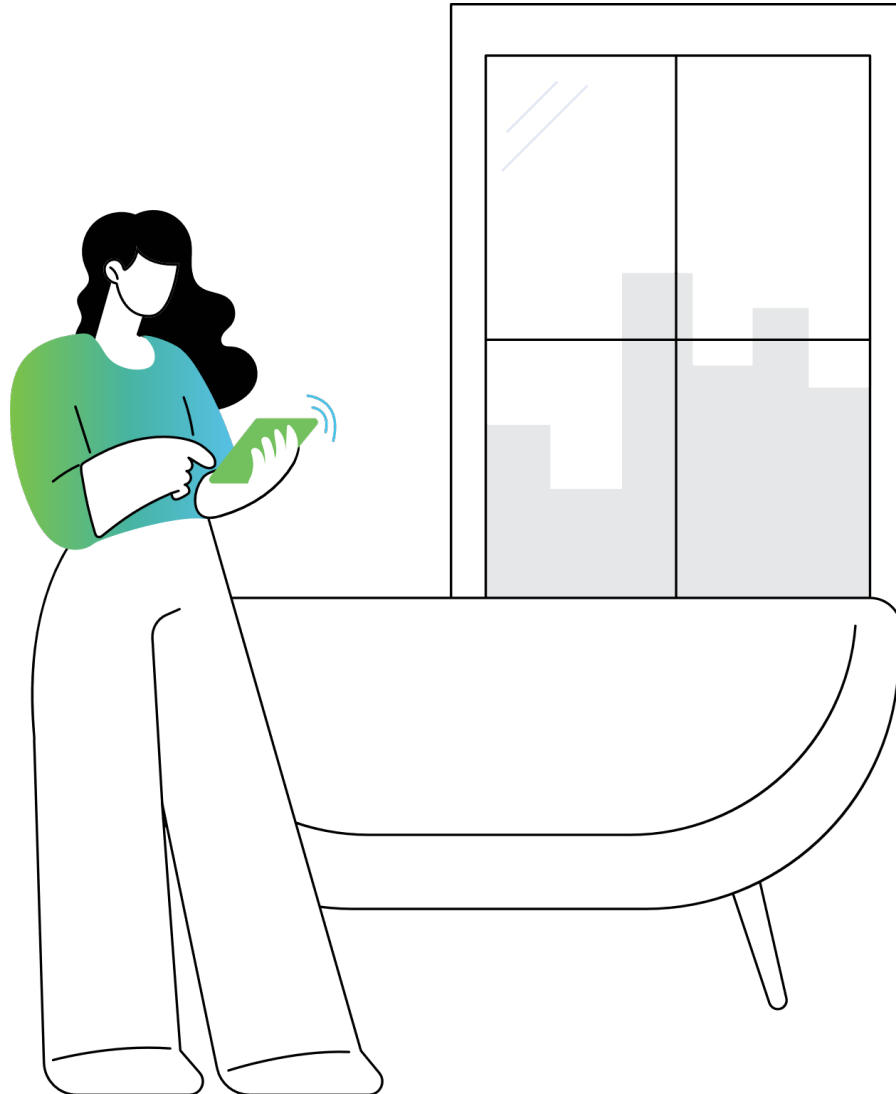


Reduce Stigma

Reduce stigma and increase support for adults experiencing and living with mental health problems.

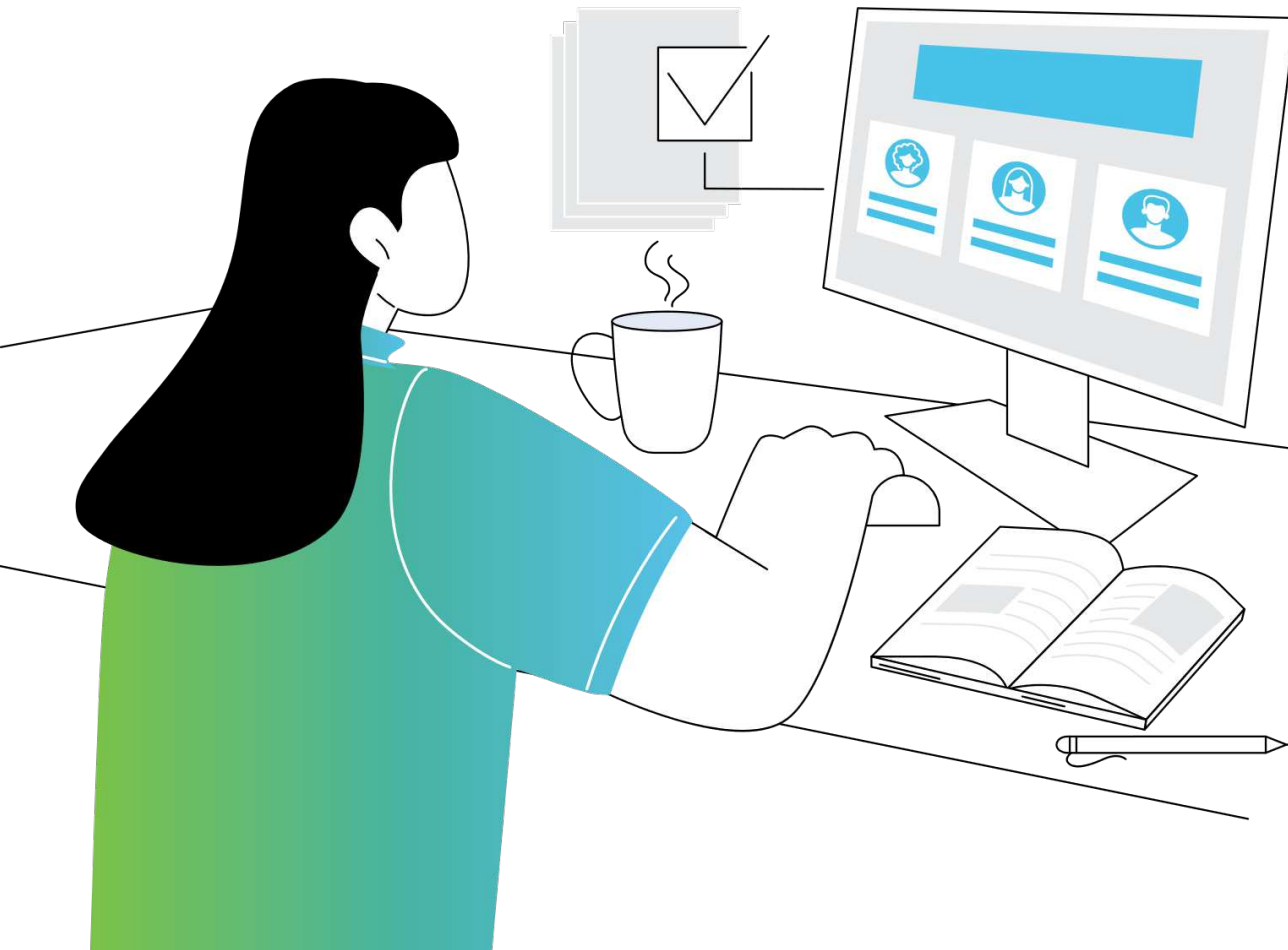
To learn more about how to become a Mental Health First Aider go to Group or reach out to your Supervisor, Zero Harm or People and Culture Representative.

[GO TO LINK](#)



Your Whole Self:
**A Day in
Sarah's Life**

Monday Morning: The Post-Holiday Blues



Sarah feels flat and unmotivated after time off. It's her first week back. The inbox is overflowing and she's skipped breakfast. She tells herself she'll get back to healthy habits next week.

