

Workplace Health and Safety (WHS) Policy

1. Purpose

Soul Academy is committed to providing a safe, inclusive, and healthy environment for all individuals engaging with our services—including clients, collaborative partners, facilitators, and participants—whether online, in person, or at external venues. We aim to continuously improve health and safety through proactive risk management, consultation, and education.

2. Scope

This policy applies to:

- All clients receiving services, coaching, mentoring, or attending events
- All partners collaborating with Soul Academy in service delivery, events, or promotions
- All facilitators, contractors, and volunteers representing Soul Academy
- All activities conducted at Soul Academy premises, third-party venues, private locations, outdoor settings, or online platforms
- All individuals participating from international locations, whether attending online or traveling to in-person events

3. Legal Framework

This policy is guided primarily by the *Work Health and Safety Act 2011 (QLD)* and associated regulations, as Soul Academy is headquartered in Queensland. It also considers:

- The *Australian Consumer Law*
- The *Privacy Act 1988*
- Applicable state, territory, and international laws relevant to the location of service delivery

Soul Academy acknowledges its duty of care to all persons impacted by its operations and will take all reasonably practicable steps to ensure their health and safety, including those joining from overseas.

4. Soul Academy Commitments

Soul Academy will:

- Identify, assess, and manage risks across all service environments, including online and offsite locations
- Provide clear safety guidelines and expectations for clients and partners, including international participants
- Maintain safe, hygienic, and fit-for-purpose facilities, equipment, and digital platforms
- Ensure facilitators and collaborators are briefed on WHS responsibilities
- Promote respectful conduct and psychological wellbeing in all interactions
- Prohibit the use of drugs or alcohol during any Soul Academy-related activity
- Monitor fatigue-related risks and encourage healthy scheduling practices
- Investigate all incidents, hazards, or near misses and take corrective action
- Ensure emergency procedures are communicated and accessible at all venues
- Provide access to first aid kits and emergency contacts where applicable
- Consult with partners and facilitators on WHS matters and encourage open communication
- Ensure online platforms are secure, accessible, and compliant with privacy and safety obligations
- Identify and manage psychosocial risks, including stress, fatigue, and interpersonal conflict

5. Responsibilities of Clients and Partners

Clients and partners engaging with Soul Academy must:

- Take reasonable care for their own health and safety and that of others
- Follow all safety instructions and event protocols provided by Soul Academy
- Refrain from attending events or sessions under the influence of drugs, alcohol, or impairing medications
- Report any hazards, unsafe conditions, or incidents to Soul Academy immediately
- Respect venue-specific safety requirements, including emergency exits and evacuation procedures
- Avoid behaviour that may cause harm, discomfort, or disruption to others
- Cooperate with Soul Academy's risk management and incident response processes
- For partners: ensure their own insurance coverage and legal compliance when delivering services or hosting events
- For international participants: comply with local laws and safety requirements applicable in their location

6. Online Safety

Soul Academy takes reasonable steps to ensure the safety and privacy of clients and partners during online sessions and events. All participants must:

- Use secure and authorised platforms for engagement
- Avoid sharing sensitive personal information in public or group settings
- Refrain from recording or distributing content without consent
- Report any technical issues, breaches, or inappropriate behaviour immediately
- Follow Soul Academy's confidentiality guidelines and agreement

7. Emergency Preparedness

For in-person and offsite events, Soul Academy will:

- Communicate venue-specific emergency procedures to facilitators and partners
- Assign a designated safety contact for each event
- Ensure access to first aid and emergency support
- Coordinate with venue staff and local authorities where required

8. Incident Reporting and Recordkeeping

All safety concerns, hazards, or incidents should be reported promptly via email to:

hello@mysoulacademy.com.

Soul Academy will investigate all reports discreetly and take appropriate action to prevent recurrence. Records of incidents and corrective actions will be maintained in accordance with WHS and privacy regulations.

9. Review and Continuous Improvement

This policy will be reviewed annually or as required to reflect changes in legislation, service delivery, or operational risk. Feedback from clients, partners, and facilitators is welcomed to support continuous improvement.