onside

The six touchpoints of rural risk

A guide for connecting safety, biosecurity and compliance.

Our trusted customers

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Contents

You know what safe looks like.
You know when something's right and when it's not.
The problem isn't knowledge. It's systems.

You might be managing dozens of contractors across as many properties, keeping track of vehicles and maintenance, making sure seasonal workers have completed inductions, and preparing for an audit that's been moved forward by two weeks.

You're doing all of this while also running an operation.

That's why the right system matters.

Most of the tools people rely on weren't designed for this. They were stitched together over time - spreadsheets with 47 tabs, paper sign-in books at the gate, induction forms in a folder somewhere. Meanwhile, the regulatory landscape keeps moving. PCBU obligations, codes of practice, biosecurity requirements - they all demand not just action, but evidence of action.

The gap between what you're required to demonstrate and what your current systems can prove is where the real risk sits.

This guide is about closing that gap.

Not by adding more admin, but by connecting the things you're already doing into a single system that works the way your operation actually runs, across properties, across teams, and across the moments that matter most.

We're Onside.

We built a rural compliance platform for exactly this. Purpose-built for agriculture, used on over 23,000 properties every day. From visitor and contractor management to real-time check-ins and incident reporting, everything lives in one place, so you can spend less time on paperwork and more time running your operation.

Ryan Higgs
Co-founder & CEO
Onside

The six touchpoints of risk

Every rural operation, regardless of size or sector, has six critical moments where compliance either holds or breaks down. The chapters that follow explore each touchpoint in depth.

1. **VISITOR & CONTRACTOR ARRIVALS**: Someone enters a property; a contractor, a visitor, a new seasonal worker. Do they know the risks? Have they declared a biosecurity status? Have they been inducted?

2. **BIOSECURITY**: A vehicle moves between properties. Stock is transported. A visitor walks from one block to another. Biosecurity risk travels silently, and the only defence is structured, consistent controls applied every time.

3. **ASSETS & EQUIPMENT**: A worker starts a tractor, picks up a chainsaw, opens a chemical store. Has the equipment been inspected? Is the person trained and inducted for that specific asset? Is there a record that links the person/ asset?

4. **DOCUMENTATION**: An inspection is carried out. A spray diary is completed. A PPE check happens before a job begins. The work itself might be done perfectly, but if it's not captured properly, it may as well not have happened (in the eyes of the auditor).

5. **HEALTH & SAFETY**: An incident happens. Equipment fails. Someone is injured. The quality of your response and your ability to demonstrate that response depends on whether the right information is connected to the right records.

6. **AUDITS & COMPLIANCE**: An auditor arrives. A regulator asks questions. A certification body wants evidence. An insurer reviews your operations. Everything you've done across the first 5 touchpoints either adds up, or it doesn't.

1. Visitor and contractor management

The moment someone sets foot on your property is the first point of compliance exposure, and for many rural operations, it's also the most poorly managed.

Best case: They sign a paper book, someone points them in the right direction, and the induction they completed six months ago is assumed to still be valid.

Worst case: Nobody knows they're there at all until someone spots an unfamiliar vehicle in the yard.

When you're running multiple properties with rotating contractors and seasonal workers, the logistics of ensuring every person has completed the right inductions, declarations, and assessments before they start work becomes a full-time job in itself.

What breaks down?

The most common failures at this touchpoint tend to follow a pattern.

Inductions are completed once and never renewed, even when site conditions or equipment change **-->** Contractor compliance documentation - insurance certificates, competency records, safe work method statements are collected at the start and then hardly checked again **-->** Visitor logs capture names and times but don't connect to any meaningful safety or biosecurity information **-->** And when someone arrives outside “business” hours, the entire process is often bypassed altogether.

The result is a compliance gap that widens quietly over time.

You think you know who's on your property and whether they're qualified to be there, but if someone asked you to prove it right now - for every person on every site - would it be possible?

