

Institution	Universal English
Policy name	Health and Safety Policy

1. Scope

This Policy applies to all UE students, staff and visitors to any of the UE campus.

2. Purpose

This Policy is in place to ensure students and staff can study and work in a safe and secure environment, actively contributing to the ongoing enhancement of health and safety within UE.

3. Regulatory Alignment

This Policy is created and implemented in response to the regulatory requirements informed in:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 6 Overseas Student Support Services
- VIC: Occupational Health and Safety Act 2004 (OHS Act) and
- Occupational Health and Safety Regulations 2017
- SA: Work Health and Safety Act 2012
- Cth: Work Health and Safety Act 2011

4. Policy

4.1 UE is committed to providing a workplace that is as healthy and safe as is reasonably practicable in order to achieve its vision and goals. UE will meet its legislative duties of care using a risk management approach to:

- protect the health, safety and environment of workers, students and others at the campus and online;
- ensure effective representation, consultation and cooperation to address health, safety and environment issues in the workplace and digital platforms;
- promote information, education and training on health, safety and physical and digital environment matters;
- have processes to report and manage sexual harassment or assault;
- provide effective compliance and enforcement measures; and
- deliver continuous improvement and progressively higher health, safety and environment standards.

4.2 UE undertakes the following activities to provide an environment that supports the health, safety and wellbeing of our workers and visitors on campus and within UE's digital environment:

- complies with health and safety legislation as well as other requirements such as codes of practice and Australian Standards

- implements a health and safety risk management process to ensure workplace hazards are identified, assessed, controlled and reviewed where they are not able to be eliminated
- convenes a regular meeting of WHS officers/Executive Manager across UE to monitor and assess WHS issues
- provides and disseminates health and safety training and information to workers and visitors
- provides information to students and staff about cyber security and appropriate behaviours in an online or digital environment in line with codes of conduct
- provides information to raise awareness about sexual misconduct and harassment;
- provides information about reporting criminal activity including sexual assault
- supports wellbeing initiatives and activities
- provides a governance structure which facilitates consultation throughout the organisation
- reports regularly on health, security and safety matters to the Board

5. Responsibilities

The Managing Director holds the ultimate responsibility for providing a safe and healthy workplace for operational purposes, the power has been delegated to the Executive Manager.

5.1 Senior Staff

In accordance with the Work Health and Safety (WHS) Act 2011, senior staff show due diligence by taking reasonable steps to:

- acquire and keep up to date with health and safety matters;
- understand the hazards and risk associated with UE;
- ensure Health and Safety hazards and associated risks are managed;
- regularly review all health and safety systems to maintain their effectiveness; and
- ensure the recording and reporting of Health and Safety matters in accordance with legislative requirements.

5.2 Managers and supervisors

Managers and Supervisors are responsible to ensure:

- provide and maintain, as far as is reasonably practicable, a safe working environment;
- staff are contractors are trained and appropriately supervised to ensure work is carried out in accordance with legislative requirements;
- health and safety mechanisms are developed in consultation with workers
- that within their area of control and authority, they identify hazards and risks, eliminate them whether possible or control them; and
- Provide relevant training where necessary to ensure staff members are competent to carry out their job
- Provide adequate resources to ensure the health, security and safety of staff, sub-contractors and those around us.

- Provide appropriate supervision to ensure work is carried out in a safe and healthy manner.
- senior management are informed of any urgent and relevant safety issue beyond their scope or ability to implement safety measures.

5.3 Teaching and Administrative Staff

Whilst at work, all UE staff must, as far as is reasonably practicable, ensure that they:

- carry out tasks and duties in a manner which does not adversely affect their own health, security and safety, or that of others;
- comply with reasonable Health and Safety instructions to allow UE to conform with legal requirements;
- comply with Health and Safety policies and other relevant documentation;
- undertake Health and Safety training provided by UE, including induction and task specific safety training when required;
- immediately report to their supervisor any incident or health and safety concern;
- correctly use and or wear personal protective equipment (PPE) in accordance with the training provided and manufacturer's specifications and report when any PPE requires repair or replacement;
- refrain from intentionally misusing or recklessly interfering with anything that has been provided for health and safety reasons;
- where practicable and safe to do so, eliminate or control identified hazards; and
- co-operate with any return to work plan developed for injured workers.

6. Consultation and communication

UE provides accessible consultation and communication opportunities for staff and students through which policy and good practice on Health and Safety can be decided and disseminated.

7. Hazard/ risk identification and management

UE continually improves, develops and maintains an integrated Health and Safety risk management system, with the primary objective of positively contributing to the general health, safety and wellbeing of staff, students and visitors.

8. Reporting and evaluation

A quarterly Health and Safety report is provided to the ULG Board detailing Health and Safety initiatives, activities, risk issues, incidents and other information as required. All records are retained in accordance with legislative requirements.

9. Training and induction

UE identifies, develops and provides appropriate information, induction and training to equip all workers and students with the knowledge and skills necessary to meet their work health and safety responsibilities.

10. Workers' Compensation and Rehabilitation

UE complies with Workers' Rehabilitation and Compensation legislation.
UE provides opportunities for staff to participate in workplace rehabilitation to facilitate a timely and safe return to normal duties.

