

UNIVERSITY
OF SOUTHERN
QUEENSLAND



CAMPUS SERVICES

Workplace Health and Safety Plan

2016 – 2020





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At Campus Services, our objective is to promote safe work practices and ensure that safety is embedded as a core value and an integral part of the culture of our work environment. We strive to maximise the prevention and minimise the impact of any injury by providing for the wellbeing of our staff through the provision of information, guidance, training and leadership.

The Campus Services Workplace Health and Safety Plan aims to promote and cultivate a positive and proactive WHS culture to achieve a 'harm free' environment for staff, visitors and contractors. Our core strategies include but are not limited to improved systems, increased consultation and communication and a strengthened focus on awareness, education and training.

The Campus Services Online WHS system was introduced in early January 2016 as a tool to assist monitoring compliance with safety standards and legislation, manage contractor WHS responsibilities and provide a central repository for workplace health and safety related information. Automatic alerts for critical events (eg expired qualifications, review dates for safety data sheets (SDS) etc) ensure that information is up to date and compliant. Checklists for routine site safety inspections allow actions noted to be instantaneously recorded and action emails automatically generated to the responsible staff member. Training provided to all staff includes an online induction requiring 100% competency.

The Campus Services Safety Committee is proactive in increasing staff consultation, involvement and awareness of WHS within Campus Services. Elected representatives act as a conduit between respective teams and the Committee to report WHS related issues and to convey relevant information back to teams. The Committee reports to the Management Team as well as to the University Safety Committee.

The Campus Services Management Team is committed to demonstrating accountability and leadership in the effective management of health and safety. We are confident that by providing our staff with the systems and resources and by empowering them through education and training, the responsibility and ownership of health and safety will become embedded as a business as usual practice in the Campus Services environment.



Dr David Povey
Executive Director



From left to right: Renee Inkster - Associate Director (Facilities Management), Simon Pearl – Associate Director (Planning, Projects and Space), Nathan Jones – Associate Director (Operations), Mary McGilvray – Senior Executive Officer, Iain Burns – Manager (Security and Emergency), Kym Davis – Manager (Administration), Michael Coulter – Manager Maintenance (Ipswich/Springfield), Dr David Povey – Executive Director, Kanokwan Suwanphusaporn – Executive Assistant, John Provest – Manager (Omnia Books and Beyond), Robert Keanalley – Business Manager (Ellipsis Media), Darren Best – Manager Maintenance (Toowoomba), Alicia Logan – Manager (Environmental)

At Campus Services safety in the workplace is considered to be of foremost importance and a priority of the Management Team. Campus Services is committed to providing a safe workplace that not only prevents injury and illness, but contributes to a sense of well-being. Through leadership and individual commitment, Campus Services aims to ensure no one will suffer from work related injury or illness.

Whilst accountability for WHS culture, resourcing and practice rests with the Management Team, the responsibility for working safely, identifying hazards, eliminating or minimising risk and taking action to ensure the work environment is safe belongs to everyone.

The WHS vision of Campus Services is to be “harm free”. This means that the Management Team in collaboration with each individual will strive to create improvement in workplace health and safety performance to provide a safe environment that is free from hurt, injury, danger and risk.

As a team, we will work together to achieve a communicative, consultative and proactive culture across all aspects of our activities and environment to ensure our mutual safety and wellbeing. We equip, educate and empower our employees at every level of Campus Services to ensure maximum effort is given to our WHS goals.



Policy Statement

The University has an obligation to ensure the health and safety of its employees and to ensure that its employees including students, contractors, visitors and other persons to a University site or workplace are, as far as reasonably practicable, not exposed to risks to their health and safety arising out of the University's activities.

The University is committed to achieving and maintaining a standard of excellence in the field of health and safety and aims to be recognised as a leader in safety performance within the higher education sector by providing a safe environment to work and study. Campus Services has a key role to play in achieving that outcome.

USQ's Workplace Health and Safety (WHS) Policy can be accessed from the USQ Policy and Procedure Library at:

<http://policy.usq.edu.au/documents/13482PL>



The Campus Services Online WHS system was introduced in early January 2016 as a software solution designed to assist the Management Team in driving the administration of an effective and compliant WHS program. The system also provides a convenient and effective path for staff to access information and report incidents. The main functions of the software include:

- Policy and Planning
- Employee Management
- Risk Management
- Injury Management
- Record Management
- Environmental Management

Importantly, the system provides alerts and reminders for expiring information and “to do” lists for individual employees.