What connected looks like

In a connected system, the arrival of a person on site triggers a series of actions that happen automatically, not because someone remembered to ask.

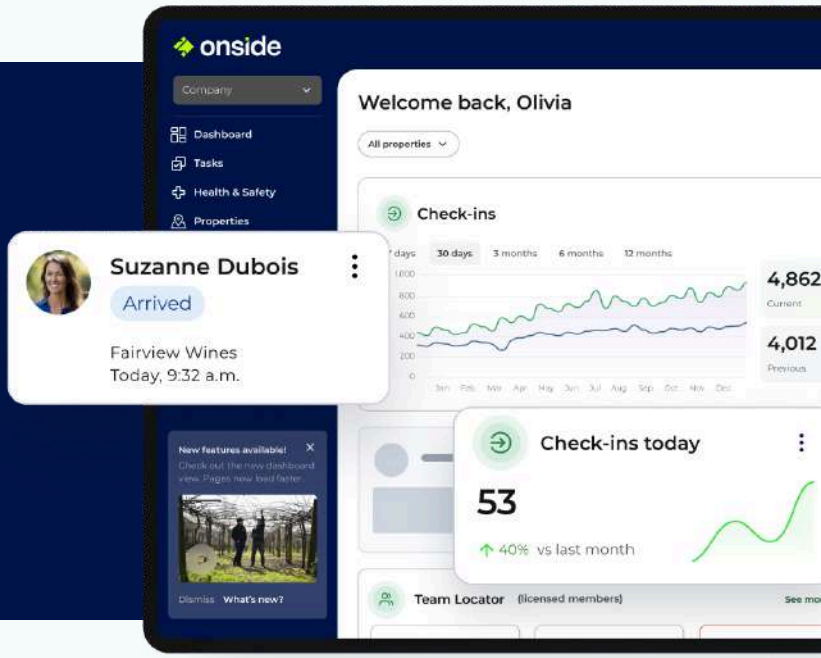
- A contractor checks in and is immediately presented with any outstanding requirements: a biosecurity declaration, site induction, and risk acknowledgement.
- If their previous induction has expired, they're prompted to complete a new one before proceeding.
- If they haven't completed a required competency assessment for equipment they're about to use, that's known too.

Every check-in, every completed form, every declaration is recorded and linked to both the person and the property.

The point isn't to create friction for people arriving. It's to remove the admin burden from the people managing them. When the system handles the prompting, tracking, and recording, the H&S manager can focus on the risk, rather than chasing paperwork.

"The value with Onside is **knowing where all the contractors are** across our different farms."

Matt Corbett
Cellar Master, **Greystone Wines**



2. Biosecurity controls

A biosecurity breach doesn't look dramatic

It's a contractor who drove between properties without washing down. A visitor who didn't declare where they'd been. Equipment moved without the right checks.

For livestock, the threat is disease; foot and mouth, avian influenza, Johne's. For horticulture, it's pests and pathogens that can trigger quarantine. And regulatory expectations are only increasing.

Where paper falls apart

Paper declarations are the norm. A visitor signs a form at the gate. But nobody checks whether the same contractor answered differently at another property yesterday. There's no way to track movements across properties or flag emerging patterns.

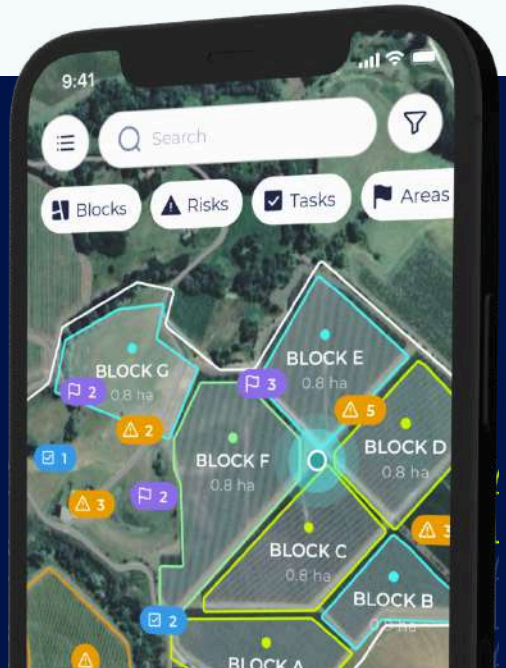
Audits, pest monitoring, plant movements, animal health checks; they all exist in disconnected notebooks and spreadsheets that may never make it back to the office.