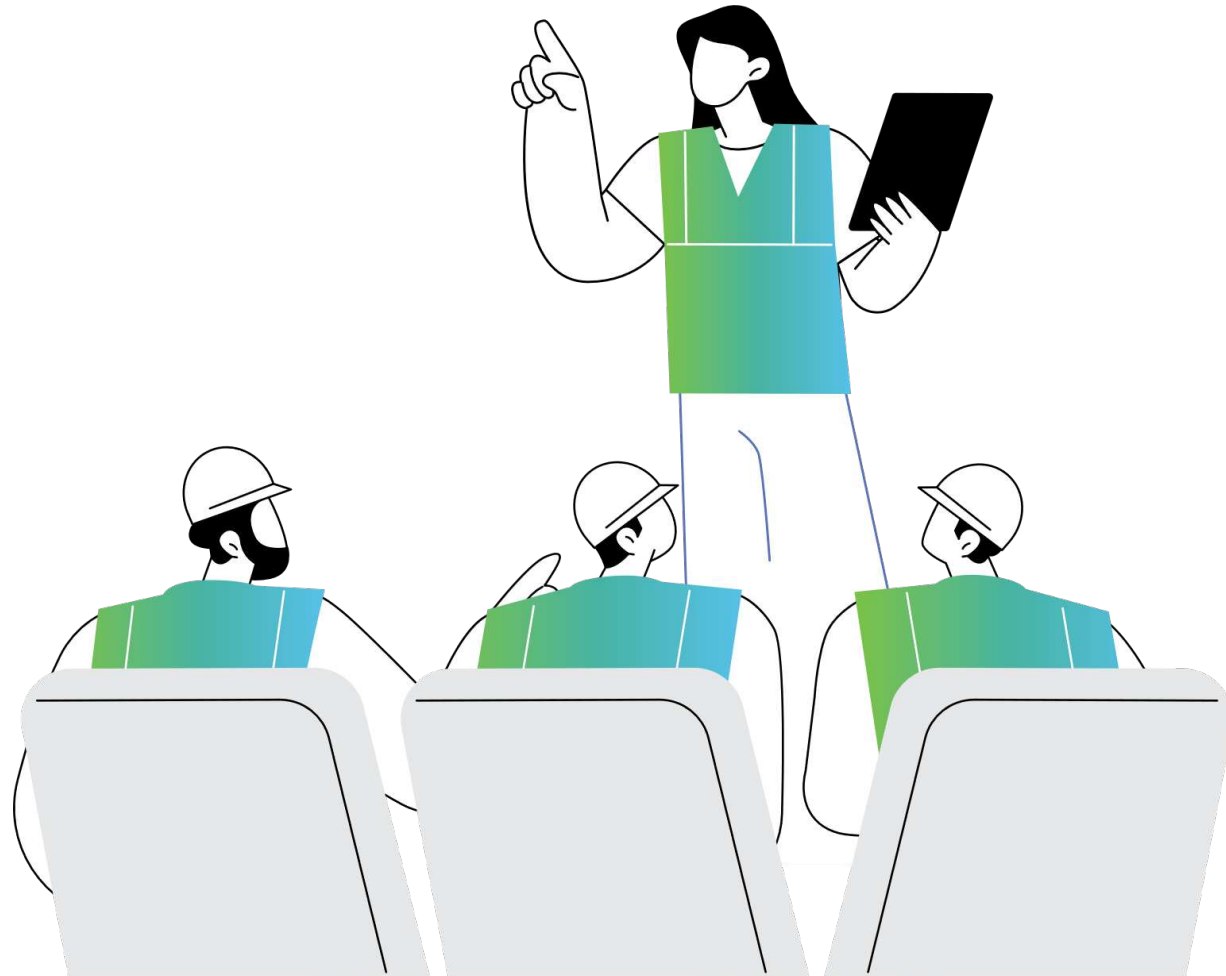
Head straight into emails and push through.

Take a short walk before logging in and plan priorities for the day.

Good move.

Simple actions like movement and structure can help reset your mood and focus after holidays.

Midweek: A Teammate's Struggle



Sarah notices her colleague, Matt, unusually quiet during a meeting. He's usually upbeat but seems withdrawn and distracted. Sarah wonders whether to ask if he's okay or leave it — she's busy and it might feel awkward.

Check in privately and ask, "You've seemed a bit quiet — everything okay?"

Ignore it — he'll speak up if something's wrong.

A simple, caring question can make a huge difference. Connection is a key safety net for mental health.

Thursday: The Breaking Point



Sarah works late into the evening, messages pinging as family dinner time passes. She's exhausted and starts making small scheduling errors. Her calendar reminds her of the Wellbeing Hub link she saved months ago. She hesitates - should she click it or keep pushing through?

Keep pushing through and promise to rest on the weekend.

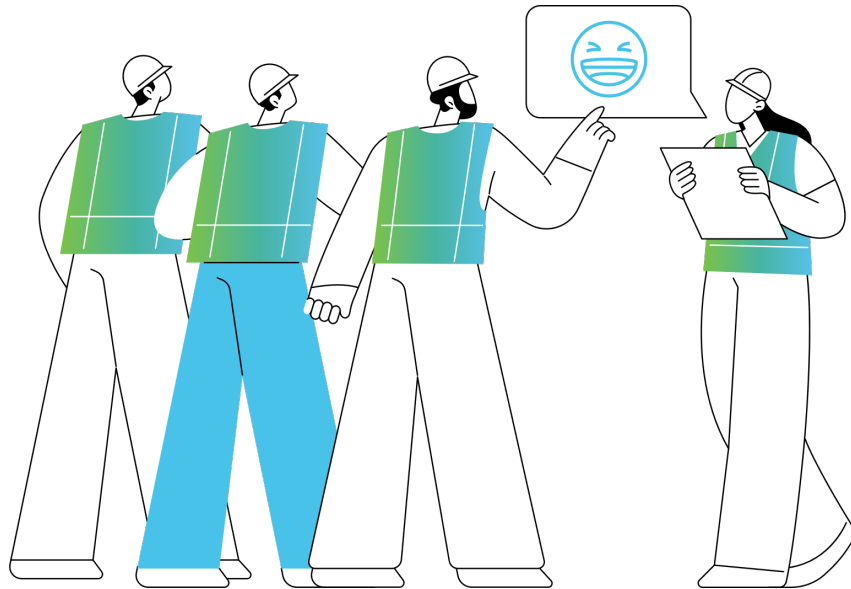
Click through to book a quick EAP call and plan tomorrow's workload.

Taking proactive action shows strength.
Support tools exist to keep you, and your team, safe and productive.

Friday: Team Toolbox Moment

Sarah leads a weekly toolbox meeting and ends with a wellbeing check-in, asking everyone to share one thing they'll do for themselves this weekend. The chat sparks laughter and small commitments — bike rides, cooking, catching up with family. Even Matt smiles again.

The are different aspects where you can invest your week in.



Connection

Focus on strengthening relationships by spending meaningful time with the people who matter.



Physical health

Prioritise your body by improving your sleep, movement, and overall wellbeing.



Personal growth

Invest in something that expands your skills, creativity, or knowledge.



Rest and recovery

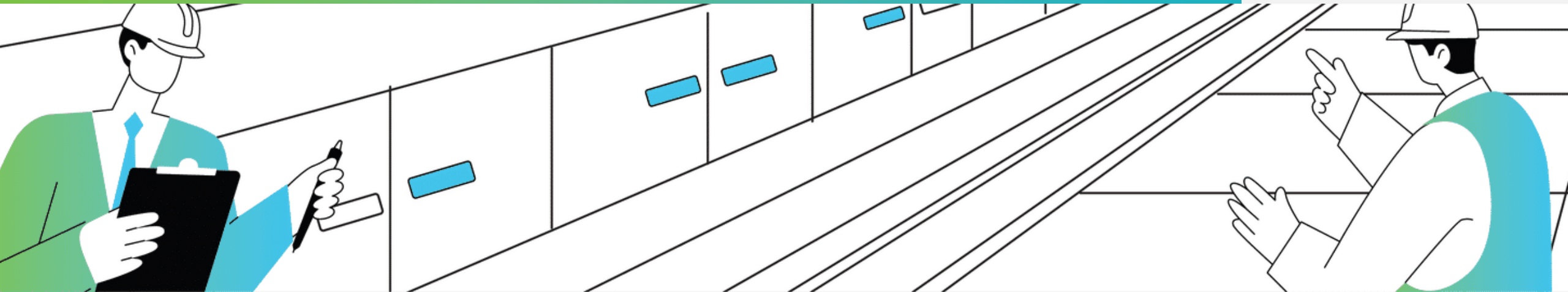
Give yourself time to slow down, recharge, and reset your energy.

Looking after your wellbeing isn't extra, it's essential.

Stay connected, take small steps, and use the support available.
The healthier you are, the safer and stronger your team becomes.



Summary



Looking after the whole you isn't just about staying safe — it's about living well, at work and beyond.

Here's some important things to remember:

- ✔ **Building strong personal and social connections** improves mental health, resilience, and overall wellbeing, helping you stay focused and safe at work and at home.
- ✔ Changes in seasons, routines, or circumstances can affect mood and motivation; recognising these patterns helps you take **proactive steps to maintain balance and positivity.**
- ✔ **Confidential support and practical resources are available to** help manage stress, strengthen wellbeing, and guide you through personal or work-related challenges.
- ✔ **Understanding the factors in our work environment** that can cause stress or harm allows us to take action to reduce risks and support a mentally healthy and productive workplace.
- ✔ Learning how to recognise, respond to, and support others facing mental health issues **promotes a culture of care** and ensures help is available when it's needed most.

Key message: Caring for your overall wellbeing — physically, mentally, and socially — is essential to staying safe and thriving at work and at home. By maintaining strong connections, recognising challenges, seeking support, and understanding mental health, we can all contribute to a healthier, more supportive, and safer workplace.

