

Workforce Management Playbook for Contractors

Scaling a contractor workforce is exciting - but also daunting, especially in Queensland's fast-moving mining sector. The [regulatory frameworks](#) in Queensland make clear that as you grow as a company, so too do your responsibilities, and the small-process shortcuts that worked fine for a tight-knit crew can break down fast. Compliance officers like you know; more people means more moving parts, more documentation, and bigger consequences if something falls through the cracks.

This playbook is designed specifically for compliance leaders tasked with managing this growth. Inside, you'll find step-by-step workflows, practical tips, and battle-tested advice for keeping your workforce compliant, safe, and site-ready - whether you're using manual processes, spreadsheets, or digital tools. You'll also discover lessons learned by others who've walked this path, and tools to help lighten the load.

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Section 1: Complex Compliance

When a contractor team doubles, triples, or grows tenfold, the compliance officer's workload doesn't just keep pace - it multiplies.

More People, More Complexity

Each new staff member means more onboarding, documents to track, and communication needs. Systems that worked for ten quickly become unmanageable at fifty or a hundred.

Increasing Admin for Certifications and Training

Mandatory certifications, licenses, and site inductions mean more paperwork, tracking, and risk of expired records. Frameworks like the [Standards for RTOs 2025](#) emphasize these challenges.

Multiple Sites and Roles

Deploying staff across various mining sites, each with distinct safety rules and compliance needs, makes managing who is cleared to work where exponentially harder.

Faster Onboarding Needed

Bottlenecks in bringing new hires up to speed can derail projects. As you grow, efficient and rapid onboarding becomes essential to maintain productivity.

Audit and Inspections Risks Increase

More staff and activity heightens the likelihood of small oversights becoming significant compliance failures during audits, leading to greater risk exposure.

Key takeaway:

Scaling safely isn't about knowing more laws - it's about building reliable, repeatable systems for onboarding, documentation, and communication, so nothing gets missed.



Section 2: Building Repeatable Compliance Workflows

Successful scaling hinges on repeatable compliance workflows. These clear, consistent processes are the blueprint for reducing mistakes, freeing up time, and establishing a **single source of truth, standardised steps, and reliable reminders**, regardless of your chosen platform.

In the next section, we'll look at how digital tools can take these same workflows and make them faster, more accurate, and easier to scale — but the foundation always starts here.

01

Centralised Document Management

Store all certifications, site inductions, and licenses in a single place (digital or paper). This "single source of truth" helps to prevent expired credentials and lost paperwork.

02

Scheduled Reminders

Use calendar alerts or simple spreadsheet flags for upcoming expiries - systems, not sticky notes, are your ally during audits.

03

Consistent Onboarding Checklist

Keep a master checklist listing required documents/tasks for each site and role. Print copies or use digital templates to avoid starting from scratch every time.

04

Bulk Communication Procedures

Standardise how you deliver onboarding info and updates - choose one method (email, SMS, or print) for all staff.

What Does a Repeatable System Look Like?

1. Enter new staff details in a master spreadsheet or register.
2. Use a master checklist (printed or template) for onboarding, tailored for each role/site as needed.
3. Set reminders (calendar or flags) for certificate expiry and re-training.
4. Store all records in one accessible spot.
5. Send information with standardised messages, keeping a record of sent communications.

The bottom line:

Great results start with consistent processes. Even simple templates can provide real structure, and as your business grows, purpose-built tools like **GO! Site Ready** can help you unlock even greater efficiency and control.

Section 3: Digital Tools & Automation - How to Save Time

Once repeatable workflows are in place, digital tools can further enhance them. While templates and checklists are valuable, automation transforms compliance from a manual task into a managed system as your team grows. Digital tools don't replace good processes; they supercharge them.

This section explores how technology builds on Section 2's workflows, automating reminders, streamlining onboarding, centralising records, and providing real-time visibility across sites.

Automated Reminders & Alerts



Calendars you already use

Set up a dedicated "Compliance Calendar" in [Google Calendar](#), [Outlook](#), or another online calendar, and add expiry dates for licences, medicals, and inductions. Schedule reminders before expiry to avoid last-minute scrambles.



Spreadsheet Tricks

Add an "Expiry Date" or "Days till Expiry" column in Excel or Google Sheets, and use conditional formatting to highlight certificates about to expire.

Tip: Google Sheets Automation

Google Sheets [Conditional Notifications](#) can trigger email notifications when data meets certain rules (e.g., "Expiry Date = Today" or "Days Remaining = 7"), turning your spreadsheet into an automated alert system!

Bulk Onboarding & Communication



Email lists

Create [contact lists in Outlook](#) or use [labels in Gmail](#) to send onboarding packs or updates to the right group in one click.



Templates

Most email systems including [Google](#) and [Outlook](#) allow you to save and re-use email templates. This keeps communication consistent and professional.