The result is a biosecurity system that exists on paper but doesn’t give you the full picture or the ability to prove your controls are working.

Digital mapping and geofencing

With **digital farm mapping and geofencing**, you can map restricted areas to protect biosecurity.

Instantly update the **digital biosecurity declaration** so that contractors and visitors provide the information needed for safe entry to your sites.



Structured, digital biosecurity

The shift that matters is connecting biosecurity controls into the same system that manages your people, properties, and assets.

When a visitor checks in, their declaration is captured digitally and linked to their identity and site. If they visit multiple properties, you see the sequence. If a biosecurity alert is issued, you can immediately identify who's come from affected areas, and set stand-down periods. When a biosecurity risk intersects with an asset that's moved between properties, the connection is visible and auditable.

Declarations can be required at check-in, making them impossible to bypass. Field observations and monitoring forms are completed on a mobile device, timestamped, geolocated, and immediately accessible.

CASE STUDY

DARWALLA GROUP
QLD, AUSTRALIA

INDUSTRY
POULTRY

CHALLENGE
AVIAN INFLUENZA

An initial mock H5N1 simulation exposed gaps in Darwalla's traceability and rapid response time, raising concerns from Biosecurity Queensland. In response, they partnered with Onside to enable real-time traceability across 44 properties, as well as digitising their visitor, contractor and safety protocols, unifying operations.

In a second H5N1 simulation, Darwalla showed significant improvement, earning praise for its enhanced traceability and response time. Onside not only strengthened Darwalla's biosecurity and safety but also built trust with Biosecurity Queensland... ***Read more***

3. Asset registers and equipment

Here's a question that should be simple but rarely is: across all your properties, how many assets do you have, what condition are they in, who's responsible for each one, and can you prove that every piece of equipment in use has been inspected, maintained, and is being operated by someone who's been properly inducted?

If you can answer that confidently, you're ahead of most operators in the country. If you can't, you're in the majority.

The real cost of not knowing

On every worksite, equipment must be kept in a safe working condition. That's not a suggestion, it's a legal obligation.

The duty extends beyond just fixing things when they break. It means having systems in place to ensure that equipment is regularly inspected, that maintenance is tracked, that people are trained before use, and that there's a record of all of it.

Most rural operations attempt to manage this through some combination of spreadsheets, paper logbooks, and institutional knowledge. This works until it doesn't. The spreadsheet doesn't send reminders when a service is overdue. The paper logbook doesn't flag that the person about to use the spray rig hasn't completed the chemical handling induction.

When something goes wrong; a piece of equipment fails, someone is injured, an auditor asks for maintenance records - the gaps become painfully visible.

“We thought it was fine" is not a defence that regulators accept.

What a connected asset register changes

A digital asset register is more than a list of what you own.

When it's connected to the rest of your operational system, it becomes the backbone of your equipment safety and compliance. Every asset sits in one register with a responsible person, a property, and custom fields relevant to that asset type. An odometer reading for a vehicle, or batch number for a chemical.

But the real value isn't the data, it's what the register connects to.

When someone accesses a piece of equipment (through the app or by scanning its QR code) they see exactly what they need to do before they use it. A pre-start checklist, an induction requirement, etc.

When a pre-start check identifies a problem, an issue can be reported immediately from the app. The responsible person is notified, a follow-up task is assigned, and the next person who accesses that asset sees the issue before they proceed. The chain from identification to resolution is recorded against the asset. Reminders for maintenance schedules and service dates mean the right person knows before something's overdue, not after.

