



Work Health & Safety Management System Manual

<i>Work Health & Safety Management System</i>	<i>1.1 WHS Management System Manual</i>	<i>Version 1.0</i>	<i>Authorised 21/05/2018 Review 21/05/2021</i>
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Executive Summary

This document outlines how Charles Sturt University will manage its Work Health & Safety obligations through a documented Work Health & Safety (WHS) Management System.

1. Purpose

The purpose of this manual is to:

- Establish, implement and maintain information that describes the core elements of the WHS Management System and their interaction; and
- Provide direction to related documentation.

2. Standard

This manual has been developed in accordance with:

- Work Health and Safety Act NSW 2011 and Work Health and Safety Regulation NSW 2017;
- AS/NZS 4801:2001 Occupational Health and Safety Management Systems – Specification with guidance for use; and
- AS/NZS ISO 31000 Risk Management principles and guidelines.

3. Review

The University Safety & Health Management Committee (USHMC) will, at intervals that it determines, review the manual, to ensure its continuing suitability, adequacy and effectiveness.

4. Responsibilities

Control and maintenance of this manual is the responsibility of the Manager, Work Health and Safety.

5. Procedure

The structure and content of this manual reflects AS/NZS 4801: Section 4, Occupational health and safety management system (OHSMS) requirements:

1. Establishment of a Work Health & Safety Management System;
2. Work Health & Safety Policy;
3. Planning;
4. Implementation;
5. Measurement and Evaluation; and
6. Management Review.

6. More information

For further information, contact the Work Health & Safety Unit directly via ohs@csu.edu.au

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1. Establishment of a Work Health & Safety Management System

1.1. Scope of Operations

Charles Sturt University is a research led university, with a high standard of teaching, and a strong and increasing international focus.

The principal activities of the University consist of:

- (a) Teaching and learning;
- (b) Research, knowledge transfer and research training;
- (c) Community engagement; and
- (d) Activities that deliver on (a) to (c).

1.1.1. Governance

The University Council is the governing board of the University and is constituted to ensure the proper stewardship and strategic direction of the University and is directly accountable to the members of the University for creating and delivering value through effective governance.

The University's senior management structure comprises the Executive and the Senior Leadership Team. Senior management advise University Council.

1.1.2. Students

The total number of Students in the University is approximately 40,000.

1.1.3. Staff

The total number of staff in the University, including casuals, is approximately 6,000.

1.1.4. Campuses

CSU has campuses in vibrant regional cities in New South Wales, and study centres in the CBD of Australia's major capital cities.

1.2. Work Health & Safety Management System

The University has established and will maintain a Work Health and Safety (WHS) Management System in accordance with the requirements of Australian Standard AS/NZS 4801 Occupational health and safety management systems.

The University's WHS Management System:

- (a) Describes the core elements of the WHS Management System and their interaction; and
- (b) Provides direction on where to obtain related documentation and more detailed information on the operation of specific elements of the WHS Management System.

2. WORK HEALTH AND SAFETY POLICY

The Vice Chancellor is responsible for approving the University's WHS Policy.

The University has in place a documented WHS Policy which:

- Is reviewed by the Executive and Senior Leadership Team in consultation with the University Safety & Health Management Committee (USHMC) and agreed to by the Vice Chancellor;

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- States the University's overall objectives and its commitment to continual WHS improvement;
- Is applicable to the University's operations and associated risks, the nature and scale of which are defined in a Risk Register;
- Includes a commitment to:
 - Measurable objectives and targets;
 - Continued improvement;
 - Elimination of work-related injury and illness; and
 - Compliance with WHS legislation and other requirements;
- Is applicable to the University's workers, students, contractors, volunteers and visitors;
- Is documented and communicated to all workers and is:
 - Published on the University intranet;
 - Available to workers, including contractors during induction; and
 - Where applicable, printed and displayed in its entirety or summary for the benefit of visitors to University operated facilities.
- Is made available to all interested parties, including workers, Health and Safety Representatives, students, volunteers, contractors, visitors, auditors and insurers through the University internet; and
- Is periodically reviewed (at least every three years) by the Executive and Senior Leadership Team, in consultation with the University Safety & Health Management Committee (USHMC), to ensure it remains current.