The screenshot shows the 'ONLINE WHS' system interface. At the top, there is a header with the system logo and several navigation icons. Below the header is a 'QUICKLINKS' section containing a table of various management functions. Each function is accompanied by a colored square indicating its status: red for 'Needs urgent attention', yellow for 'Review due', and green for 'All upto date'. A legend at the bottom left of the table explains these color codes.

Policy and Planning	Employee Management	Risk Management	Injury Management	Record Management	Environmental Management
Policies ■	Employee Register ■	Hazard ■	Incident Register ■	Checklists ■	Environmental Register ■
Organisational Positions ■	Contractor Register ■	Plant and Equipment ■	Incident Add Form	Forms ■	Environmental Policies
Responsibilities ■	Training ■	Chemicals ■	Reports	Insurance ■	
Emergency Procedures ■	Qualifications ■	SWMS/Activity ■	Hazard Reports ■ <small>New</small>	Audits	
Emergency Equipment ■	PPE Register	Sites		Compliance ■	
		Procedure ■		To Do List ■ <small>New</small>	
		Inductions			

■ Needs urgent attention
■ Review due
■ All upto date

Leadership, accountability and responsibility are not reserved only for senior leaders. Everyone is responsible for setting an example and ensuring that their work environment is safe.

Position	WHS Responsibilities	WHS Authority	Accountability Methods
Executive Director, Campus Services	<ul style="list-style-type: none"> • Provide visible leadership to support the proactive commitment to WHS. • Set the example through appropriate safe behaviours and encourage staff to do the same. • Develop and implement a WHS Management Plan for Campus Services including setting WHS objectives and targets. • Ensure sufficient human, technical and financial resources are provided in each area to achieve WHS Plans. • Ensure Campus Services is compliant in all aspects of WHS as legislated in the WHS Act & Regulations 2011 (Qld) and USQ Policy. • Ensure there are regular reviews of strategic WHS issues, performance and risks. • Ensure systems are in place to ensure staff, contractors and volunteers are aware of expected WHS behaviours and have a clear understanding of the consequences of inappropriate conduct. 	The authority to make decisions and act on any WHS management matters within Campus Services.	Meet WHS Management Plan targets
Senior Executive Officer	<ul style="list-style-type: none"> • Act as the Online WHS system administrator. • Regularly monitor the Online WHS system to review its use and timely completion of pending actions. • Bring system deficiencies and incomplete actions to the attention of the Management Team. • Ensure WHS inspections are undertaken, outcome of the inspections are reviewed and documented and identified hazards are rectified. • Assist the Executive Director in developing, updating and implementing the WHS Management Plan. 		<ul style="list-style-type: none"> • Enrich performance review • Campus Services Online WHS system • Site safety inspections

Position	WHS Responsibilities	WHS Authority	Accountability Methods
Associate Director/ Manager	<ul style="list-style-type: none"> • Provide visible leadership to support proactive commitment to WHS. • Set an example through appropriate safe behaviours and encourage staff to do the same. • Review and ensure sufficient resources are provided in respective areas to achieve WHS Plans. • Ensure respective areas are compliant in all aspects of WHS as legislated in the WHS Act & Regulations 2011 (Qld) and USQ Policy. • Ensure there are regular reviews of strategic WHS issues, performance and risks. • Acquire and keep up to date knowledge of workplace health and safety matters. • Ensure communication and consultation with staff is established and maintained. • Ensure systems are in place to ensure staff, contractors and volunteers are aware of the expected WHS behaviours and have a clear understanding of the consequences of inappropriate conduct. • Ensure risk control measures are implemented and effective. • Establish safe operating procedures (SOPs)/safe work method statements (SWMS) in respective areas. • Ensure equipment inspection and testing procedures are implemented. • Ensure the Online WHS system is maintained and updated. • Monitor and ensure all hazards, incidents and near misses are reported and entered into the Online WHS system in a timely manner. • Ensure all incidents are reviewed and investigated appropriately in a timely manner, with any follow up actions completed. • Ensure WHS inspections are undertaken, outcomes of the inspections reviewed and documented and identified hazards rectified. • Ensure all staff and contractors are provided with the required instruction, information and training necessary to perform work safely. • Provide necessary personal protective equipment for staff to perform their work safely. • Assist the Executive Director in preparing, updating and implementing the WHS Management Plan. • Ensure contract documents include appropriate clauses to achieve the safety goals of this plan. 	The authority to make decisions and act on any WHS management matters (in consultation with the Executive Director) within their area of responsibility.	<ul style="list-style-type: none"> • Meet WHS Management Plan targets • Enrich performance review • Campus Services Online WHS system • Risk assessments • Site safety inspections