QR codes and field access

The people who use your equipment are often not the people who manage it. Contractors, seasonal workers, and team members across multiple properties need the right information at the point of work, not back at the office, not after the fact. QR codes on every asset make that possible. Scan the code, and it opens the linked pre-start checklist, induction, or any outstanding issues.

4. Digital forms and data capture

The work is happening. The question is, are you capturing it?

There are dozens of routine processes that need to happen regularly:

- Equipment inspections
- PPE checks
- Spray diaries
- Environmental audits
- Competency assessments
- Toolbox talks
- Chemical storage inspections
- Harvest checklists

Each represents a moment where compliance is strengthened or eroded.

The problem with paper isn't that it doesn't work in isolation (a well-designed checklist on a clipboard does its job). The problem is what happens after. The paper goes in a folder, or a glovebox, or a pocket. If someone needs to find it six months later for an audit, it may or may not be locatable.

If you need to see whether a particular check has been done across all properties this month, you're trawling through filing cabinets.

DID YOU KNOW

A WorkSafe inspector can enter any workplace at any reasonable time, **no appointment required.** With agriculture classified as a high-risk industry, your records need to be ready on the spot, not retroactively.

From paper to structured digital records

Digital forms transform paper-based processes into structured, searchable records. But the shift isn't just paper to screen; it's what becomes possible once data is captured in a structured way.

- **Health and safety:** Equipment pre-start checklists, maintenance and inspection forms, competency assessments, WHS inductions, PPE checklists, hazard and risk assessments, and toolbox talks.
- **Contractor management:** Inductions, chain of responsibility documentation, and safe work method statements, all recorded digitally with expiry dates, version control, and renewal prompts.
- **Biosecurity:** Visitor declarations, animal health checks, pest and wild bird monitoring, movement tracking, and grapevine observations - captured at the point of work, timestamped and geolocated.
- **Farm operations:** Spray diaries, harvest checklists, stock reconciliation, site-walk checklists, and feed delivery tracking, each completed where the work happens, not retroactively at a desk.

Every form is completed on a mobile device, timestamped, linked to the person who completed it and the asset or property it relates to, and immediately visible to anyone with the right permissions.

If a check fails, it's flagged in real time.

5. Incident reporting

You can have every process in place and something will still go wrong. Equipment fails. People make mistakes. Site conditions change. The measure of a safe operation is the quality of the response and the systems that prevent recurrence.

The reporting gap

Most rural operations have some form of incident reporting.

The problem is speed, completeness, and connectivity.

When an incident occurs in the field, the person involved needs to report it quickly and with enough detail to be useful. If that means returning to the office to find the right form, details get lost. If the form doesn't capture which assets were involved, which property it occurred on, and what contributed, the report exists but doesn't tell you much.

More critically, if the report lives in a standalone system, it's disconnected from the rest of your operational record.

You can't see whether the same equipment has been involved in multiple incidents, link to the pre-start check that was or wasn't completed that morning, or trace the chain from incident to investigation to corrective action.

DID YOU KNOW

Near-misses outnumber serious incidents by an estimated 300 to 1!

Connected incident management

In a connected system, incidents are reported from the field via mobile. The reporter selects who/where/what was involved, linking the incident directly to relevant equipment (if any). The responsible person is notified immediately. Follow-up tasks are assigned and tracked, with clear records.

For assets, this creates a recorded history. Over time, you can see which assets are associated with the most incidents, which properties have the highest rates, and whether corrective actions are reducing recurrence.

Issues reported against an asset; a defect, concern, or maintenance need, follow a similar path. The issue is logged, the next person accessing the asset sees it before proceeding, and the responsible person carries out a resolution.

Every report, action, and outcome is connected.

When someone asks "what happened, what did you do about it, and how do you know it's been resolved?" the answer is in the system.

From reactive to preventive

The most important shift is moving from reactive to preventive safety.