Downer 

OSF 2026

Module 3:
Safe at Home



Safe at Home – Everyday Safety empowers you to bring the same awareness, habits, and proactive decision-making you use at work into your home. By recognising that risks don't disappear after clocking off, this course highlights how simple actions, like clearing trip hazards, checking equipment, and applying the STAR process, can significantly reduce preventable injuries at home. You will explore how your choices, mindset, and personal accountability help keep yourself and your family safe.

This **10-minute** course provides an overview of positive safety culture and the key attitudes, behaviours, and actions that help prevent incidents at home.

This module incorporates Sentis frameworks and concepts, including Positive Safety, Safety as a Currency, PB5, ABR, and the Safety Culture Model. These remain the intellectual property of Sentis and may not be reproduced, modified, or rebranded without permission.

Lessons to cover:

Intro: Playing Our Part

Topic 1: Beyond Workplace Safety

Topic 2: Hand Safety

Topic 3: Slips, Trips & Falls

Topic 4: The Right PPE for Every Task

Topic 5: STAR Process

Scenario

Summary

Intro: Playing Our Part



Bring your safe habits home. They matter there just as much.

The safety habits you use every day at work are more than procedures, they're powerful life skills. When you bring those same habits home, they become the foundation for keeping you and your family safe.



Please take a moment to watch the following video.

We ran a competition to get our team to send in their home safety tips. Having their input helped to increase engagement and bring some humor to the training.



Learning outcomes

By the end of this course, you will be able to:



Identify common home-based hazards such as slips, trips, falls, and equipment-related risks, and explain how they contribute to preventable injuries.

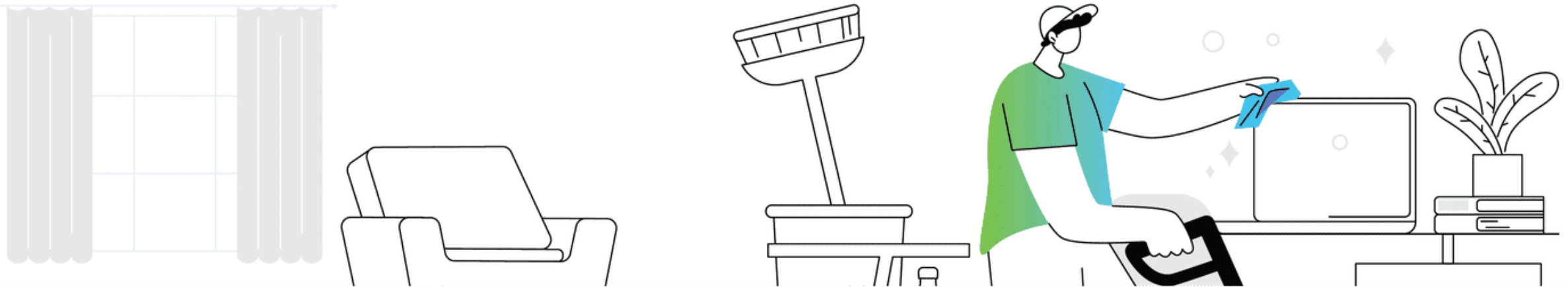


Apply the STAR process (Stop, Think, Act, Review) to everyday tasks at home to improve personal safety and reduce the likelihood of incidents.



Demonstrate how proactive decision-making and safe habits at home contribute to overall wellbeing and support a consistent safety culture on and off the job.

Topic 1: Beyond Workplace Safety

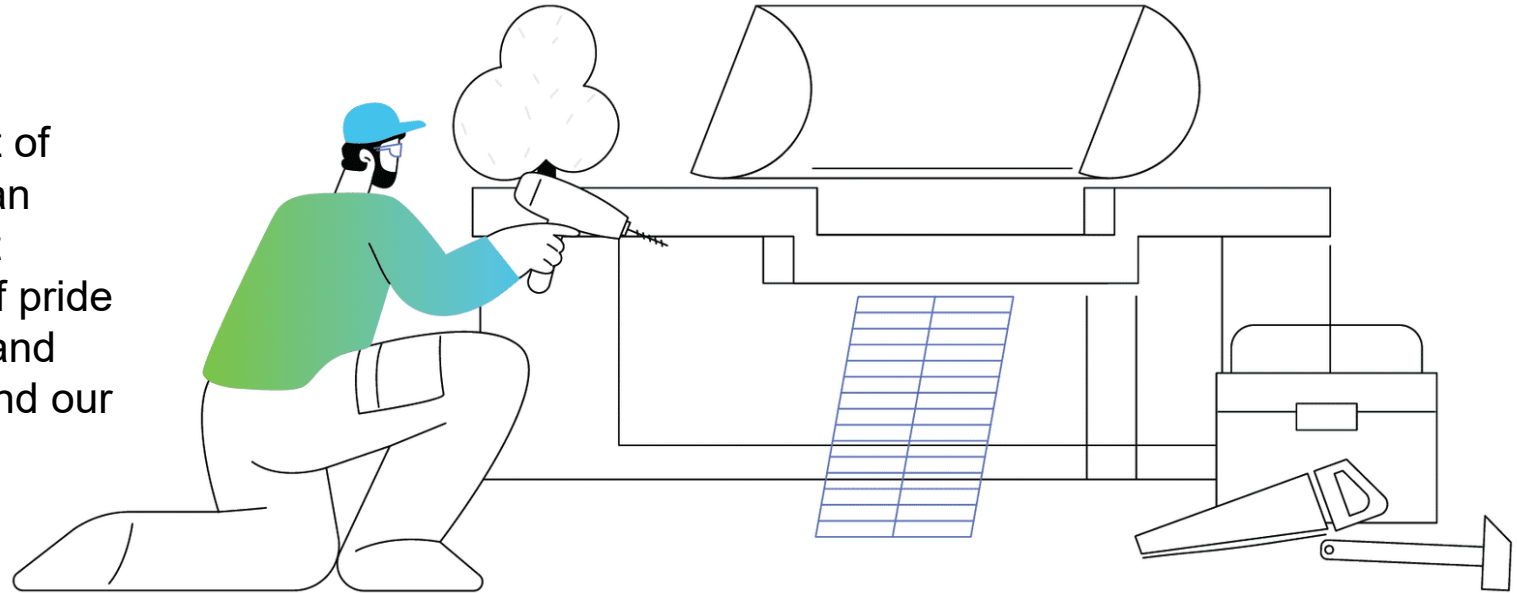


Australians are nine times more likely to be injured in their homes than they are at work.

D.I.Y. Disasters

Don't we just love a DIY project?! For a lot of people, there's nothing more satisfying than doing a renovation or completing a project around the home. We get a great sense of pride from fixing things, repurposing old items, and improving our living space for ourselves and our families.

Unfortunately, the humble DIY project can be quite a risky venture. Traditionally, there has been a lot of focus on workplace safety, and workplace fatalities and incidents often get a lot of attention in the media spotlight. But it turns out you're much more likely to be injured at home than you are at work.



DID YOU KNOW?

The most common cause of DIY-related injuries involves falling off a ladder, power tool incidents, falls from buildings, and lawnmowers.

Source: Australian Institute of Health and Welfare 2018

What Can I Do?

We can invest in our PB5 (Personal Big 5) by taking safety as seriously in the home as we do in the workplace. Professionalism doesn't have to be a hat we take off when we leave work for the day.

Ask yourself:

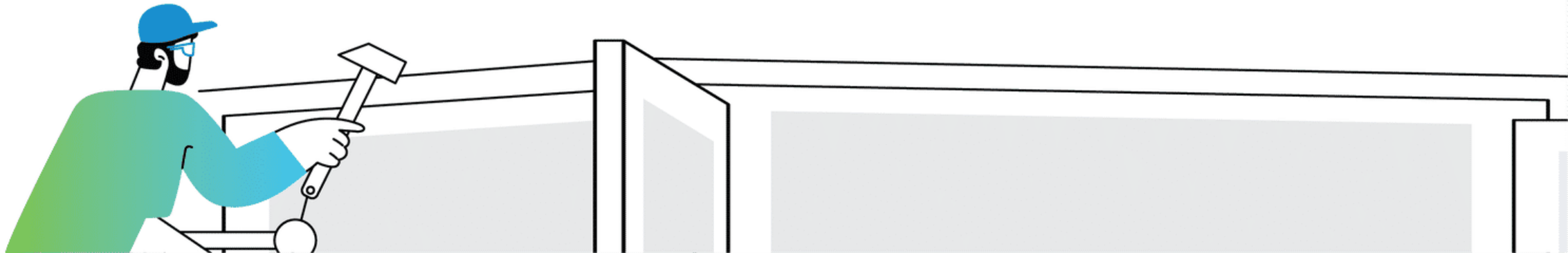
- Who is watching?** Are my work practices at home influencing unsafe behaviours in the people I care about?
- What is one thing I can do differently** when taking on DIY projects?
- How can I ensure myself and my family are switched on to safety** at home?