11. Related policies/ documents incorporated into this policy

POLICIES, PROCEDURES AND FORMS

Emergencies and Incidents

- 10.1 Emergency and Critical Incident Policy
- 10.2 Accident Reporting and Investigation Procedure

Ergonomics

- 10.3 Ergonomics Policy
- 10.4 Manual handling policy
- 10.5 Manual handling Procedure

First Aid

- 10.6 First Aid policy
- 10.7 First Aid Procedure

Personal Health and Safety

- 10.8 Fit for work Policy
- 10.9 Mental Health, Social and Emotional Wellbeing Policy
- 10.10 Occupational Violence and Bullying Policy
- 10.11 Security Procedure

Safe working environment

- 10.12 Hazardous Substances Policy
- 10.13 Hazardous Substances and Dangerous Goods Procedure
- 10.14 Health and Safety Risk Management Procedure
- 10.15 Housekeeping Procedure
- 10.16 Plant policy

Workplace health and safety

- 10.17 WHS Consultation Procedure
- 10.18 WHS Issue Resolution Procedure
- 10.19 Workplace Health and Safety Rules
- 10.20 Workplace WHS Inspection Procedures

1. Review

UE's Health and Safety Policy is reviewed by the ULG Board every three years, or sooner as determined by the Board. Other related policies referred to above may be reviewed more often as specified in the relevant document.

10.1 Emergency and Critical Incident Policy

UE recognises that events occur within and outside UE campus. These events can get escalated to incident or a critical incident. For event, incident, or critical incident UE will follow the Critical incident policy.

10.2 Accident Reporting and Investigation Procedure

Purpose

The purpose of this procedure is to describe the process for accident reporting and accident investigation with respect to employees of UE.

Scope

This procedure applies to all accidents, injuries and/or incidents that occur on campus and worksites in relation to the role of UE employees and students.

Definitions

Within the scope of WHS legislation the following terms and definitions are generally used:

Incident - a negative sequence of events which results in injury to a person.

Dangerous occurrence – a negative sequence of events which exposes a person in the immediate vicinity to risk of injury.

Australian WHS legislation generally prescribes both notifiable injuries and notifiable dangerous occurrences.

Actions

1. Accident Reporting and Investigation - Internal
All injuries and dangerous occurrences must be notified to the Supervisor/Manager immediately. UE shall investigate injuries and dangerous occurrences as appropriate, through the use of the Accident Investigation Report Form. This investigation shall include the classification of injuries, the recording of the incident and investigation to facilitate a satisfactory outcome.

An Accident Investigation Report Form shall be completed by the Supervisor/Manager in consultation with the employee involved. The Executive Manager is also to be notified as soon as is feasible by the relevant Manager.

Records of actions taken shall be maintained and recorded on the Accident Investigation Report Form.

Where an injury/dangerous occurrence have occurred at a client's worksite, then the client shall be notified as soon as practical.

2. Reporting to WorkSafe Victoria

Executive Manager shall determine whether the injury or dangerous occurrence falls within the scope of relevant legislation for reporting to WorkSafe Victoria.

The Executive Manager shall ensure that all prescribed incidents are reported by telephone immediately on becoming aware of such occurrences. As example, prescribed incidents include, but are not limited to:

- Death, amputation, life support requirements, loss of consciousness.
- Damage to plant/machinery.
- Explosion, Fire, Escape of gas, dangerous goods spill.
- Entrapment, burns, collapse of an excavation.

On advice from HR the relevant manager will complete an Incident Notification Form and forward such to WorkSafe Victoria. The site of the incident must remain undisturbed until an inspector arrives or as directed by Worksafe.

Records relating to the reporting of a prescribed notifiable accidents shall be kept by UE for a period of at least 5 years.

All activities relating to the incident shall be reviewed and investigated to determine if procedures/safe work practices need to be updated.

Review

UE's Incident Reporting and Investigation Procedure is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.3 UE Ergonomics Policy

Purpose

UE is committed to creating a safe work place through the adoption of consistent ergonomic principles for all tasks involving workstations.

Scope

This policy applies to all ergonomic furniture used within UE for clerical and screen based workstations.

Provisions

All workstations must be ergonomically correct where any screen based equipment is used, including portable computers.

All ergonomic furniture and associated equipment must comply with Australian Standard AS 3590.2 - "Screen based work stations - Part 2: Work station Furniture", and the Occupational Health and Safety Act, Code of Practice for Manual Handling (Occupational Overuse Syndrome)

Responsibilities

It is the responsibility of managers/supervisors to ensure staff are provided with appropriate tools and materials for office work duties and receive appropriate training on the correct usage of ergonomic equipment at induction and when changes in duty or equipment occur.

Individual staff requirements

Where an individual staff member has made known to their manager a medical condition (eg shoulder or neck injury, carpal tunnel or disc bulge), HR will carry out a more thorough ergonomic assessment and make recommendations for improvement to the ergonomics where possible and ensure implementation of the recommendations.

Occupational overuse syndrome

Occupational Overuse Syndrome is caused or aggravated by repetitive movement or sustained or constrained posture. Managers are responsible for implementing strategies to prevent Occupational Overuse Injuries which shall include a review of:

- Job design
- Work organisation
- Supervision and training; and
- The ergonomic design of workstations.

Managers will be trained in and implement the following:

- Staff positions should incorporate a variety of tasks which allow variation in movement and posture. A mix of repetitive or static work, and non-repetitive work should be included.
- No employee should be required to continually type or enter data for more than 5 hours per day.
- Where the job involves a major component of keyboard work, or other task using the same muscle group, frequent rest breaks should be taken.
- Where a variety of alternative tasks are not available, it is important to have more breaks away from the task. Doing exercises during breaks can assist in providing a variety of postural changes and movement for muscles.

Review

UE's Ergonomics Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.4 Manual Handling Policy

Purpose

UE is committed to providing a safe working environment by ensuring that manual handling tasks are undertaken as safely as possible.

Definition

Manual handling means any activity requiring the use of force exerted by a person to lift, push, pull, carry or in some way move or restrain any object. Manual handling tasks can have the potential to pose a risk of injury.