When you can see patterns across incidents, assets, and properties, you can identify risks before they escalate:

- Equipment generating frequent minor issues might need replacing before it causes a serious incident.
- Properties with higher rates might need additional controls.
- Processes producing consistent near-misses might need redesigning.

6. Audit readiness and reporting

If there's one thing every H&S and Operations Manager has in common, it's the feeling in the pit of your stomach when an audit is announced. You know the next two weeks are going to be consumed by finding, compiling, and organising evidence that should already be in one place.

The audit scramble

The typical audit preparation process looks something like this:

- Days pulling together paper records, spreadsheets, emails, photos.
- Induction records tracked down across multiple folders.
- Equipment maintenance logs reconstructed from memory/ invoices.
- Contractor compliance documentation chased from the contractors themselves, many of whom take their time responding.

The result is a compliance file that represents a heroic effort of retrospective documentation. It may satisfy the auditor, but it doesn't accurately reflect daily operations, and the process costs time and energy better spent on proactive safety management.

Continuous compliance, not periodic

The alternative is a state where evidence is generated automatically as a byproduct of daily operations.

- When people check in and complete their declarations, that's evidence.
- When a pre-start is completed against an asset, that's evidence.
- When a biosecurity risk assessment is submitted, that's evidence.
- When an incident is reported, investigated, resolved, that's evidence.

All of this is structured, timestamped, linked to the relevant people, properties, and assets (and immediately accessible). When the auditor asks for a report, you don't build one. You pull one up.

