

## Frequently Asked Questions:

**If I receive my programme and don't know where to start, can I get further help?**

*Yes. OnFarmSafety New Zealand has consultants based around the country. Help is also available by phone 0508 ON FARM (663 276).*

**Can I purchase more Modules at a later date if my business changes?**

*Yes, additional modules can be purchased at any time. The modules come so they can be added to your existing programme.*

**What if I already have my own health and safety system in place and only want one of the modules?**

*That is fine – an individual module will come with its own divider so can easily be added to your existing Health and Safety System.*

**Can I preview the system before purchasing?**

*A sample of the system is available on request to OnFarmSafety New Zealand.*

**In what format does the health and safety programme come in?**

*The health and safety program comes in a binder with dividers. Once you have purchased a programme you will receive a website login to [www.onfarmsafety.co.nz](http://www.onfarmsafety.co.nz)  
When using that login you are also able to download your version of the health and safety programme to make any changes you need.*

**How long will it take my folder and modules to arrive?**

*We aim for delivery timeframe of one week from your order confirmation.*

**Will someone from OnFarmSafety New Zealand be in touch once they have received my order?**

*Yes absolutely, one week after delivery, a consultant from OnFarmSafety New Zealand will contact you, to answer any questions you may have regarding the health and safety programme.*

**Will the system be personalised to my business?**

*Yes, your logo and apiary name will be added to the programme. One of our OnFarmSafety New Zealand consultants will be touch with you to see if they can assist you further in developing your individual code of conduct, basic safety rules.*

**Why do I have to fill out the business details form when purchasing the programme?**

*This is so that OnFarmSafety New Zealand has the relevant details to personalise the programme to your business.*



**What if I don't like what's in the programme/ filled the business detail form out incorrectly, can I change it?**

*You can make any changes to your programme through the website login to [www.onfarmsafety.co.nz](http://www.onfarmsafety.co.nz) which you will receive via email as your hard copy is dispatched from OnFarmSafety NZ.*

**How can I get my staff on board with this?**

*Our OnFarmSafety New Zealand Consultants have been trained to assist you in your staff engagement and the facilitation process, please contact us on 0508 ON FARM (663 276) if you need assistance.*

**Will I receive updates to my system if the legislation changes?**

*Yes, these updates are added to our website. You will be given an OnFarmSafety New Zealand website login upon purchasing a health and safety programme. You will also receive regular emails on health and safety issues.*

**Question perhaps explaining the payment process?**

*All payments are processed by Apiculture New Zealand. Once payment is cleared, your order is placed with OnFarmSafety New Zealand.*

**How can I get the cheaper price for the programme?**

*The cheaper price is available to all Apiculture NZ current members.*

**If you have any further questions, please contact OnFarmSafety New Zealand on 0508 ON FARM (663 276) or email [office@onfarmsafety.co.nz](mailto:office@onfarmsafety.co.nz).**