Provisions

UE has involvement with a number of tasks that require manual handling of items which if not properly managed, have the potential to cause injury. Consequently, UE will ensure, so far as is practicable:

- Any plant and equipment used in the workplace is designed, constructed and maintained to be safe and without risk to health and safety when manually handled.
- Work practices involving manual handling are designed, implemented and maintained to be safe and without risk to health and safety.
- The working environment is designed, constructed and maintained to facilitate safe manual handling practices.

UE will follow the guidelines established by relevant manual handling regulations to identify and assess risk factors, and determine appropriate control measures.

All employees will observe all instructions and directions relating to manual handling activities and report any known hazards to their immediate supervisor. All manual handling tasks identified as unacceptable potential injury risks will be assessed and appropriate control measures implemented. Safe work procedures will be developed in consultation with employees.

This policy will be regularly reviewed in the context of legislative and organisational changes.

Review

UE's Manual Handling Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.5 Manual Handling Procedure

Purpose

This procedure addresses issues to minimise the risk of manual handling injuries.

Scope

Injury from manual handling is a significant issue across all industries. Manual Handling involves more than just the lifting and/or carrying of weights. It can include **any activity requiring the use of force (muscular effort) exerted by a person to lift, push, pull, carry or otherwise move or restrain**

any moving or stationary object. Typical injuries that might occur include sprains, strains, back pain etc.

Only a very small number of manual handling injuries are caused by lifting heavy weights. Often, seemingly simple activities such as repetitive reaching, twisting and bending, as well as poor sitting, standing and typing postures can contribute to an injury occurrence.

Actions

Supervisors and managers have a responsibility to ensure that all staff under their control follow correct manual handling procedures. This duty extends not only to pro-active strategies to prevent manual handling injuries during normal duties, but also after an employee has returned to work following either an injury, a period of annual leave, or an extended absence.

UE shall ensure that all relevant employees undergo suitable training and have suitable supervision with respect to manual handling issues.

As part of the consultative process, UE will consult with employees, to identify, assess, and control risks arising from manual handling activities in the workplace. Therefore, managers and supervisors are encouraged to use the Code of Practice for Manual Handling and discuss manual handling activities. Any task meeting the criterion for hazardous manual handling requires a risk assessment to be conducted to confirm whether or not a legitimate risk exists. All tasks where a manual handling risk is indicated shall, as far as reasonably practicable, be effectively controlled without reliance on manual handling techniques.

In determining appropriate controls, those employees involved in the specific task being assessed shall be consulted. Where changes are initiated, management shall provide training and/or awareness sessions to staff involved.

Competency in managing manual handling involves being aware of the hazards, using the appropriate controls and not taking risks. Once manual handling risks are assessed, appropriate controls shall be developed in consultation with employees involved. Once new processes have been implemented, they shall be monitored for effectiveness and reviewed to ensure safety.

All relevant employees shall undergo appropriate training and/or awareness sessions on the risks associated with manual handling in the employer's business.

Key Manual Handling Principles

Whenever and wherever possible mechanical aids such as trolleys are to be used for moving items. However, there are times when manual handling will be necessary. Employees are to assess all manual handling tasks with reference to their own capabilities and request assistance where required. Before the handling occurs the person involved should consider the nature of the load and the distance that the load is to be moved.

Employees involved in manual handling tasks are to always use the following basic principles of manual handling:

1. Keep the spine in its three natural curves.
2. If arching over use the cantilever technique.
3. Keep the load close to the body.
4. Don't twist the trunk – pivot with the feet.
5. Lift the load smoothly – don't jerk.

Review

UE's Manual Handling Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.6 First Aid Policy

Purpose

The purpose of this policy is to prescribe how UE will provide a safe working environment through the administration of appropriate first aid.

Definition

First aid is the emergency care of the sick or injured.

Provisions

UE will ensure that, as far as reasonably practicable, the provisions of any relevant Regulation, Compliance Code, or Code of Practice for first aid in the workplace are implemented.

UE will also use the risk assessment approach to determine appropriate provision for a first aid service in its workplace, including the number of first aiders required and the level of training, and the number of first aid kits and their contents. The appropriate level of first aid services will be reviewed on a yearly basis, or sooner if thought necessary.

UE will ensure that persons designated as first aiders receive an appropriate level of training for their role, and will also supply all first aid kits and ensure the contents are relevant to the level of training received by first aiders. Each first aider will have care of a first aid kit and each first aider will be responsible for suitably maintaining the contents of the first aid kit in their care, and ensuring their first aid qualifications remain current.

The principles of safe first aid/universal precautions must be practiced by all first aiders. All first aiders are encouraged to be immunised against Hepatitis B on a voluntary basis. The cost of this will be met by UE. Analgesic tablets such as Panadol will neither be possessed nor distributed by a first aider.

The relevant first aiders for UE will have their names and locations posted on a notice board on each level of the building occupied by UE.

First aiders are required to record in writing the basic details of all injuries resulting in the request for first aid treatment. All first aid treatments will be recorded by the relevant first aider and confidentiality of personal information regarding first aid treatment will be maintained by first aiders. If a person is wearing a “medi-shield” or like bracelet then it is permissible for the first aider to seek to access this information.

Whenever a first aider judges that the injured person requires further medical attention the first aider will notify their immediate supervisor. If necessary, transportation (not meaning ambulance) for medical treatment will be provided by UE at its expense. If an ambulance is required, the cost will be borne by the patient.

The legal liability for the actions of first aiders, intended in good faith – and without malicious and vindictive intention, is with UE.

Review

UE’s First Aid Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.7 First Aid Procedure

Purpose

The purpose of this procedure is to describe the first aid system that is in place for all UE employees.

Scope

This procedure applies to all worksites where UE employees work.

Actions

UE shall ensure that all employees are provided with appropriate access to First Aid facilities, services and supplies. UE recognises that it is important to ensure that employees can gain quick access to first aid kits and facilities in the event of an injury/illness.

