Frequently Asked Questions — Safe Over Summer

What is Safe Over Summer?

An 8-week safety program delivered December–February focusing on those critical risks that are most likely to cause serious harm to Downer Social Infrastructure workers over the summer period. It uses toolbox talks, videos, a hazard-hunt poster, and a quiz process to refresh hazard recognition and support safer decision-making across all teams.

Who needs to participate?

All Downer employees are expected to attend weekly SOS sessions delivered by their contract operations leader. Please extend the invite to subcontractors, and service delivery partners where possible, encouraging them to attend.

How many topics do we complete?

Sites must complete a minimum of 8 topics. Four are mandatory:

- Working with Electricity
- Violence & Aggression
- Working at Heights
- Mobile Plant & Vehicles

The remaining topics can be chosen based on operational relevance, and teams are welcome to complete additional topics — or all 15 — if useful for their work environment.

Where can I access toolbox materials and videos?

All materials are available on the publicly accessible Safe Over Summer website. No Downer or Spotless login is required. Facilitators can download toolboxes, videos, and support guides directly from the site for easy use on any device.

Can I download the videos for offline use?

Yes. Videos are downloadable via this link. You'll need a Downer account to access and save them.

Do SDPs or subcontractors or non-Downer employees qualify for the weekly ballot?

No. The ballot is limited to internal-Downer employees only.

How does the ballot draw work?

Workers enter by:

1. Attending the SOS session
2. Completing the 3-question quiz
3. Getting all answers correct
4. Facilitator logs the attendance on Ideagen/Lucidity

Each week, five employees are randomly drawn from groups that submit 100% correct quiz responses and will win a $100 gift card.

Note: Ballots are drawn weekly. Bulk-uploading attendance forms reduces the number of weeks your team is entered, which directly lowers their chances of winning.

Is attendance within Ideagen/Lucidity logged individually or as a group?

We recommend that you do these toolboxes as a group. It's the role of the facilitator to log the attendance of the group together into 1 submission.

Can I log toolbox attendance without Ideagen/Lucidity?

No. Attendance and quiz results must be recorded in the Safe Over Summer form within Ideagen/Lucidity. This ensures complete data capture and ballot eligibility. Paper sign-ins aren't accepted.

I work at a client site where Ideagen/Lucidity access is limited. How do I record attendance?

Use the approved paper-based attendance log during the session, then transcribe the details into the Safe Over Summer form in Ideagen/Lucidity as soon as you regain access. This keeps the data centralised, ensures ballot eligibility, and maintains a consistent record across all sites.

Do the workers need Ideagen/Lucidity access?

Facilitators can enter details on behalf of the worker. If facilitators do not have access to the system, please reach out to zeroharm.support@downergroup.com for access.

What is the Hazard Hunt poster and how is it used?

The poster is a single, illustrated “Where’s Waldo-style” hazard scene packed with unsafe acts, behaviours, and environmental risks across the 15 critical topics.
During each weekly session, facilitators run a short Hazard Hunt activity, participants gather around the poster and identify hazards relevant to that week’s topic.
It’s a visual learning aid to sharpen hazard-spotting skills and spark discussion.

Why is the poster important?

It builds risk recognition habits, reinforces weekly toolbox messages, and acts as a permanent safety visual for the workplace throughout summer.

Who should facilitate SOS sessions?

Sessions must be led by someone from contract operations as workers want guidance from their own leaders and operations that they are familiar with. Zero Harm Business Partners support but don’t lead.

Can sessions be delivered via Teams(virtually)?

Yes. Teams or virtual based delivery is acceptable for dispersed or remote teams. The facilitator is accountable to record the Team’s quiz answers and complete the quiz and attendance form in Ideagen/Lucidity.

Can I tailor a toolbox to suit my site?

Yes. Feel free to apply your own content to the Critical Risk topic based on your scenario/risk profile/site. Contact the Zero Harm team if you need further assistance.

Can we keep the poster up after summer?

Yes. Sites are encouraged to leave the hazard poster displayed as an ongoing prompt for daily hazard awareness.

I don’t work on a contract, how can I get involved?

You can reach out to your local sites directly or speak to your friendly Zero Harm Business Partner who will be able to let you know of upcoming sessions. If you are part of a functional team (P&C, Commercial, Finance) you would be allocated a Downer Learning module to complete.

Where do I get support?

Ideagen/Lucidity access issues → zeroharm.support@downergroup.com
Program/content support → your Zero Harm Business Partner