CONSIDER THIS:

Between 2007 and 2020, the fatality rate (per 100,000 workers) in Australia has decreased by 50% from 3 fatalities per 100,000 workers, to 1.5 fatalities per 100,000 workers. The lowest recorded fatality rate of 1.1 fatalities per 100,000 workers was recorded in 2018.

Source: Safe Work Australia

Topic 2: Hand Safety



We use our hands for almost everything we do. When we injure our fingers or hands, it can have a huge and prolonged impact on many aspects of our lives.

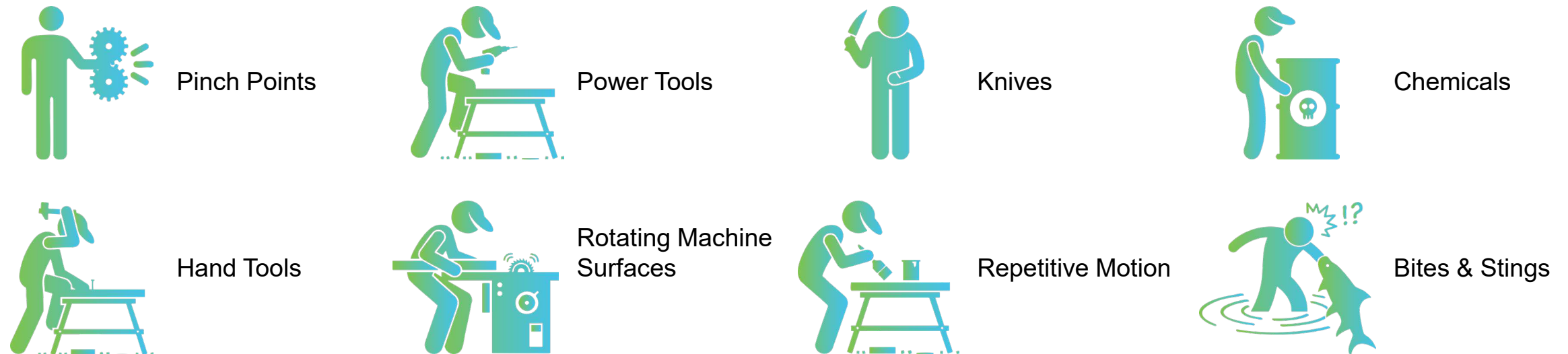
DID YOU KNOW?

In the previous 3 years, hand and finger injuries account for 25% of injuries within Downer Rail & Transit Systems.

Injuries and Your PB5

About 15,120 people had to take more than one week off work because of workplace injuries to the hand, fingers, and thumb in Australia, in 2018-19. Injuries can happen due to boredom, distraction, routine jobs, incorrect PPE, inattention, faulty equipment, not following procedure, and jewelry and loose clothing.





Common causes of hand injuries



Injuries and Your PB5

About 15,120 people had to take more than one week off work because of workplace injuries to the hand, fingers, and thumb in Australia, in 2018-19. Injuries can happen due to boredom, distraction, routine jobs, incorrect PPE, inattention, faulty equipment, not following procedure, and jewelry and loose clothing.

What can I do?

-  **Use the right protective gear and tools for home tasks** (*e.g., gloves for cleaning, goggles for DIY work, sturdy shoes for yard work*).
-  **Speak up or ask for help if something feels unsafe**, or if the tools or items you have at home don't seem suitable for the task.
-  **Give yourself permission to stop immediately if something looks or feels unsafe**—don't push through just to finish quickly.
-  **Plan ahead with family members or housemates** on how to safely manage repetitive chores (like cleaning, gardening, or organising) so you stay focused and avoid zoning out or making mistakes.

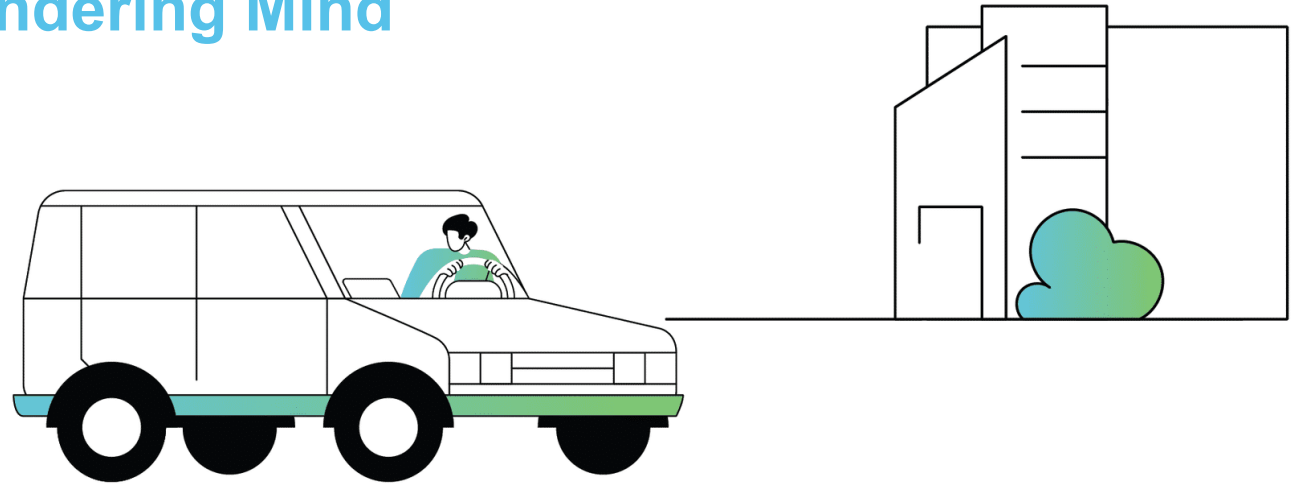
Repetition, Habituation and a Wandering Mind

About 35% of all work place injuries reported in 2018-2019 in Australia involved damage to hands or upper limbs. How many of these do you think could be contributed to a wandering mind?

What just happened to the last five minutes?

It is the classic example we can all relate to: you are driving home from work the same way you do every day. One minute you are focused on the road, paying attention to the traffic, ensuring you are driving your vehicle while adhering to the road rules, and the next thing you realise, you're pulling into your driveway at home. Did you stop at the last set of lights? What else might you have missed?

We all do it from time to time - **our mind has a tendency to wander off task, particularly if we are doing a routine, familiar task, in a familiar environment.** In fact, it is due to a natural function of our brain: to automate familiar and repetitive processes by creating habits that kick in at a subconscious level. It is an excellent way for the brain to save energy and it also means our conscious mind is free to do other things, like to wonder about what we might have for lunch, or wander off into a daydream.

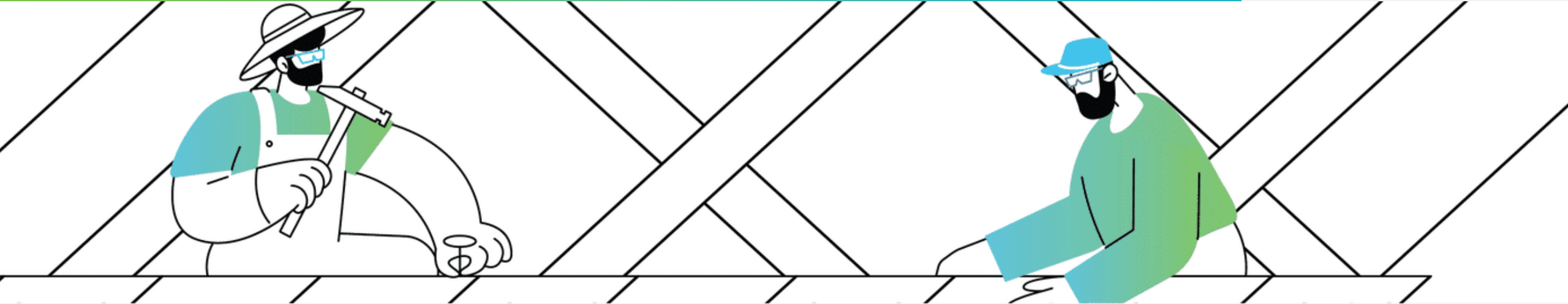


Taking Control of the Brain

Anticipate that, at some point during the day, your mind will naturally wander.