Access to a first aid kit will vary depending upon the work situation of an employee:

- **Working in a non-remote / non-isolated situation**
UE shall provide employees with access to first aid facilities.
- **Working in a remote / isolated situation**
Where an employee is working in a remote or isolated rural area where there could be potentially life-threatening delays in obtaining medical assistance, a specialised first aid kit, designed for remote locations, will be provided to the employee.
- **Company motor vehicle use**
A first aid kit will be supplied in every company car.

The designated first aiders are responsible for notifying UE when stocks in the first aid kit need replenishing or replacement.

All designated first aiders shall be provided with at least level 2 first aid training. This training shall be reviewed every 3 years. More specialised training, to at least level 3, shall be provided for employees working in remote or isolated locations. Records of first aid training shall be maintained.

Any incident or accident requiring first aid treatment should be reported to management. A record of what first aid treatment was undertaken shall be noted and communicated to UE.

Review

UE's First Aid Procedure is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.8 Fit for Work Policy

Purpose

In accordance with the WHS Act 2004 UE has a duty of care to ensure the health, safety and welfare of all employees at work. Employees also have a responsibility under relevant WHS Acts to follow instructions and co-operate with UE whilst at work, and not put themselves or others at risk. The Fitness for Work Policy seeks to ensure that an employee is in a state (physical, mental, and emotional) which enables them to perform assigned tasks competently and in a manner which does not threaten the health and safety of themselves or others. This policy covers only those situations in which an employee is having observable difficulty performing his/her work duties in a manner that is safe for the employee and/or for his/her co-workers. Possible issues include substance abuse (drugs or alcohol), effects of prescribed medication, fatigue, psychological impairment ("stress"), and emotional effects of personal issues.

Employee obligation to present for work fit for duty

As a condition of their employment employees are obliged to present for work in a fit state, including appropriate behavior, so that in carrying out normal work activities they do not: (i) subject themselves or their co-workers to unnecessary risks to health and safety; (ii) inhibit their ability to fulfill the requirements of their position; or (iii) inhibit the ability of their co-workers to fulfill the requirements of their positions.

Supervisor and employee obligations

All UE managers/supervisors are responsible for ensuring that no employee commences or continues duty if that employee appears to be affected by alcohol, illegal drugs, medication or other substances which may reasonably be considered to lead to a safety risk or an inability to fulfill the requirements of the position. Where an employee presents for duty and appears to the manager/supervisor to not

be in a fit state to carry out their normal duties, then UE reserves the right to (i) stand down the employee; (ii) remove the employee from the work site; and (iii) seek advice from a medical practitioner on the employee's fitness for duty.

Prescribed drugs and medications

Prior to the commencement of work employees are required to notify their manager/supervisor of consumption of alcohol or prescribed or over-the-counter medications that may impair their ability to perform the work. The employee should obtain and provide advice to the manager/supervisor from a doctor or pharmacist as to any effects the prescribed drug may have on work performance.

Use of UE vehicles and/or equipment

It is the responsibility of both managers/supervisors, and employees also, to ensure that an employee who appears to be influenced by alcohol, illegal drugs or other prescribed or over-the-counter medication does not drive a UE vehicle or be placed in control of plant or equipment.

Procedures for Managerial Employees

Where a manager/supervisor considers, on the work performance and/or behavioral evidence before them, that an employee appears to exhibit signs of possible impairment at work then the manager/supervisor will intervene. The Manager/supervisor will: (i) speak to the employee away from the hearing of other employees, and advise them that their appearance, work performance and/or behavior is causing concern and that the manager/supervisor considers that they appear to be unfit for work; (ii) seek clarification or explanation from the employee to ascertain the reasons for their appearance, unsatisfactory work performance and/or behavior; (iii) if the manager/supervisor is satisfied with the explanation given by the employee and believes that the employee is able to continue work safely and without causing risk to others, the manager/supervisor will so advise the employee; (iv) if the manager/supervisor is still of the opinion that the employee is unfit for work to the extent that they cannot work safely and without causing risk to others, the situation will be immediately referred to the Head, Executive Manager for advice and action.

Where the Head, Executive Manager meets with the employee, the employee will be advised that they are entitled to have a nominated observer in attendance if they so require. Where fatigue, psychological stress, or prescribed medication is the identified factor the employee will be stood down and offered transport home (e.g., taxi). UE will meet reasonable travel costs. The outcome will be an agreement reached with the employee to ensure the employee can perform future assigned work competently. If the Head, Executive Manager observes behavior which would lead them to consider the employee is under the influence of alcohol or another substance, then UE reserves the right to: (i) refer the employee to a medical practitioner for assessment of the employee's fitness for duty; (ii) suspend the employee with pay while the situation is investigated; (iii) offer transport home (e.g., taxi) to the employee. UE will meet reasonable travel costs. The employee is to be advised in writing that, on the next day or as soon after the event as practicable, the incident will be discussed with themselves, their Manager/Supervisor, and the Head, Executive Manager. A nominated observer may

attend if requested by the employee. The outcome will be an agreement reached with the employee to ensure the employee can perform future assigned work competently.

Breach of Policy

Any manager/supervisor who knowingly permits employees to work whilst under the influence of drugs or alcohol may be subject to disciplinary action. A breach of this policy by an employee may lead to disciplinary action being taken against that employee. Failure of an employee to comply with a directive to stand down from work will result in disciplinary action. Failure of an employee to work in accordance with any resulting work performance agreement may result in termination of employment.

Employee Assistance

UE recognises drug or alcohol dependency as a treatable condition. Employees who suspect they have an alcohol or drug dependency are encouraged to seek advice, and to follow appropriate treatment promptly before it results in job performance problems. UE Management will provide advice and assist in securing appropriate treatment. Strict confidentiality will be maintained and Employee Assistance costs, for the first 2 counselling visits, will be met by UE. No employee with drug or alcohol dependency will be terminated due to the request for help in overcoming that dependency or because of involvement in a rehabilitation effort.