Position	WHS Responsibilities	WHS Authority	Accountability Methods
<p>Campus Services Safety Project Manager</p>	<ul style="list-style-type: none"> • Provide visible leadership to support proactive commitment to WHS and ensure that safety is an embedded consideration in all Campus Services activities and areas of responsibility. • Lead the transformational change within the Campus Services environment to embrace safety as a core value and business as usual practice. • Set an example through appropriate safe behaviours and encourage staff to do the same. • Review if sufficient resources are provided in all areas to achieve WHS Plans. • Assist the Associate Director and Managers to ensure Campus Services is compliant in all aspects of WHS as legislated in the WHS Act & Regulations 2011 (Qld) and USQ Policy and that there are regular reviews of strategic WHS issues, performance and risks. • Assist all levels of staff to monitor and interpret legislation, identify workplace health and safety policy and procedure needs and review and update SWMS and SOPs. • Maximise the use of the Online WHS system, checking accuracy and completeness and ensuring that Campus Services staff at all levels are engaged with the system. • Assist Associate Directors and Managers with investigations. • Facilitate and deliver training and awareness programs for all levels of staff. • Assisting the Executive Director in preparing, updating and implementing the WHS Management Plan. 	<p>The authority to make decisions and act on any WHS management matters (in consultation with the Executive Director) within Campus Services.</p>	<ul style="list-style-type: none"> • Enrich performance review • Campus Services Online WHS system • Risk assessment • Site safety inspections

Position	WHS Responsibilities	WHS Authority	Accountability Methods
Leading Hand	<ul style="list-style-type: none"> • Provide visible leadership to support the proactive commitment to WHS. • Undertake risk assessments of proposed works. • Set an example through appropriate safe behaviours and encourage staff to do the same. • Co-operate with the Management Team in WHS functions. • Assist Associate Directors and Managers to ensure systems are in place to ensure staff, contractors and volunteers are aware of expected WHS behaviours and have a clear understanding of the consequences of inappropriate conduct. • Follow safe operating procedures (SOPs)/safe work method statements (SWMS). • Develop SWMS for new activities where required and contribute to the development and review of SWMS and SOPs by others. • Cease work should exposure to health and safety risks become unacceptable. • Take reasonable care of themselves and others in the workplace. • Be proactive in complying with the Campus Services WHS Management Plan. • Deliver awareness programs (e.g. toolbox talks) for staff. • Ensure that appropriate workplace safety practices are followed in accordance with Commonwealth, State and University policy, regulations and guidelines. 	<ul style="list-style-type: none"> • Authority to not proceed with work if concerned about their own safety and/or the safety of others. • To act on any WHS matter that affects their own and/or the safety of others. • To work within the WHS requirements of the particular work group including regulatory requirements. 	<ul style="list-style-type: none"> • Enrich performance review

Position	WHS Responsibilities	WHS Authority	Accountability Methods
Staff	<ul style="list-style-type: none"> • Display safe behaviours and encourage others to do the same. • Undertake risk assessments prior to commencing work. • Take reasonable care of themselves and others in the workplace. • Co-operate with the Management Team in WHS functions. • Follow safe operating procedures (SOPs)/safe work method statements (SWMS) • Contribute to the development and review of SWMS and SOPs • Cease work should exposure to health and safety risks become unacceptable. • Report identified hazards and incidents to respective supervisors and document appropriately in the Online WHS system. • Advise respective supervisors of any illness/injury that may restrict work capability. • Be proactive in complying with Campus Services WHS Management Plan. • Conduct prestart checks and document where required. • Report maintenance required for plant and equipment defects in a timely manner. • Tag out faulty equipment. 	<ul style="list-style-type: none"> • All positions have the authority to not proceed with work if concerned about their own safety and/or the safety of others. • To act on any WHS matter that affects their own and/or the safety of others. • To work within the WHS requirements of the particular work group including regulatory requirements. 	<ul style="list-style-type: none"> • Enrich performance review
Workplace Health and Safety Committee Chair	<ul style="list-style-type: none"> • Associate Director and Managers will rotate through the position of Chairperson of the WHS Committee and in the instance of absence of the rostered "Chair". • A shadow management representative will attend every third meeting to ensure they are up to date to take over the role for the next meeting. • Ensure all incidents are reviewed and investigated appropriately in a timely manner, with any follow up actions completed. 	Adjust operating procedures and make recommendations to Executive Director.	