Know your patterns	For example, if you know that you are more switched on in the morning, plan to do tasks requiring more focus during these times.
Plan to take regular mindful breaks	Stop your task, check for any changes or updates to your task/situation/ environment, and restart with your focus on the task.
Change it up	<ul style="list-style-type: none">• Where possible, alternate your tasks to avoid prolonged repetitive tasks.• If possible, change the order in which you approach some tasks to break the habituation cycle (i.e. change the order in which you normally do a stocktake check or vehicle pre-start).
Ask the 'WIN?' question	What's Important Now? Align your mind with what you are doing. Avoid doing one thing, while thinking about something else.
Own it	When you catch your mind wandering, acknowledge that it has happened and bring it back to what you are doing.

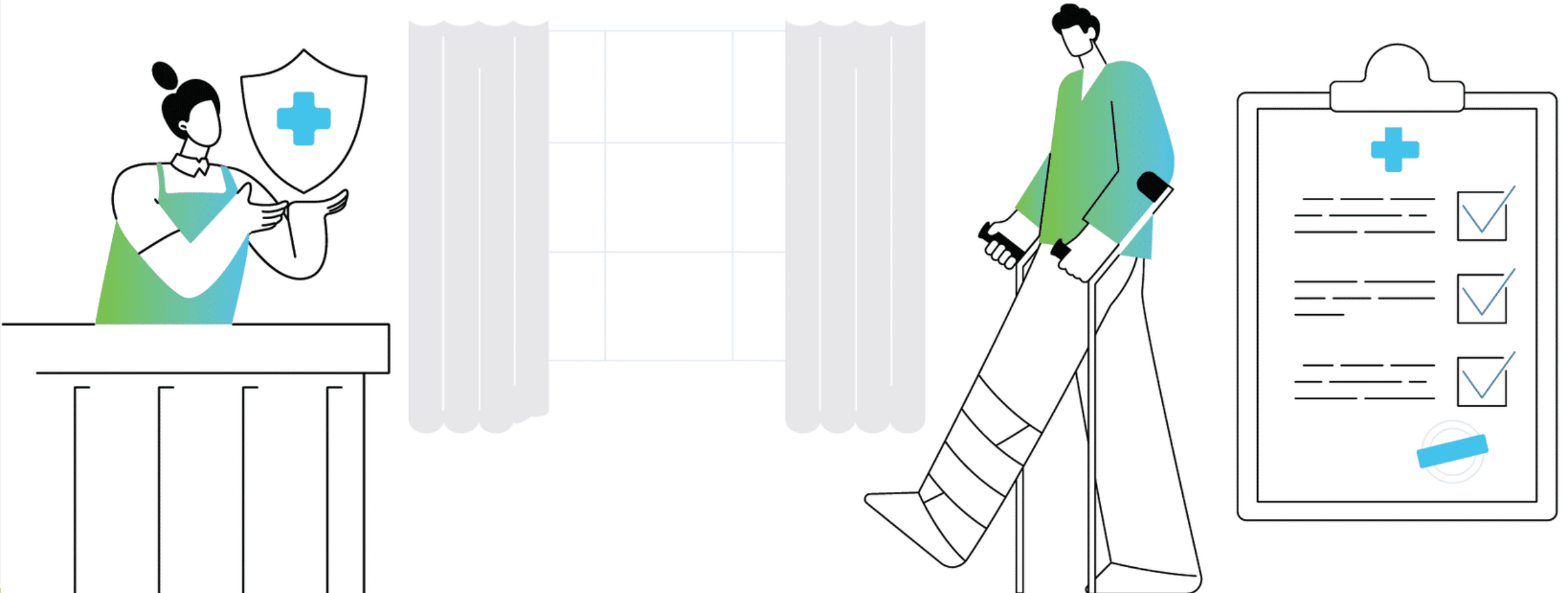
Topic 3: Slips, Trips & Falls



In Australia, falls are a leading cause of injury hospitalisations and deaths.

Topic 3: Slips, Trips & Falls

In 2022-23, falls accounted for 238,055 hospitalisations, which is more than two in five (43.4%) of all injury hospitalisations.



What Are You Blinded By?

DISTRACTION	ATTITUDES
<p>Mental distractions, fatigue and stress can become a hazard when it steals our attention away from the task at hand. Unmanaged stress can cause us to miss the potential to have a slip, trip or fall.</p>	<p>Many people think 'it won't happen to me' when it comes to trips and falls, or believe that, as incidents go, these are minor and unpreventable. This attitude can make us complacent. Our attitudes can be the cause of what leads to an injury.</p>

After understanding what can blind us to risks, what can you do to mitigate this?



Check your attitude

Do you see slips, trips and falls as a legitimate risk? Thinking that 'is no big deal' or 'won't happen to me' could have you fall into this risk trap - literally!



Ask for help

Looking after yourself is an important part of investing in your safety. Take action regularly to manage stress so you can work safe, and enjoy it too!

What Can I Do?

Take control of slips, trips and falls with the following:



Focus on your PB5

Your PB5 is what makes your life worth living. When faced with tough decisions, consider what the impact might be on those things most important to you.



Take control of what's in your control

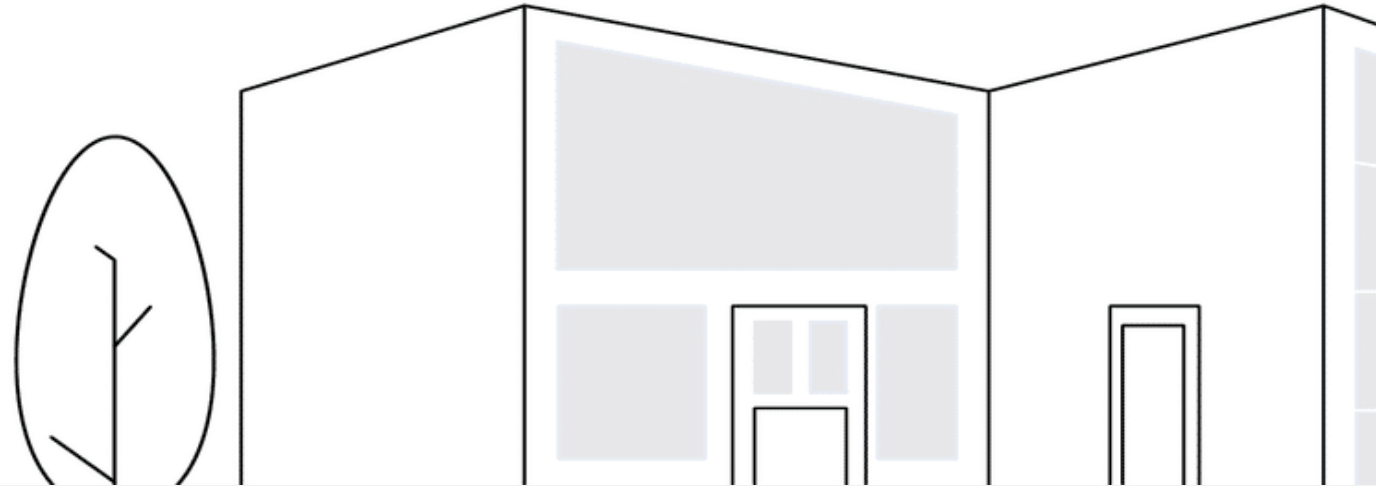
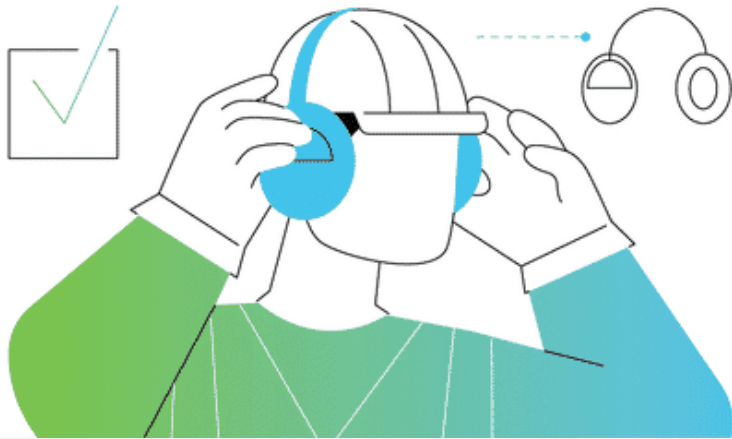
There will always be some risks in your environment. What you can control is taking action to assess, report and manage those risks.



Realise the impact you have on others

You have a great influence over people around you such as family and friends. Reporting risks of slips, trips and falls safeguards your own, and your mate's, PB5.






Topic 4: The Right PPE for Every Task



Equip yourself properly, because every step towards safety is a step towards success.