Review

UE's Fitness for Work Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.9 Mental Health, Social and Emotional Wellbeing Policy

Purpose

The purpose of this policy is for UE to establish, promote and maintain the mental health social and emotional wellbeing of all staff and students through workplace and campus practices, and encourage staff and students to take responsibility for their own mental health social and emotional wellbeing.

UE believes that the mental health social and emotional wellbeing of our staff and students is key to college's success and sustainability.

UE Goals:

- To build and maintain a workplace environment and culture that supports mental health social and emotional wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee and students' knowledge and awareness of mental health social and emotional wellbeing issues and behaviours.
- To reduce stigma around depression and anxiety in the workplace and on campus.

- To facilitate employees and students' active participation in a range of initiatives that support mental health social and emotional wellbeing.

Scope

This policy applies to all employees and students' of UE, including contractors and casual staff.

Responsibility

All employees and students are encouraged to:

- understand this policy and seek clarification from management where required
- consider this policy while completing all duties and at any time while representing UE
- support fellow workers and students' in their awareness of this policy
- support and contribute to UE's aim of providing a mentally healthy and supportive environment for all workers and students.

All employees and students' have a responsibility to:

- take reasonable care of their own mental health social and emotional wellbeing, including physical health
- take reasonable care that their actions do not affect the health and safety of other people in the workplace.

UE Staff have a responsibility to:

- ensure that all workers and students are made aware of this policy
- actively support and contribute to the implementation of this policy, including its goals
- manage the implementation and review of this policy.

Communication

UE will ensure that:

- all employees receive a copy of this policy during the induction process
- this policy is easily accessible by all members of the organisation
- employees are informed when a activity aligns with this policy
- employees are empowered to actively contribute and provide feedback to this policy
- employees are notified of all changes to this policy.

Procedure

The procedure, supports the policy and focuses specifically on staff and students' mental health social and emotional wellbeing and the responsibilities and actions associated with:

- Mental health and wellbeing promotion – developing an inclusive approach to promoting mental health and wellbeing, to create a supportive school environment that develops and sustains all students' social and emotional capabilities and promotes positive mental health and wellbeing.

- Early intervention – implementing strategies that help to identify and intervene early with staff and students who may be at increased risk of developing social and emotional issues or mental health difficulties.
- Specialised intervention and case management – intervening when staff and students may be at significant risk of developing mental health difficulties, present with suspected mental health difficulties or are diagnosed with mental illness and require specialist intervention or referral via a clinical care provider.

Process

Promoting mental health and wellbeing

1. The CEO works with the Executive manager to embed programs and activities into UE practices that promote and support staff and students' social and emotional development.
2. The CEO supports the Executive manager to make reasonable adjustments to UE procedures in order to promote positive mental health. Early intervention
 - A staff member identifies factors that may indicate a staff or student is at increased risk of developing a social and emotional issue or mental health difficulty.
 - The staff member and the Executive manager discuss the identified risk factors.
 - The Executive manager consults with the CEO
 - The Executive manager and CEO meet with the concerned person, where appropriate to
 - discuss the social and emotional wellbeing and mental health;
 - negotiate reasonable adjustments; and
 - identify supports or strategies to escalate if necessary
3. The Executive manager ensures consent is obtained from the concerned person.
4. The Executive manager develops, implement and periodically review the prepared plan including implementing reasonable adjustments.

To enact specialist intervention or referral via a clinical care provider.

1. The Executive manager informs the CEO that a student has complex and significant support needs
2. The CEO determines the need for specialist intervention or referral via a clinical care provider.
3. The CEO ensures consent is obtained from the concerned person.
4. The CEO and Executive manager monitor the progress periodically.

Important Links

- Lifeline
- Beyond Blue
- R U OK?

Monitoring and review

UE will review this policy annually. Effectiveness of the policy will be assessed through:

- Feedback from workers, students and management
- Review of the policy by management and BOD to determine if objectives have been met and to identify barriers and enablers to ongoing policy implementation.

10.10 Occupational Bullying and Violence Policy

Workplace bullying and violence are unacceptable and both are against the law.

UE is committed to ensuring that workplace bullying and violence does not occur amongst UE employees. Whilst the environment that employees work within might expose them to a potentially violent situation UE will take all steps possible, through our risk management approach to safety, to ensure that this is minimised.

Bullying is considered to be repeated, unreasonable behaviour directed toward an employee, or group of employees, that creates a risk to health and safety. Generally the following types of behaviour, where repeated or occurring as part of a pattern of behaviour could be considered to be workplace bullying:

- verbal abuse;
- excluding or isolating workers;
- psychological harassment;
- assigning meaningless tasks unrelated to the job;
- giving workers impossible assignments;
- deliberately changing work rosters to inconvenience particular workers;
- deliberately withholding information that is vital for effective work performance.

Other types of behaviour may also constitute bullying.

“Unreasonable behaviour” means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten the other person. “Behaviour” includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining, punishing or threatening.

“Risk to health and safety” includes risk to the mental or physical health of the employee. Workplace bullying can occur between a worker and a manager or supervisor, or between co-workers.

Occupational violence is considered to be any incident where a person is physically attacked or threatened in the workplace, whether by a co-worker, sub-contractor or client. Generally it includes:

- Striking, kicking, scratching, biting, spitting or any other type of direct physical contact;
- Throwing objects;
- Attacking with knives, guns, clubs or any other type of weapon;
- Pushing, shoving, tripping grabbing;
- Any form of indecent physical contact.

Bullying and occupational violence as described above will not be tolerated. Bullying may also be unlawful if it is linked to, or based on, one of the protected attributes covered by anti-discrimination legislation.