SMS tools

For urgent safety or compliance notices, consider SMS services (like [ClickSend](#) or [SMS Express](#)) to ensure updates reach staff who aren't checking email.

Centralised Compliance Records



Cloud storage you already have:

Use Google Drive, OneDrive, or SharePoint to keep all compliance documents in one folder, with sub-folders by worker name or site. This creates your "single source of truth" that's easy to share with auditors.



Version control:

Cloud systems automatically save older versions of files, so you'll always have a history of changes if you need to prove document integrity.

Real-Time Information & Dashboards



Simple dashboards:

Connect your spreadsheet data to tools like Google Data Studio or Power BI to build dashboards showing who is compliant, who's due for renewal, and which sites have the most risk exposure.



Why it helps:

Instead of manually scanning rows, you can glance at a dashboard and know where to focus your time that week.

You don't need to go fully digital overnight.

Start with what fits your needs and scale up:

- Begin with digital reminders and cloud storage for essential documents.
- Move to more sophisticated platforms if you're consistently losing time to manual work, missed deadlines, or paperwork headaches.
- Consider solutions like GO! Site Ready that are built specifically for contractors and integrate many features in one place.

1

Start Simple

Begin with foundational elements and build from there.

2

Scale Up

Expand your operations with powerful automation tools.

3

Adopt Tools

Integrate specialised tools for enhanced workflow efficiency.

4

Review & Refine

Continuously assess and improve your processes.

(Psst! While our diagram might feature some sticky-note-esque visuals, we definitely recommend digital systems over actual sticky notes for your compliance tracking!)

Section 4: Culture - Making Compliance Everyone's Responsibility

For lasting compliance, fostering a culture of shared responsibility is crucial, especially as teams grow. When tasks are framed as safety tools, workers better understand their protective value for themselves, their team, and the industry.

For deeper insight, [WorkSafe Queensland's safety culture hub](#) highlights that safety and compliance are inseparable; when workers commit to safety, compliance becomes a natural part of their daily work, not a burden.

Clear, Consistent Communication

- **Standardise the Message:** Use clear, simple language in all compliance communications - no jargon, no assumptions. Templates ensure everyone gets the same essential information, the same way, every time.
- **Repeat and Remind:** Don't rely on one-off emails or verbal briefings. Reinforce key messages - in safety meetings, follow-up emails, and on-site signage - to make sure nothing's overlooked.
- **Track Acknowledgments:** Always document who has received, read, and confirmed important updates or policy changes. Ideally, this is digital and easy to access for audits

Build Buy-In at All Levels

- **Make It Relevant:** Explain why compliance matters - not just to management, but to every crew member's safety, job security, and daily work.
- **Reward Engagement:** Recognise teams or individuals who consistently complete compliance tasks or flag potential issues. Even a simple shout-out is powerful.

Tip: Using Case Studies

To help workers see the real-world consequences of poor compliance and safety lapses, WorkSafe Queensland has published several video case studies:

- [Case Study 1 – Electrical safety incident](#)
- [Case Study 2 – Workplace fall incident](#)

These can be powerful tools in safety briefings or inductions to spark discussion and increase buy-in.

Empower Supervisors and Team Leads



Clear Expectations & Resources

Give site leaders clear expectations and easy-to-use resources for compliance in their teams.



Proactive Training

Train them to spot issues early - before they become violations or safety risks.



Treat as Partners

Treat front-line supervisors as partners, not just middlemen.

Tip: Leadership Workbook

WorkSafe Queensland has created a [L.E.A.D. Safety Leadership Workbook \(PDF\)](#), designed specifically to help supervisors and managers strengthen their safety leadership skills. It's a practical resource you can build into team leader training.

Lead by Example

Management and senior staff must model good compliance habits - promptly completing their own paperwork, inductions, and safety actions. As WorkSafe Queensland emphasises in its [guidance on management commitment](#), visible leadership is critical to building a strong safety culture. When leaders consistently demonstrate that compliance matters, it sends a clear message across the workforce and makes it far easier for compliance officers to maintain high standards as teams grow.

The Bottom Line: Compliance as a Core Value

When compliance is woven into daily routines and company culture, not only is it easier to pass audits and minimise admin - but you also build trust, improve morale, and keep your people safer as you grow.



Section 5: Lessons from the Field

Nothing brings a playbook to life like real-world lessons from compliance officers who have already navigated workforce growth in Queensland's mining sector. The case study in this section focuses on *what worked and what didn't* as one contractor reworked its compliance processes at scale. While we keep the story centred on outcomes, you'll find the practical details in Section 3: Digital Tools & Automation.

The Challenge

When one Queensland mining services contractor grew from 25 to 90 employees over three years, their compliance processes began to crack under the strain. Here's how they re-worked their systems, what they learned, and what other compliance officers can take away.