3. PLANNING

3.1. Hazard and Risk Management

The University has an established, implemented WHS - Risk Management Procedure which outlines its processes for hazard identification, risk assessment and risk control.

Risk Registers are maintained for the University (and for individual Faculties/Divisions) which identify activities and services (including those of contractors and suppliers) over which the University has control or influence. The risk registers are periodically reviewed.

Hazard identification is based on operational experience and is carried out through:

- Audits;
- Analysis of hazard reports;
- Analysis of accident/incident history;
- Workplace inspections; and
- Employee consultation.

3.2. WHS Legal and Compliance

The University has a documented process for how legislative requirements are identified, monitored and applied.

A list of current WHS Acts, Regulations, Codes of Practice, Standards and other information relevant to the University is maintained by the WHS Unit.

Changes to legal and other requirements are:

- Monitored through subscription to Work Health & Safety bulletin boards and Legislative update boards; and

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- Communicated through e-mail, news bulletins etc.

The list is updated whenever there is a change to any legal and other requirements applicable to the University's operations.

Significant changes to legislation are considered in the Management Review process. Legal and other requirements are communicated to workers through:

- The induction and training process;
- Health and Safety Representative training; and
- E-mail updates.

3.3. Objectives, Targets and Plans

University wide WHS objectives and targets are developed by the WHS Unit, in consultation with the Executive, Senior Leadership Team, WHS Committees and Workers, and are documented in the University WHS Strategic Plan.

The Executive is responsible for reviewing the objectives and targets to ensure:

- Consistency with the University objectives and priorities;
- Commitment to measuring and improving WHS performance; and
- Consideration of:
 - Legal and other requirements,
 - Hazards and risks,
 - Operational and business requirements,
 - Views of interested parties.

Individual Faculty's and Divisions are responsible for the development and implementation of objectives and targets that support the University wide objectives and targets; and in response to their particular WHS requirements.

3.3.1. Work Health and Safety Strategic Plan

The University will establish a WHS Strategic Plan. The plan is developed to outline the University's approach to managing work health and safety.

The WHS Strategic Plan:

- Details the strategy for achieving the University's WHS objectives and targets;
- Designates responsibility for achievement of objectives and targets; and
- Outlines the means and timeframes for completion.

The WHS Strategic Plan is reviewed in accordance with the University's WHS Management Review Procedure. The Plan is amended, where required, to reflect significant changes to the University's activities, services, or operating conditions.

Individual Faculty's and Divisions are responsible for the development and implementation of a WHS Action Plan in support of the University wide Action Plan; as well as in response to their particular WHS requirements.

4. IMPLEMENTATION

4.1. Roles and Responsibilities

4.1.1. Resources

University Executive will identify and provide adequate resources required to implement, maintain and improve the University's WHS Management System.

4.1.2. Responsibility and Accountability

The University has defined, documented and communicated the WHS areas of accountability and responsibility relating to all personnel.

These accountabilities are documented in the WHS Responsibilities and in Position Descriptions, which are issued to all workers.

Accountabilities and responsibilities are reinforced through induction, training and regular meetings.

Contractor Work Health & Safety responsibility is included in contract documents and in contractor inductions.

The University Safety & Health Management Committee (USHMC), comprising management, employee representatives and WHS specialists, meets on a regular basis to monitor and review WHS performance.

The USHMC is the key consultative group for WHS related issues.

The Manager, Work Health and Safety has been assigned responsibility for:

- Ensuring WHS requirements are established, implemented and maintained in accordance with AS/NZS 4801; and
- Reporting on the performance of the WHS Management System to the Executive and Senior Leadership Team and to University Council.

4.2. Training

The University has, identified the training needed to perform required work activities in a safe and healthy manner.

There are procedures in place to ensure that:

- Assessment of work activities includes WHS obligations, hazards and risks;
- WHS training needs are identified and take into account:
 - The characteristics and composition of the workforce which impact on WHS management, and
 - Responsibilities, hazards and risks;
- Workers are consulted in the WHS training needs assessment process;
- All personnel (including contractors and visitors) have undertaken WHS training that is appropriate to identified needs;
- Training is carried out by persons with appropriate knowledge, skills, and experience in WHS and training;

4.3. Consultation, Communication and Reporting

4.3.1. Consultation

The participation of workers in the WHS decision making process is fundamental to the successful implementation and sustainability of the University's WHS management system.