Bullying does not cover situations where an employee has a grievance about legitimate and reasonable:

- Performance management processes;
- Disciplinary action;
- Allocation of work in compliance with systems.

Responsibility for implementation of this policy lies with CEO. CEO delegates the power for implementation to Executive Manager and all employees are to be made aware of this policy. Management will work in conjunction with employees to review and update this, and other, policies and procedures.

A breach of this policy may initiate appropriate action such as loss of employment.

Review

UE's Occupational Bullying and Violence Policy is reviewed by Executive Manager every five years, or sooner as determined by the Board.

10.11 Safety and Security Procedures

Purpose

These procedures are designed to assist in promoting personal safety at UE and provide a reporting structure in the event of an emergency.

Personal Responsibility

Staff and students can help make the campus safer and more secure for everyone by:

- Recognising and avoiding potentially risky situations; and
- Reporting any thefts or suspicious behaviour to Security.
- Report any suspicious behaviour on campus to Security, no matter how minor it may appear. Prompt recording of incidents helps prevent recurrences.

UE Responsibility

- UE has ensured that each floor including common areas during the normal operation hours will be supervised by staff and CCTV cameras.
- Non- operational hours, UE has CCTV cameras in place for monitoring and building security will respond to events and incidents.
- Access to campus and campus facilities afterhours is restricted. Except where restricted access is granted by responsible UE staff.
- List of essential support services is provided along with the orientation pack.
- Emergency evacuation diagrams are provided near the lift on every floor.

- UE has First aid officers who can assist on each level.

Action

If staff or students feel threatened, experience an assault or theft or witness such behavior, they should immediately telephone Security on [03 9600 0087] and dial 000 (a free call to the Police Department).

Security will keep records of all reports and this information will be used to improve security at UE.

Review

UE's Security Procedures are reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.12 Hazardous Substances Policy

UE is committed to providing a safe working environment for all its employees. UE will ensure, as far as is reasonably practicable, the minimisation of the risk to health of employees due to exposure to designated hazardous substances. To this end UE will implement the duty-of-care requirements set out in relevant hazardous substances regulations. Wherever practicable the prevention of exposure to designated hazardous substances used in the workplace will not be reliant on the use of personal protective equipment.

Where required, UE will implement a Hazardous Substances Management Plan comprising of:

- Hazard register.
- Provision of Material Safety Data Sheets.
- Suitable type and labelling of containers.
- Risk assessment and control of hazardous substances.
- Provision of suitable instruction, training and supervision.
- Monitoring and health surveillance.
- Suitable personal protective equipment.

As part of this objective UE will consult with employees on matters regarding the purchase, use, storage, and disposal of designated hazardous substances. Prior to any designated hazardous substances being distributed for use in the workplace the relevant supervisors will ensure that their employees using such:

- Have read the Material Safety Data Sheet.
- Understand the correct procedures for handling, storing and disposing of the hazardous substance.
- Understand the health effects and recommended safety precautions.

No work with designated hazardous substances will be undertaken until a risk assessment of the work is completed.

Contractors using designated hazardous substances in the workplace will comply with relevant legislative requirements and organisational standards.

Management, in consultation with employees, will review the Hazardous Substances Management Plan on a yearly basis.

Review

UE's First Aid Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10. 13 Hazardous Substances and Dangerous Goods Procedure

Purpose

The purpose of this procedure is to assist employees in identifying hazardous substances and dangerous goods and the necessary actions to be taken when working in this type of environment.

Scope

This procedure applies to any situation where employees may be exposed to hazardous substances or dangerous goods, on all worksites.

Definitions

Hazardous substances - are chemicals or other substances that can harm your health when used in the workplace. Examples include (depending on the concentration and ingredients): acids, caustic substances, peroxides, cleaning agents, disinfectants and insecticides.

Dangerous goods - are substances or articles that are potentially dangerous to people, property and the environment because of the fire and/or explosion risks they can pose when stored or transported. Also, corrosiveness and toxicity when spilled.

Actions

It is the responsibility of UE to ensure that a working environment in which exposure to, and use, of hazardous substances is eliminated where possible, or minimised so as to be safe.

The presence and use of hazardous substances and dangerous goods needs to be determined as part of the risk assessment of the workplace and work activities required of employees. The risk assessments undertaken should be reflected on the Risk Register. Employees shall also be involved in this process to ensure all potential chemical hazards are identified.

Given the areas where some employees are working they may come in contact with (although not directly use) hazardous substances or dangerous goods as part of their workplace environment. In such instances provision of appropriate training and awareness shall be provided to those employees appropriate to the circumstances.

The Manager/Supervisor shall ensure that where there is use of chemicals, Material Safety Data Sheets (MSDS) are on hand and in close proximity to the chemical being used/stored. Where such chemicals are deemed hazardous or dangerous, a risk assessment and training is required. Employees shall be made aware of the availability of MSDS and emergency planning such as manifests for fire authorities as needed.

Review

UE's Hazardous Substances and Dangerous Goods Procedure is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.14 Health and Safety Risk Management Procedure

Purpose

This procedure provides the minimum standards for health and safety risk management at UE.

Scope

All staff, students, contractors and visitors to UE.

Responsibility

All Heads of Departments and Supervisors of staff, students, contractors or visitors are responsible for ensuring compliance with these procedures.

Procedure

There are five steps to Health and Safety Risk Management:

1. Hazard Identification

A hazard means any situation that has the potential to cause harm to health, injury or illness.