Fragmented records

Each site supervisor kept induction and competency records separately, often in paper form. Audit requests meant scrambling through folders.

Missed deadlines

Training and licence expiries were tracked manually on whiteboards and spreadsheets, leading to lapses.

Inconsistent communication

Safety and compliance updates were sent by email, text, or verbally, and not always documented.

Limited leadership engagement

Supervisors assumed compliance was "the compliance officer's job," leaving gaps in frontline accountability.

These issues came to a head during a regulatory audit, where missing records triggered warnings under the Mining and Quarrying Safety and Health Act 1999.



The Response

1

Centralised record-keeping

All certifications and induction records were moved into a cloud system, ensuring a single source of truth. This was aligned with audit preparation guidance from WorkSafe Queensland.

2

Automated reminders

Certificate and training expiries were logged in a Google sheet with [Conditional Notifications](#), preventing lapses. This reflected the structured training obligations set out in the [ASQA Standards for RTOs 2025](#).

3

Standardised communication

The company introduced a single email platform for all compliance updates, using templates to ensure consistent wording and record-keeping.

4

Leadership buy-in

Supervisors undertook a tailored program using the [L.E.A.D Safety Leadership Workbook](#), with a focus on management commitment.

The Outcome

Audit readiness

During the next audit cycle, the contractor produced all required records within minutes.

Reduced admin load

Automated reminders and centralised files saved the compliance officer an estimated 6–8 hours per week.

Improved safety culture

Supervisors began shifting attitudes from "compliance is paperwork" to "compliance is part of safe work."

Lessons Learned

- Compliance breaks first at scale when systems are fragmented.
- Centralising and automating reduce both admin and risk.
- Communication must be consistent, documented, and simple.
- Leadership buy-in is the multiplier - without it, systems collapse.

Section 6: Your Action Plan

Growing your workforce safely and efficiently isn't just about keeping up with compliance - it's about creating systems that keep you confident, audit-ready, and focused on your core work, even as complexity increases.

1. Quick-Start Checklist

- ☐ Centralise all compliance records (a simple folder, drive, or platform)
- ☐ Use standardised onboarding and induction templates
- ☐ Set up automated reminders for certifications and document expiry
- ☐ Communicate through a consistent, documented channel
- ☐ Review and update your processes quarterly as you grow

2. Keep Improving

- Solicit feedback from supervisors and workers
- Update templates as sites, roles, and regulations change
- Trial new digital tools, focusing on time and stress savings

3. If You Want to Automate Further

Consider exploring specialist platforms that handle document storage, reminders, and reporting for you (such as [GO! Site Ready](#)), but remember the most important step is having good processes.

4. Connect With the Community

You're not alone! Other compliance officers in Queensland's mining sector are facing the same challenges. Sharing what works, asking for advice, and staying up to date with best practices can make a huge difference.

One way to connect with peers is through the [Australian Institute of Health & Safety \(AIHS\)](#). Getting involved in communities like this helps you stay ahead of regulatory changes and gives you a network of people who understand the realities of managing compliance in mining.

End Note

Whether you use these strategies with paper, spreadsheets, or software, the goal is the same: confidently scale your team, support your people, and keep your business safe and productive.

We hope this playbook has given you practical ideas and reassurance that scaling compliance doesn't need to be overwhelming. And if you ever need further assistance - whether it's choosing the right digital tools or streamlining a paper-based system - know that help is available. At the end of the day, our aim is simple: to make your job easier, so you can focus on what matters most—keeping your workforce safe, compliant, and ready for the future.

Resources

Legislation & Standards

1. [Work Health and Safety Regulation 2011 \(Qld\)](#)
2. [Work Health and Safety Act 2011 \(Qld\)](#)
3. [Queensland Mining Safety and Health Legislation](#)

Digital Tools & Platforms

1. [Google Calendar](#)
2. [Outlook Calendar](#)
3. [Google Gmail](#)
4. [Microsoft Outlook \(Email\)](#)
5. [Google Drive](#)
6. [OneDrive](#)
7. [SharePoint](#)
8. [Google Data Studio \(Looker Studio\)](#)
9. [Microsoft Power BI](#)
10. [ClickSend](#)
11. [SMS Express](#)
12. [GO! Site Ready](#)

WorkSafe Queensland Resources

1. [WorkSafe Queensland: Mines and Quarries](#)
2. [Compliance and enforcement information](#)
3. [Publications and resources](#)
4. [Safety and Prevention initiatives](#)

Tutorials

1. [Using Conditional Notifications in Google Sheets](#)
2. [Building Contact Lists in Outlook Calendar](#)
3. [Using Labels in Google Calendar](#)
4. [Creating an Email Template in Gmail](#)
5. [Creating an Email Template in Outlook](#)

Communities

- [Australian Institute of Health & Safety](#)