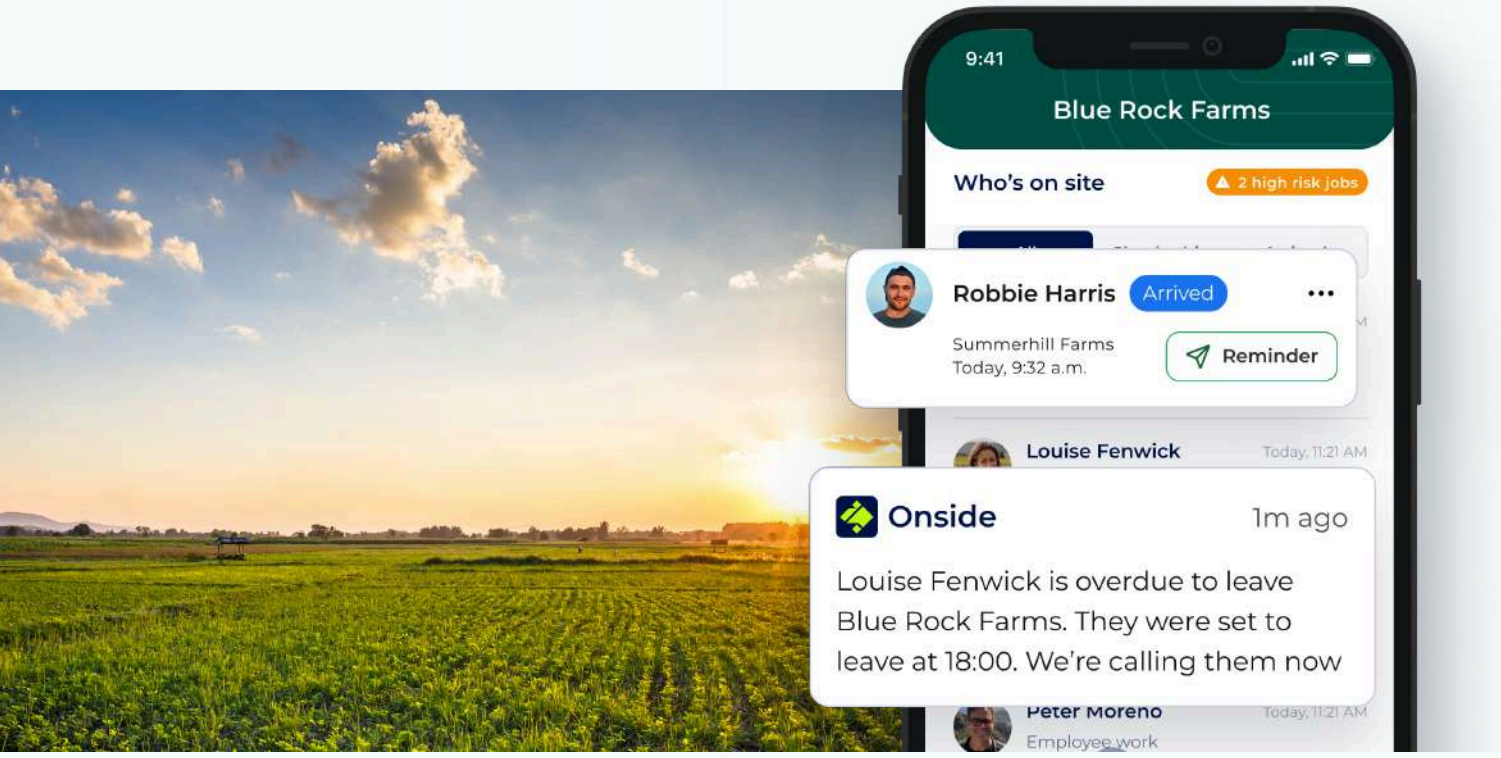
What auditors want to see

Auditors aren't just looking for records, they want evidence of systems.

They want to see that you have a process, that it's being followed consistently, and that there's a trail proving it.

A connected platform gives you that at every level:

- You can show the system: your categories, forms, workflows, and responsibilities.
- You can show the evidence: records generated over the past twelve months, linked to specific people, assets, and properties.
- You can show the outcomes: incidents that occurred, corrective actions taken, and the impact on subsequent performance.



Self-Assessment

Use this checklist to assess where your current systems stand.

Visitor and contractor arrivals
[ ] We have a digital check-in process for all visitors and contractors
[ ] Inductions are tracked with expiry dates and renewal prompts
[ ] We can report on who was on site at any property on any given date

Biosecurity controls
[ ] Biosecurity declarations are captured digitally at every check-in
[ ] We can track visitor movement sequences across properties
[ ] Environmental monitoring and health checks feed into one system

Equipment and assets
[ ] We have a complete, current register of all company assets
[ ] Pre-start checklists and SOPs are linked to specific assets
[ ] Maintenance schedules are tracked with automated reminders

Documentation of work
[ ] Safety forms and checklists are completed digitally in the field
[ ] Records are automatically linked to people, assets, and properties
[ ] We can report on form completion rates across the operation

Incident management
[ ] Incidents can be reported from the field via mobile
[ ] Assets involved in incidents are linked to the incident record
[ ] Follow-up tasks are tracked to resolution

Audit readiness
[ ] We could produce a compliance report for any property within minutes
[ ] Evidence is generated automatically as part of daily operations
[ ] Our records connect people, assets, properties, and safety actions

If you ticked fewer than half of these boxes, you're operating with significant compliance gaps that a connected platform can close.

If you ticked most of them, you're well ahead, but you might be achieving it through manual effort that a single system could automate.

The Onside experience

The six touchpoints of risk explored throughout this handbook are exactly what Onside is built for; bringing together people, places, and activity into a single, evolving picture of what's really happening in your operation.

It starts with visibility.
Knowing who is on your property, why they're there, and what they're doing in real time. Every movement becomes part of a shared awareness that reduces uncertainty and improves decision-making.

It enables coordination.
Teams, contractors, and visitors operate within a common environment where expectations are clear and nothing falls through the gaps.