Understanding the Purpose of Each Type of PPE

Each category of PPE is specifically designed to protect against different hazards, ensuring that you are shielded from potential dangers at home. Here's a breakdown of the purpose of each PPE type, and how it may relate to your home:

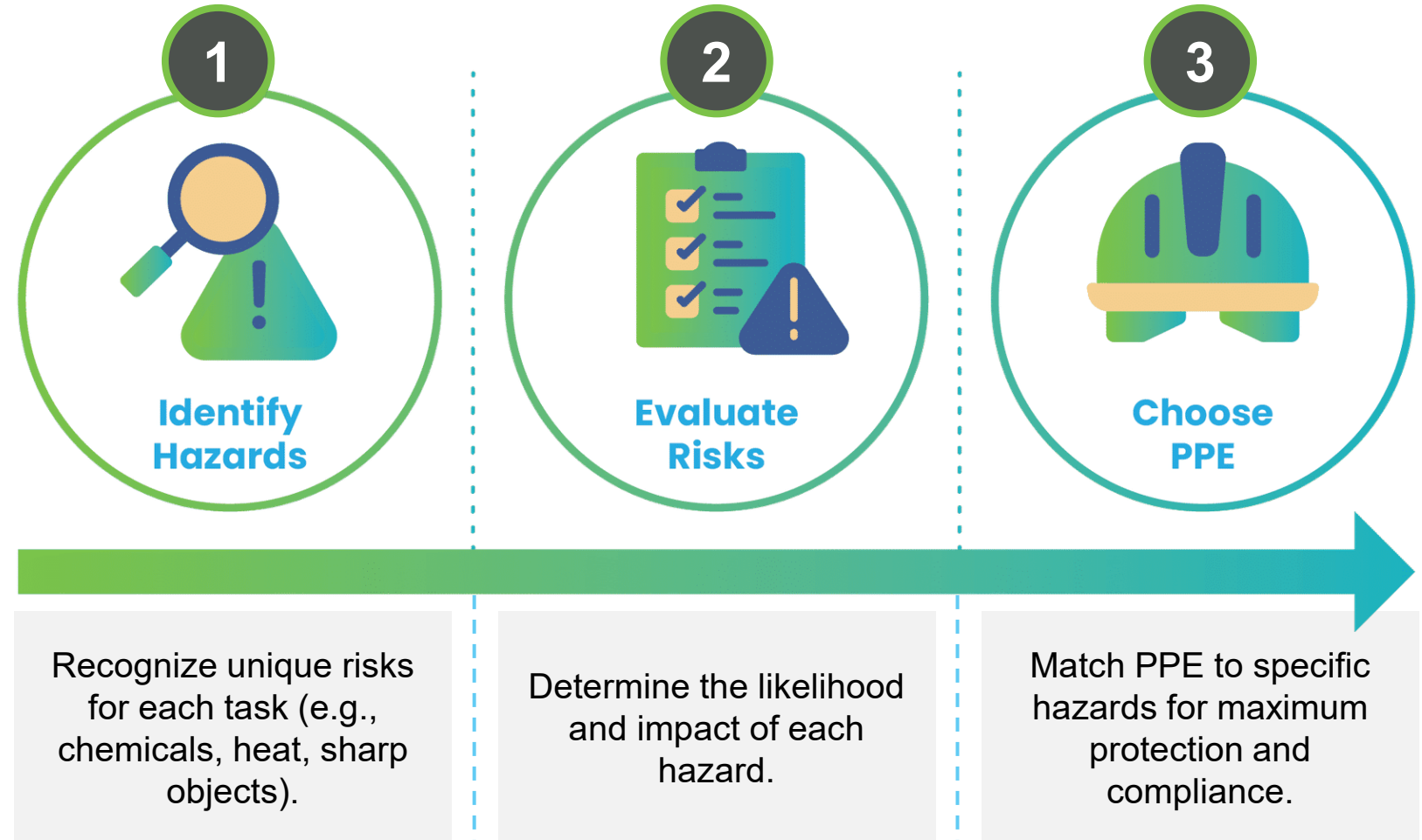
-  Safety Clothing
-  Safety Footwear
-  Hearing Protection
-  Eye/Face Protection
-  Sun Protection
-  Head Protection

Using the right PPE tailored to the specific hazards of each task is critical for safeguarding workers' health and well-being. Each type serves a unique protective function, and together they create a comprehensive approach to safety.

-  Falls Protection
-  Respiratory Protection
-  Chemical Protection
-  Gloves
-  Electrical Protection

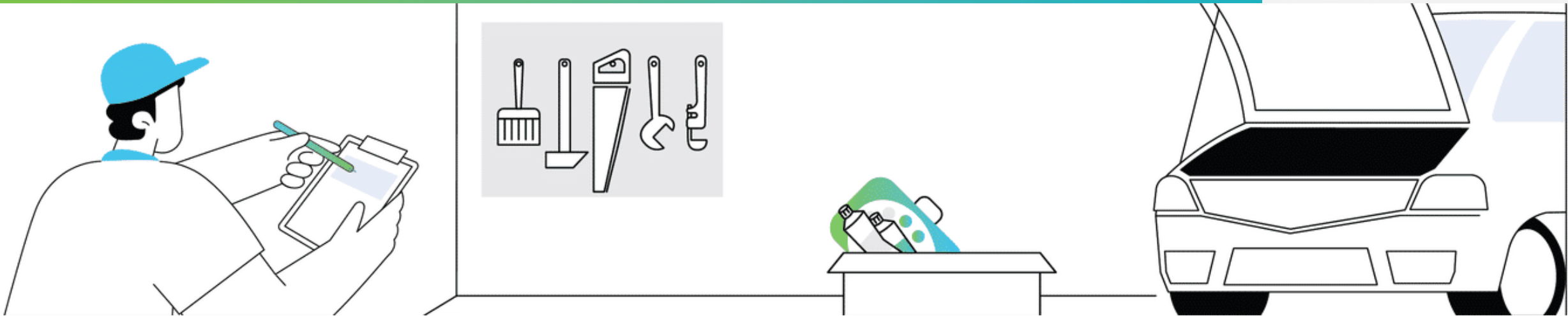
Assessing task-specific hazards before choosing PPE

Selecting the right PPE starts with assessing task-specific hazards to ensure effective protection. Here's why this process is critical and how to do it effectively.



Tailoring PPE to task-specific hazards is crucial for incident prevention, compliance, and workplace safety.

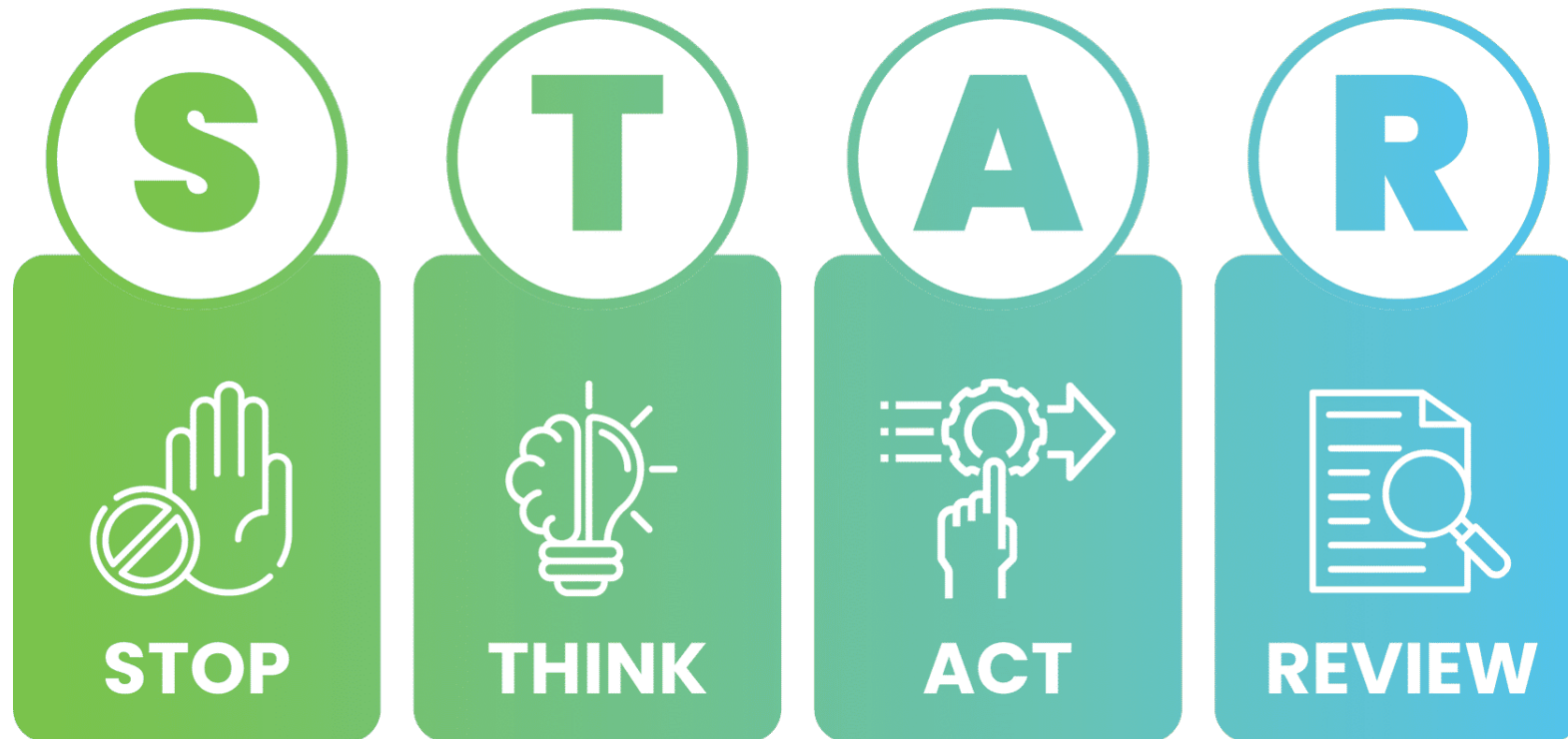
Topic 5: STAR Process



Everyone's approach to safety should not just be at work but in all decisions inside and out of work.