Hazards generally fall into the following categories:

- Biological
- Chemical
- Sound
- Temperature
- Electrical
- Ergonomic
- Gravitational
- Mechanical
- Motion Pressure
- Psychosocial
- Radiation

Hazards must be identified for all activities, and should take into account:

- work environment
- work practices
- materials and substances
- plant and equipment
- facilities, buildings, and premises
- the nature and type of tasks

2. Risk Assessment

The risk for all identified hazards should be assessed using the following three factors:

- Consequence – the most probable outcome of interaction with the hazard;
- Exposure – the frequency of exposure to the hazard; and
- Probability – the likelihood that the consequence will occur once exposed to the hazard.

It is important that a risk assessment takes place:

- before buildings are purchased or leased;
- before new plant and equipment is acquired;
- before new or changed systems of work are implemented;
- when work environments are altered;
- before new chemicals and substances are purchased;
- when new information about workplace risks become available;
- when responding to concerns raised by staff or students, contractors or visitors; and
- when required by legislation for specific hazards.

Any activity that involves risks that may lead to death or serious injury must not proceed until suitable controls are in place to reduce the risk.

3. Controls

Once the risk has been assessed, suitable control options must be implemented using the following options (in order of most effective to least effective control method):

- a) Elimination
- b) Substitution
- c) Engineering / isolation controls
- d) Administrative controls
- e) Personal protection

4. Corrective Responses

Corrective responses should occur through:

- Hazard and incident reporting;
- Incident investigations;
- Health and Safety audits;
- Review of Health and Safety policies and procedures following a significant incident; and
- Ongoing risk assessments.

5. Health and Safety Risk register

All identified risks must be recorded on UE's Health and Safety Risk Register. The register should also record the safety risk ratings and corrective responses.

Review

UE's Health and Safety Risk Management Procedure is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.15 Housekeeping Procedure

Purpose

Good housekeeping is a basic part of accident and fire prevention. Effective housekeeping can eliminate some workplace hazards and help get a job done safely. Poor housekeeping can contribute to accidents by hiding hazards that cause injuries. Housekeeping is not just cleanliness. It includes keeping work areas neat and orderly. The office environment is more than simply furniture placement. The environment of an office includes issues such as cleanliness, order, and maintenance. Effective housekeeping in any workplace is an ongoing operation.

Provisions

The following housekeeping standards are required in any workplace under the management or control of UE:

- Work and storage areas are to be kept neat and tidy.
- Walkways and access areas are to be kept free of obstructions.
- Electrical cords are not to be placed in areas where they may be subjected to damage or cause a trip hazard.
- Rubbish is to be cleared away as soon as possible and placed in correct bins.
- Areas shall only be used for purposes for which they are intended.
- Material stored in open areas shall be stored in a tidy manner and in appropriate containers.
- Vehicles shall be parked only in authorised parking places.
- Aisles, walkways, corridors, staircases, doorways, entrance halls, foyers, and exits shall be unobstructed, and free from slipping or tripping hazards, and combustible materials.
- Access to safety and fire fighting equipment shall be unobstructed.
- There shall be arrangements for routine cleaning, tidying, and inspection of all areas in a workplace, including amenities.
- Removal of rubbish, scrap, or unwanted material to a designated place shall be an integrated part of all tasks.
- Exit signs and other relevant safety signs must be visible from any defined walkway.
- Sufficient lidded trash receptacles are to be located in kitchens, staff lounges, break rooms, and other locations where food is consumed.
- The contents of refrigerators and cupboards are to be checked each week and unwanted food items removed.
- Toilets are to be cleaned each day they are used. Tissue, soap, and paper towels are to be available in adequate supplies.

- Cleaning supplies shall be clearly marked and stored in spill-proof containers.

Review

UE's Housekeeping Procedure is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.16 Plant Policy

Purpose

UE is committed to ensuring that, as far as is reasonably practicable, it meets duty of care responsibilities set out in relevant Regulations, Compliance codes, and Codes of Practice for Plant.

Provisions

It is the aim of UE to protect their employees' safety from hazards arising from plant and systems of work associated with plant by:

- Ensuring that hazards associated with the use of plant in the workplace are identified and risks to health and safety are assessed and controlled.
- Having as the major goal the elimination of the risk, and where this is not practicable, minimise the risk to health and safety arising from the plant to the lowest possible level.
- Ensuring that all plant is designed, manufactured, installed and commissioned, maintained and used with the safety of employees as paramount.
- Maintaining all relevant documentation such as:
 - Manufacturer's instruction, operation booklets;
 - Risk assessment of the plant;
 - Maintenance log;
 - Records of any modifications/improvements and their impact on the risk assessment of the plant.
- The relevant information will be freely available to all UE employees with adequate training being provided on operating the plant and equipment to those employees whose duties require them to work the plant, and to their immediate supervisors.
- All plant and equipment for which registration certificates are required by legislation or regulation will be obtained and kept up to date.
- The control of any identified hazards will follow the hierarchy of control and be used in designing work practices and procedures.

The purchase of any items of plant and equipment will be planned and coordinated i.e. going through the company procedures for capital expenditure. Where UE imports plant from overseas, either new or used, the company will ensure that information relating to the risk assessment of the plant is also obtained. UE will not accept any plant unless the risk assessment information is available.

Review

UE's Plant Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.17 WHS Consultation Procedure

Scope and Purpose

This procedure sets out the system for enabling all employees of UE to be effectively involved in workplace health and safety issues – relating to UE. The procedure intends to ensure that UE will, so far as is reasonably practicable, consult with and involve employees, and/or their representatives, in decisions regarding health and safety.

The WHS consultation process within UE will meet all relevant WHS legislative requirements.

Consultation on health and safety issues will, so far as is reasonably practicable, include independent contractors and their employees engaged by UE where UE has effective control regarding health and safety.