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The consultation process is documented in the WHS Committee Terms of Reference which:

- Has been developed through employee consultation;
- Is agreed to by workers; and
- Is published on the University's web page and made available to all interested parties.

Workers are involved, either directly in meetings, or through their elected Health and Safety Representatives in:

- The development, implementation and review of hazard and risk related policies and procedures; and
- Consultation regarding changes that effect workplace health and safety.

Safety Culture and Leadership Surveys:

- Regular voice surveys, which includes WHS, are conducted across the University and its controlled entities; and
- Results are published and an action plan is developed with responsibilities assigned.

Consultation responsibilities

Health and Safety Representatives (HSRs):

- Are nominated, and where required elected, by workgroup workers;
- Have their names published on the University's web page; and
- Undertake accredited training where requested.

Managers and supervisors:

- Consult with workers at meetings on WHS issues;
- Consult where changes affecting WHS are proposed; and
- Ensure that WHS information is provided to workers.

4.3.2. Issue Resolution and Consultation

There is a documented process for WHS issue resolution through supervisory and management lines; Health and Safety Representatives; WHS Committees; Manager, WHS; and USHMC.

4.3.3. Communication

The University has procedures in place to ensure WHS information is communicated to and from workers and other interested parties.

The procedures include:

- Work Health & Safety Committee Terms of Reference; and
- Work Health & Safety incident, accident & hazard reporting guidelines.

The following WHS communication strategies are employed by the University:

- Work Health & Safety Committee agendas and minutes are recorded and an action statement is published on the [University WHS web page](#);
- Team meetings provide a forum to communicate with workers. It is a

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requirement that:

- A record is kept of items discussed at the meeting and the workers present;
- Meeting action statements are recorded using a standard form; and
- Issues raised at meetings are followed up by the manager, or referred on to the appropriate person for a response;
- Notice boards are used to communicate WHS information;
- University WHS web pages are a source of WHS information and are used to communicate important changes that impact on Work Health & Safety;
- A quarterly WHS newsletter is circulated to all staff and contains relevant safety information;
- [On-line Incident and Hazard Report forms](#) are used by workers and others to communicate WHS issues; and
- University correspondence (including WHS) is managed using an appropriate record management and workflow system.

4.3.4. Reporting

The University has established procedures for the reporting of WHS information. The purpose of these procedures is to ensure relevant WHS information is reported in a timely manner and performance is monitored and improved.

The reporting related procedures include:

- Reports to WHS committees at all levels within the University;
- The WHS Report submitted quarterly to the Vice Chancellor and then to Council;
- Regular reports of progress against the measurable objectives established in the University WHS Strategic Plan;
- WHS Incident and Hazard Reporting procedure, which supports reporting of:
 - Incidents and system failures;
 - Hazard identification and risk assessment;
 - Preventive and corrective action; and
 - Statutory Notification;
- WHS Committee Terms of Reference, which supports timely reporting to the WHS Committee, Health & Safety Representatives and workers of incidents, accidents and hazards, and their associated assessments and preventive and corrective actions;
- WHS Management Review Guideline, which supports reporting of audits, objective and target, management plan, system implementation and WHS performance;
- Risk Management Policy, which supports reporting through Risk Registers; and
- The University's publication of the WHS Annual Report, which are made available to interested parties on the University's website.

4.4. Documentation

The University has established, implemented and maintains information in electronic form where applicable. The University's [WHS web page](#) is the central source of all WHS information.

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4.5. Document and Data Control

The University has established, implemented and maintains a procedure for the control of all documents and relevant data required by the University's WHS Management System.

Documents are controlled through the University's knowledge management software. Controlled documents are published and updated on the University website.