Topic 5: STAR Process

The purpose of the STAR On The Job Assessment is to provide a tool for Hazard Identification to support managing Zero Harm risk at Downer Workplaces but can also be used as an approach to conducting any task around the home.



STOP

"Stop" and think before you act!

THINK

Look at the workplace and identify all the hazards.

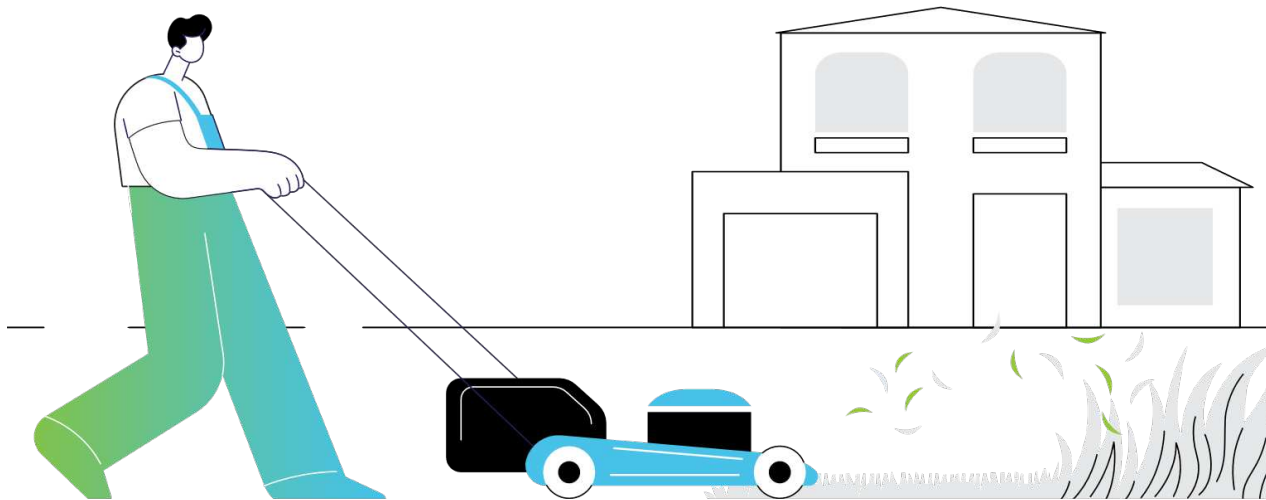
ACT

Do the job. If things change, repeat STAR process..

REVIEW

When you next complete a task, consider if the controls are effective?

Example of STAR Process



Risk and hazards don't disappear when you leave site, so neither should your approach to staying safe!!

By using the STAR principles, we build safer, better habits - both at work and at home.

S – Stop	T – Think	A – Act	R – Review
<p>Before you start the lawn mower</p>	<ul style="list-style-type: none"> • Is the ground I am going to mow clear? • Does the lawn mower have any obvious faults? • Am I wearing the right PPE? • Am I hydrated? 	<ul style="list-style-type: none"> • Clear the grounds of anything that could be run over • Check the lawn mower for good operation • Put the right PPE on 	<ul style="list-style-type: none"> • When complete, was there anything you missed? • Anything needing repair? • Any lessons to be learnt for next time?

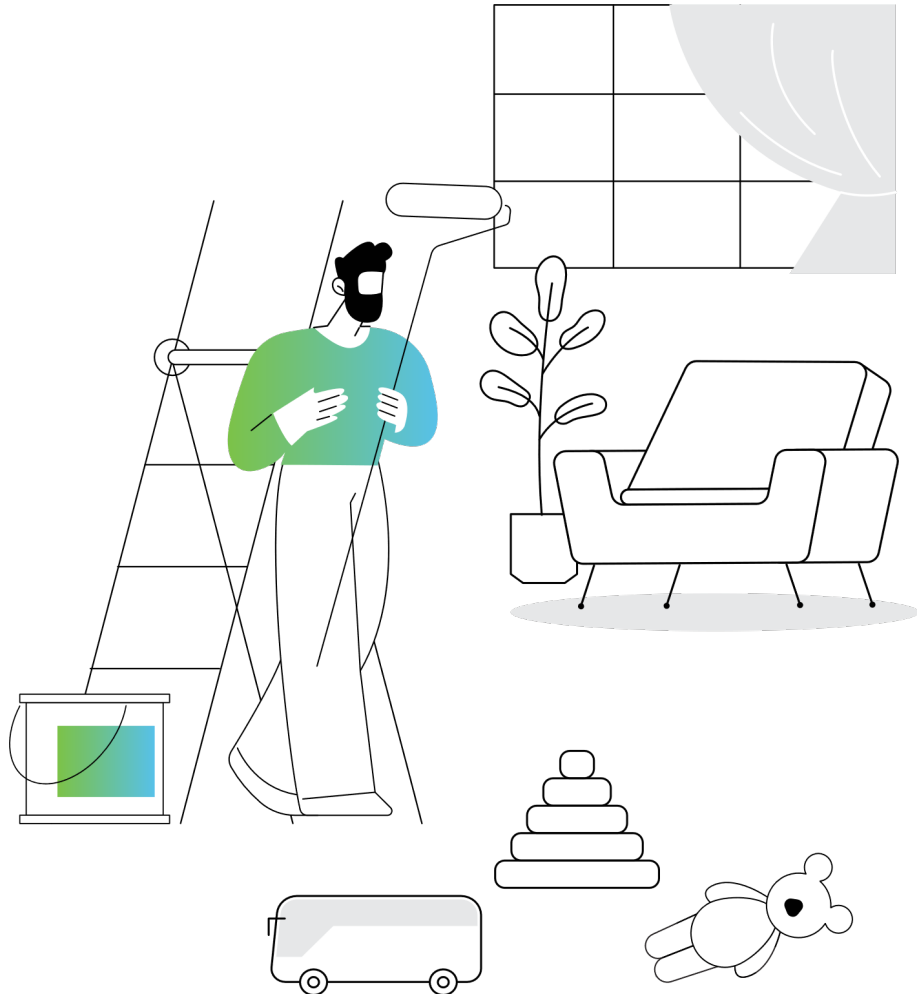


When doing any type of work around the home, use the STAR process, even take a STAR book home and use it.



*The Weekend
Project:
Safe at Home*

Saturday Morning: Getting Started



It's a sunny Saturday and Jason's decided to freshen up the walls. He's keen to get it done quickly before lunch, but the ground is cluttered with toys and extension cords from the fan.

Clear the area and check if the ladder is stable before starting.

Start painting straight away — it's only a small job.

Good thinking.

Taking a moment to plan and tidy prevents slips, trips, and falls — the same safe start principle used at work.

Mid Morning: PPE Decisions



The paint is strong-smelling, and he's in an enclosed room. He's debating whether PPE really matters for a quick job.