The minimal scope of consultative issues relating to health and safety include:

- Identification and assessment of hazards and risks.
- Decisions concerning hazard and risk control measures.
- The adequacy of welfare facilities.
- Procedures for resolving health and safety issues.
- Procedures for consultation on health and safety.
- Monitoring employee health and workplace conditions.
- Provision of information and training.
- Health and safety committee membership.
- Changes to the workplace, plant, substances, things used, and conduct of the work, that may affect employee health and safety.

Consultative Arrangements

UE will ensure, as far as is practicable, that relevant health and safety information relating to the minimal scope of consultative issue set out above is provided to employees, particularly through the forum of consultative meetings.

Managers will facilitate consultation by regularly meeting with employees, or discussing with individual employees, or their representatives, to enable health and safety issues, to be discussed.

UE will take into account the views of employees when making decisions. Where possible, decisions involving health and safety issues will be made through consensus.

Review

UE's WHS Consultation Policy is reviewed by Executive Manager every year, or sooner as determined by the Board.

10.18 WHS Issue Resolution Procedure

Scope and Purpose

This procedure describes the system for enabling all UE employees to effectively resolve all health and safety issues – related to UE – as they arise.

The procedure intends to ensure that all valid risk issues are suitably addressed through discussion between employees and management.

The WHS issue resolution process within UE will meet all relevant WHS legislative requirements.

Issue Resolution Steps

Whenever it is possible for an affected employee to rectify the risk issue or situation the affected employee will take the appropriate immediate actions they are able in order to rectify the situation.

If the matter is not able to be resolved independently the affected employee will raise the issue with their immediate Supervisor. The Supervisor will ensure that all employees who are affected by the issue are identified and that the issue is discussed with them.

If the issue is not resolved the discussion of the issue will continue between the affected employees, the Supervisor, and the Manager (or representative nominated by him/her).

Decision Feedback

Any issue referred to a Supervisor will require that he/she ensure that either a progress report or a decision on the issue is communicated to the affected employee(s), within 7 working days of the issue being first discussed.

Any issue involving the participation of (or requirement to be referred to) the Manager will require that Manager (or representative nominated by him/her) to ensure that either a progress report or a decision on the issue is communicated to the relevant Supervisor within 7 working days of the issue first being discussed between the Supervisor and affected employee(s).

Any issue referred to a Supervisor will have a decision finalised by the Supervisor and/or Manager (or representative nominated by him/her) within two months of the issue first being raised.

Employee Appeal

An employee who raises an WHS issue is able to appeal against the decision made. The ground for any appeal is the justified belief by the affected employee that the issue has not been suitably understood by either the Supervisor or Manager (or his/her nominated representative) in their decision.

Once the Supervisor or Manager (or his/her nominated representative) has communicated their decision to the affected employee(s) the employee who raised the issue must appeal the decision within 7 days. An affected employee will not be able to appeal against a particular issue more than once.

Review

UE's WHS Issue Resolution Policy is reviewed by Executive Manager every three years, or sooner as determined by the Board.

10.19 Workplace Health and Safety Rules

The following rules are applicable in all UE workplaces:

1. Employees are to report all unsafe conditions and equipment to their immediate supervisor.
2. Employees are to report immediately all accidents, injuries and illnesses to their immediate supervisor.
3. Materials and equipment are not to be stored against doors or fire fighting equipment.
4. Work areas are to be maintained in a neat and orderly manner.
5. Cleaning solvents and flammable liquids are to be stored in appropriate containers, suitably labelled, and kept lidded.
6. Solutions that may be poisonous, or are not intended for consumption, are to be kept in suitably labelled containers.
7. Approved personal protective equipment will be worn as directed by an immediate supervisor.
8. Excessive noise exposure is to be avoided.
9. Employees are to beware of electrical hazards.
10. Horseplay, running and practical jokes are prohibited on the premises.
11. No smoking is allowed in any buildings. Smoking is permitted in relevant designated areas only.
12. Possession of alcohol within any workplace is strictly forbidden.
13. Use of mobile telephones whilst operating any equipment or when working at height is prohibited.
14. Access to fire exits, fire hoses, and fire extinguishers is not to be obstructed at any time.

Review

UE's Workplace Health and Safety Rules are reviewed by ULG Board of Directors every two years, or sooner as determined by the Board.

10.20 Workplace WHS Inspection Procedures

Introduction

Workplace hazard inspections are inspections of the workplace that provide a snapshot in time of the hazards and issues identifiable on the day. Workplace hazard inspections are best conducted by a combination of managerial and non-managerial employees. As well as using observation and experience as the key tool, conversations with employees can sometimes more easily assess ergonomic and psychological hazards and issues. Workplace hazard inspections are a direct and useful way of evaluating the effective implementation of the WHS management system. The WHS audit is a more specialised and detailed way of doing this.

Implementation

A monthly workplace inspection will be implemented to identify hazards and WHS issues in any workplace under the control or management of UE. UE will nominate which manager(s), in consultation with staff, will conduct the inspection. Persons responsible for rectifying hazards and issues will be identified and notified.

The workplace WHS inspections will include:

- Random scheduling of the monthly inspections.
- A standardised inspection circuit.
- Use of a workplace inspection checklist that includes critical (i.e., “worry”) items.
- Discussions with various employees.
- Recording of identified hazards and issues that cannot be immediately rectified.
- Annual review of workplace WHS checklists, or a review if significant changes occur.

Records of the workplace hazard inspections will be retained and reviewed by management of UE.

Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Managing Director		
Implementation Officers	Academic Manager, Student Support Officer, ELCIOS teachers		
Review Date	19 July 2027		
Approved by			
Managing Director			
Associated Documents			
Critical Incident Policy and Procedure Student Support Services Policy and Procedure			
Version	Brief Description of the Changes	Date Approved	Effective Date
2.0	<ul style="list-style-type: none"> • Formatted the document by updating the section headings • Added the Version History 	19 July 2024	19 July 2024