The [Policy Development Resources](#) ensure that WHS documents and data are:

- Able to be readily located;
- Periodically reviewed as necessary;
- Approved for adequacy by competent and responsible personnel;
- Available at all essential locations;
- Removed from point of issue and assured against unintended use when obsolete;
- Identified when required to be retained as archived documents and data, under the records management process;
- Legible, dated and maintained in an orderly manner;
- Created and modified according to established procedures and responsibilities; and
- Precluded from use when obsolete.

4.6. Managing Operational Work Health and Safety Risk

4.6.1. General

The University will, as a minimum, comply with applicable legislation for the identification of hazards and assessing and controlling risks in the workplace.

The University has in place a WHS Risk Management Procedure to ensure that:

- Hazards associated with work processes are identified;
- Risk assessments are conducted;
- Control measures are implemented; and
- The risk management process is evaluated.

4.6.2. Hazard Identification

The University has documented procedures for hazard identification which take into account:

- Work situations and activities that have the potential to cause injury or illness;
- The nature of potential illness or injury; and
- The University's incident, illness and injury history.

In identifying hazards, the University considers:

- Work organisation and changes;
- Workplace design, processes, materials, plant and equipment;
- Fabrication, installation, commissioning, handling and disposal of materials, plant and equipment;
- Purchasing of goods and services;
- Asset maintenance and renewal through capital works;
- Hiring of plant and equipment;

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- Contracted services and labor; and
- Inspection, maintenance, testing, repair and replacement of plant and equipment.

Identified hazards are entered to the University's Risk Registers.

Where required, policies and procedures have been developed to address specific hazards.

4.6.3. **Hazard/Risk Assessment**

Identified risks are assessed in accordance with the University's WHS Risk Management procedure and with reference to AS/NZS ISO 3100 Risk Management – Principles and Guidelines.

Risk assessments are recorded in:

- Risk Registers;
- Incident accident reports and investigations;
- Audit reports;
- Project specific risk assessments;
- Job Safety Analysis (JSA) and Safe Work Method Statements (SWMS);
- Hazardous chemical assessments; and
- Plant and equipment assessments;

The level of risk is established in accordance with the University's documented risk assessment process.

Priorities are assigned based on the assessed level of risk.

4.6.4. **Control of Hazards/Risks**

The Hierarchy of Control is applied when managing the University's identified WHS risks. This requires adopting the highest ranked control measure that is reasonably practicable according to the following order:

- Elimination;
- Substitution;
- Isolation;
- Engineering;
- Administrative;
- Personal protective equipment; or
- A combination of measures.

4.6.5. **Evaluation**

Hazard identification, risk assessment and control of risk processes are subject to a documented evaluation of effectiveness and are modified as necessary. This evaluation is carried out in accordance with the University's WHS Risk Management procedure.

Control measures are reviewed on a regular basis, or when there has been:

- A risk control failure;
- A significant change in a work process; or
- A change in Work Health & Safety Policy.

Evaluation of risk management process effectiveness is documented in:

- Review of procedures schedule;
- Incident accident hazard reports and investigations;
- Audit reports; and
- Management Review meeting minutes.

4.7. Emergency Management

The University's potential emergency situations have been identified and recorded in the Emergency Response Plan.

University Executive are responsible for ensuring that sufficient resources are allocated to implement the Emergency Response plan.

A [Site Emergency Procedures Manual](#) has been developed, which aims to mitigate and where practicable eliminate damage, illness and injury that could result from an emergency situation.

Procedures have been developed for the evacuation of staff and students.

The University Emergency Response team is trained in guiding University management and staff in responding to actual or potential emergencies that could threaten the safety of people or property on campus, or significantly disrupt campus operations.

There is a University [Emergency Contacts and Procedures web page](#), containing relevant emergency information.

The Emergency Procedure requires:

- Routine testing of emergency response capability;
- Review of the procedure following testing, an incident or an emergency situation;
- Allocation of responsibility for the control of emergency situations to trained Emergency Wardens on campus;
- Display of emergency instructions, contact details and site plans at prominent locations;
- Assessment of emergency equipment for suitability, location and accessibility; and
- Maintenance, inspection and testing of emergency equipment at regular intervals.