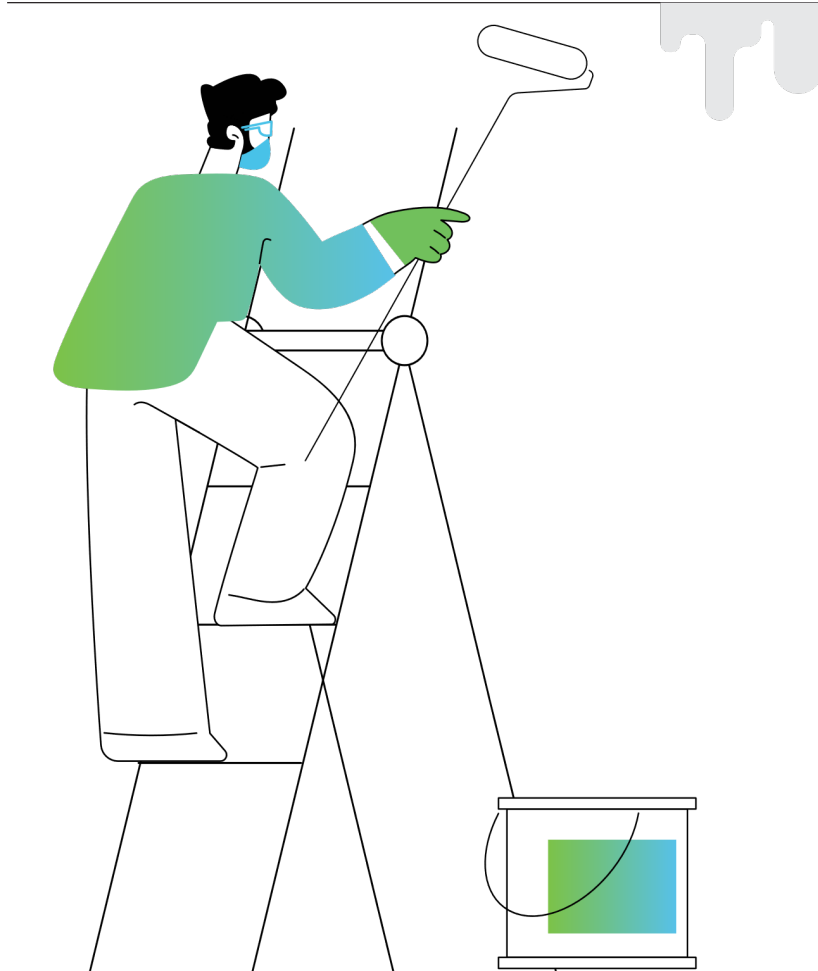
Put on gloves, mask, and safety glasses; open windows.

it's just household paint.

Nice work.

The right PPE for the task protects you from fumes, skin irritation, and splashes, at home or at work.

Mid Day: Reaching New Heights



Jason is almost finished, but it's tempting to stretch that last bit instead of moving the ladder.

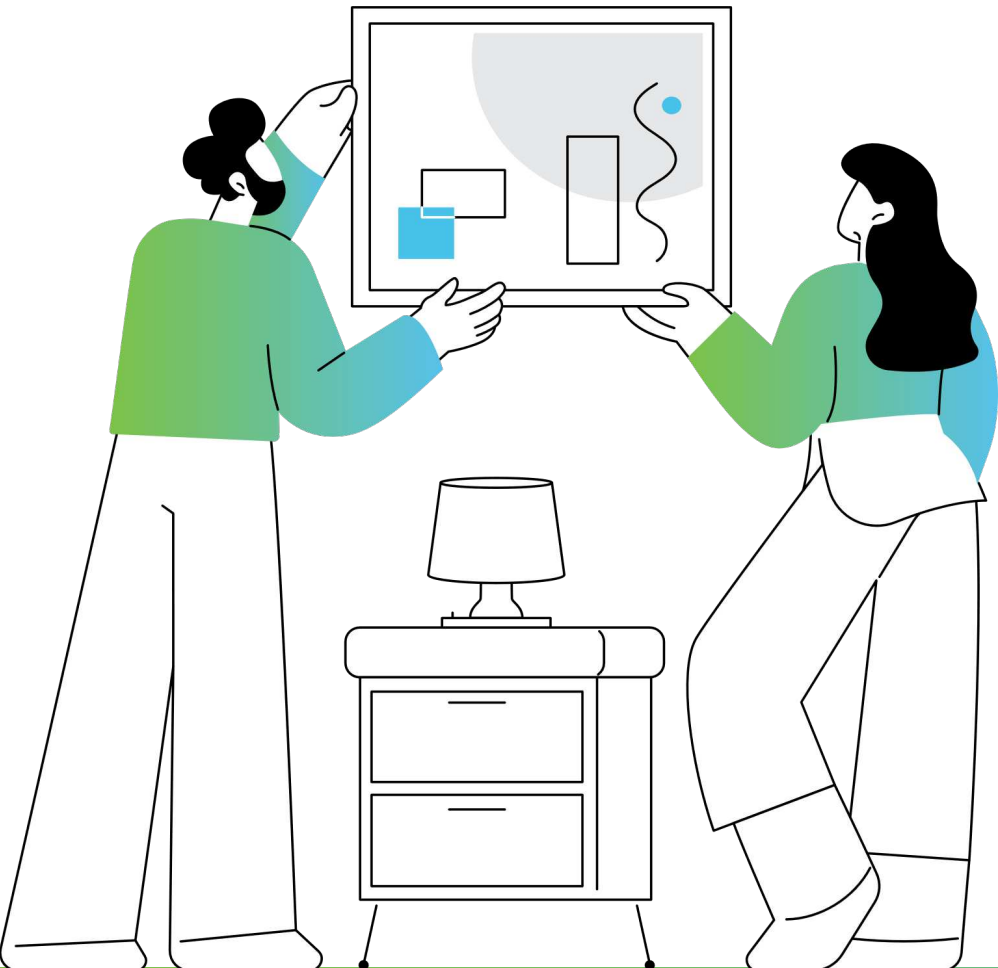
Climb down and reposition the ladder properly.

Stretch to finish the corner quickly.

Excellent.

Following the STAR process - Stop, Think, Act, Review: prevents falls and reinforces safe habits.

Afternoon: Wrap-Up



Jason realises how easily a simple home task could have led to an accident — and how applying the same safe habits he uses at work kept his family protected.

You can apply STAR and PPE principles to home tasks:



Mowing or Gardening



Cleaning Gutters



Using Power Tools



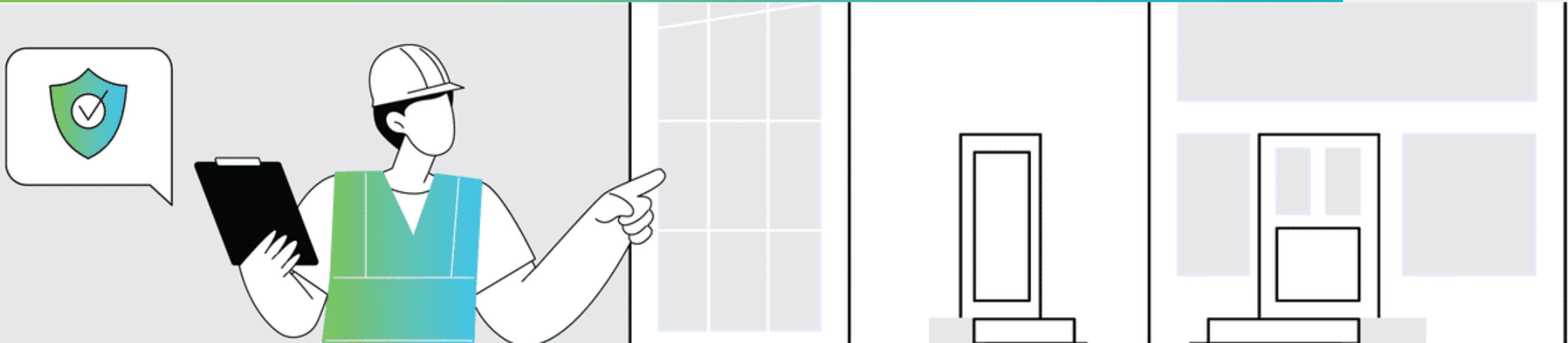
Cooking or BBQ Safety



At home, just like at work, safety starts with you.






Plan ahead, use the right equipment, and take the time to do it safely. Because the people waiting at home are the reason we all work safe.

Summary



When we stay aware at home, we stay safer everywhere.

Here's some important things to remember:

-  **Risks don't disappear after work**—slips, trips, falls, and tool-related injuries are just as common at home.
-  **Use the STAR process** (Stop, Think, Act, Review) before starting any home task to prevent avoidable incidents.
-  **Check your equipment and environment**—from lawn mowers to power cords, small issues can create big hazards.
-  **Safe habits protect your family**—your awareness and actions help create a safer home for everyone.
-  **Consistency is key**—bringing your workplace safety mindset into daily life strengthens your overall wellbeing and safety culture.

Key message: Safety at home is built through everyday choices—clearing hazards, checking equipment, and taking a moment to think before we act. When we bring our work safety habits into our personal lives, we not only reduce preventable injuries but also create a safer environment for our families. A consistent safety mindset, on and off the job, protects what matters most.

Summary

Take a moment to view the following video.



Well done!

You have successfully completed all the learning content for this course.