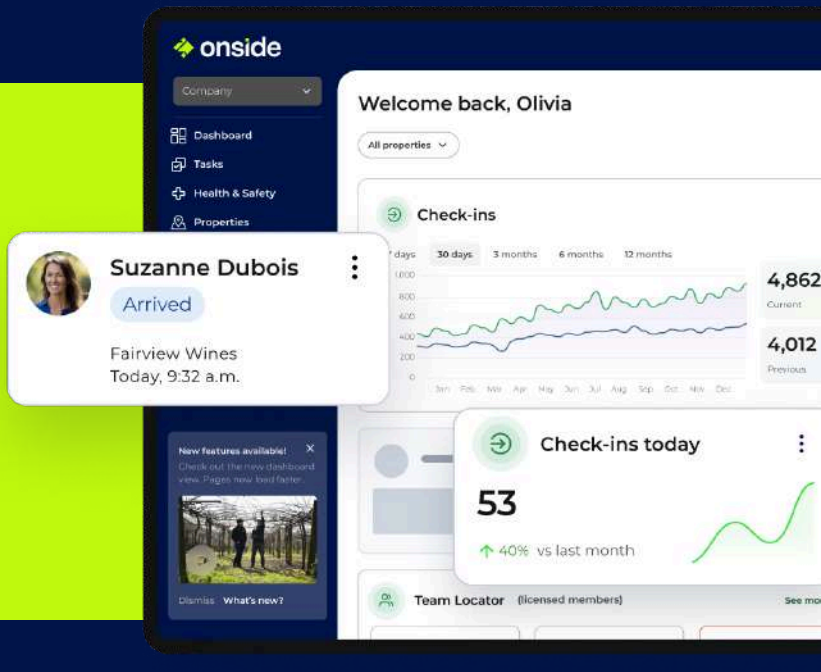
It embeds guidance into the moment.
People are supported at the point of work, with the right information showing up when it matters, shaping safer, more consistent behaviour.

It builds a continuous record.
Over time, patterns emerge, where risks sit, where processes break down, and where improvements are working.

And it strengthens assurance.
When everything is connected, compliance becomes an outcome of daily operations. Evidence isn't something you chase; it's already there.

"We use Onside's real-time hazard mapping feature to pinpoint where the guys need to go or areas they needed to avoid, especially for people coming in the next shifts."

Gary Hite
Farm Manager, **Van Dairy**



Getting started

If you've read this far, you might be thinking: **"this makes sense, but the migration feels daunting"** or **"we need this yesterday."** Either way, the path forward is more practical than you might expect.

You don't have to do everything at once

The most successful implementations start with the area of greatest pain or highest risk. For some operations, that's asset management, getting the register in place, linking pre-start forms, and generating QR codes. For others, it's contractor management or biosecurity controls. The platform is modular enough that you can start where it matters most and expand.

Migration isn't as painful as you might think

Your existing data, whether it's in spreadsheets, paper records, or another system, can be migrated. The process of setting up categories, custom fields, and asset records is straightforward, and support is available to help with the transition.

The people on the ground will thank you

The question most H&S managers have about new systems is adoption.

“Will the team use it?”

The answer depends on whether it makes their lives easier or harder.

A system that replaces paper forms with mobile forms, that surfaces the right information at the right time via a QR code, and that removes the need to go back to the office to file paperwork - that’s a system people use, because it's less work, not more. **That system is Onside.**

PRINT ME!

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Your agri-risk matrix

Create a custom risk matrix by copying **this spreadsheet.**

- High likelihood + high severity = **Act immediately**
- Low likelihood + high severity = **Have a plan in place**
- High likelihood + low severity = **Reduce and monitor**
- Low likelihood + low severity = **Review occasionally**

LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC
RARE	*LOW*	*LOW*	*LOW*	*LOW*	*LOW*
UNLIKELY	*LOW*	*MEDIUM*	*MEDIUM*	*MEDIUM*	*MEDIUM*
POSSIBLE	*LOW*	*MEDIUM*	*MEDIUM*	*HIGH*	*HIGH*
LIKELY	*LOW*	*MEDIUM*	*HIGH*	*HIGH*	*EXTREME*
ALMOST CERTAIN	*MEDIUM*	*MEDIUM*	*HIGH*	*EXTREME*	*EXTREME*

CONSEQUENCE