4.8. Injury Management

4.8.1. Health and Wellbeing

Proactive health and wellbeing programs are an integral part of supporting a healthy University community. These programs promote the importance in balancing the physical, social and psychological health requirements of staff and students.

University Executive is responsible for ensuring adequate resources are provided to implement such programs.

The aim is to support proactive health and wellbeing amongst University staff and students. In support of this aim:

- Proactive health and wellbeing programs are developed, resourced and implemented;
- Participation in University-wide health and wellbeing initiatives is supported; and
- There is a coordinated plan for the identification, implementation and evaluation of health and wellbeing strategies.

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4.8.2. **Workers Compensation**

The University's aim is to ensure that any staff member on Workers' Compensation is provided every opportunity for early return to work and a sustainable return to work outcome.

To achieve this:

- Managers and injured staff work together to ensure a timely and sustainable return to work;
- Local tools to assist with managing return to work are developed and implemented; and
- Specific expertise is provided to support return to work of injured staff.

5. MEASUREMENT AND EVALUATION

5.1. **Monitoring and Measurement**

5.1.1. **General**

The University has in place a process for monitoring and measuring the key characteristics of operations and activities that can cause illness or injury.

The process includes:

- The evaluation of monitoring measures;
- Provision and maintenance of appropriate equipment;
- Record keeping requirements;
- Performance and effectiveness of the WHSMS operational controls;
- Conformance with objectives and targets; and
- Compliance with relevant legislation.

5.1.2. **Health Monitoring**

The University has documented procedures to identify situations where employee health monitoring is required (such as industrial hearing loss) and for the implementation of appropriate surveillance systems (such as audiometric screening).

These procedures includes reference to:

- Individual employee access to their own results; and
- Compliance with legislative requirements.

5.2. **Incident Management**

The University has established, implemented and maintains a procedure for:

- Investigating, responding to and taking action to minimise any harm caused from incidents;
- Investigating and responding to system failures; and
- Initiating and completing appropriate corrective and preventive action.

The WHS Unit is responsible for implementing and recording any changes in the WHSMS procedures that result from incident investigations and corrective and preventive actions.

5.3. **WHS Audit**

The University has a WHS audit procedure.

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5.3.1. Internal Audit

The WHS Unit is responsible for:

- Identifying an appropriate audit tool and undertake assessment verification;
- Implementing and maintaining the internal audit plan and schedule;
- Coordinating the training and assignment of internal auditors; and
- Submitting reports to Audit & Risk Committee and the USHMC.

The Executive Dean/Director or delegate is responsible for:

- Demonstrating WHS leadership and commitment through supporting the audit process;
- Taking appropriate action to evaluate and address audit findings;
- Updating Risk Registers; and
- Developing and maintaining their local WHS Action Plans.

5.3.2. Work Health and Safety Management System – External audit

The purpose of external audit is to objectively assess the implementation of the University’s WHS Management System against an external benchmark such as AS/NZS 4801 Occupational health and safety management systems, or other recognised standards to ensure the system:

- Conforms to planned arrangements for WHS management, including the requirements of AS/NZS 4801;
- Has been properly implemented and maintained; and
- Is effective in meeting the University’s WHS Policies, objectives and targets for continual improvement.

The WHS Unit is responsible for:

- Implementing an audit schedule of external audits to verify WHS Management System compliance; and
- As directed by the University, managing an external audit process conducted by an approved third-party provider.

5.3.3. Workplace Inspections

Scheduled workplace inspections are undertaken in accordance with the University’s [Workplace Inspections and Reports Procedure](#).

6. MANAGEMENT REVIEW

University Executive are responsible for reviewing the Work Health & Safety Management System at defined intervals to:

- Ensure its continuing suitability, adequacy and effectiveness;
- Consider the continued relevance of the WHS policies, minimum standards, procedures, objectives and targets, plans and responsibilities; and
- Make changes where appropriate in response to audits, changing circumstances and the commitment to continual improvement.

The WHS Unit is responsible for:

- Collecting the necessary information to allow University Executive to carry out the review process, including provision of audit results and advice on changing circumstances;
- Organising the review schedule and issuing the meeting agenda; and
- Documenting the agenda and minutes for Management Review meeting.