Position	WHS Responsibilities	WHS Authority	Accountability Methods
Workplace Health and Safety Representative	<ul style="list-style-type: none"> • Represent respective team members at the Campus Services Safety Committee and involve in proactive engagement and feedback to teams. • Identify and report hazards in the Campus Services Online WHS system. • Review hazards and incidents involving Campus Services staff. • Provide recommended actions for resolving hazards and improving WHS performance within Campus Services workplaces to the Campus Services Management Team. • Report back to teams on discussions held at Committee meetings and follow up actions. 	The authority to make decisions and act on WHS matters across the area of representation.	
Contractors/ Consultants	<ul style="list-style-type: none"> • Display safe behaviours and encourage others to do the same. • Take responsible care of themselves and others in the workplace. • Comply with the USQ WHS Policy, procedures and standards. • Complete necessary inductions required by USQ. • Comply with the Campus Services WHS Management Plan. • Report any unsafe situations, hazards, incidents or near misses to the relevant supervisor. 	<ul style="list-style-type: none"> • All positions have the authority to not proceed with work if concerned about their own safety and/or the safety of others. • To act on any WHS matter that affects their own and the safety of others. • To work within the WHS requirements of the particular work group including regulatory requirements. 	<ul style="list-style-type: none"> • Supervision • Contract review

The Campus Services Safety Committee has been appointed as a Working Group of the USQ University Safety Committee. The Campus Services Management Team provides overarching governance of this committee.

The Committee has been established to:

- improve consultation with staff on workplace health and safety (WHS) matters affecting staff and contractors of Campus Services within the Campus Services workplace;
- increase the involvement of staff in the assessment of workplace incidents and hazards;
- provide advice to Campus Services management on WHS matters affecting staff and contractors of Campus Services;
- improve staff awareness of WHS policies and procedures;
- assist in WHS compliance monitoring within the Campus Services workplace.

Members are elected from respective teams within Campus Services for a three year period. A management appointed member chairs the committee on a rotational basis. Meetings are held monthly.

All employees are encouraged to express their views, raise concerns and discuss WHS issues with their representative who will bring discussion items to the Committee and subsequently report back to their respective team. The flow of information to and from teams and on to management is critical to workplace communication and consultation.

Reports from the Campus Services Safety Committee are lodged in the Online Safety System and are also included as an agenda item at the monthly Management Team meetings. They are also provided as part of the University Services Division report to the University Safety Committee.

The Online WHS system further enhances and supports communication by providing a single repository to access WHS information including SWMS, safety data sheets (SDS), plant and equipment registers, hazard and incident registers and information sharing.

Objectives	Key Performance Indicators	2016	2017	2018 – 2020
Implement Campus Services Online Workplace Health and Safety System	<ul style="list-style-type: none"> Set up a comprehensive database to enable reporting, actioning, tracking and reporting of hazards, risks, incidents, and injuries. Control of all WHS documentation including SWMS, SDS and plant and equipment registers, etc. 	<ul style="list-style-type: none"> Comprehensive database implemented. All Campus Services staff trained to use the software. 	Campus Services Staff confident in using the Online WHS system.	Online WHS system introduced to USQSafe for possible implementation across USQ.
Drive a positive WHS culture within Campus Services	<ul style="list-style-type: none"> Communicate with staff and foster a culture of consultation and collaboration. Provide appropriate ongoing and refresher training. Health and safety is given priority in all work processes and decisions. Generate confidence that workplace risks are manageable. 	Employees, contractors and volunteers trained, competent and demonstrating safe work behaviours when conducting work activities.	Visible improvement in WHS awareness and culture within Campus Services.	Well established WHS awareness and culture within Campus Services.
Allocation of sufficient resources for health and safety activities	<ul style="list-style-type: none"> Campus Services Safety Project Manager employed to lead the transformational change within the Campus Services environment to embrace and embed safety as a core value and practice. 	Campus Services Safety Project Manager appointed.		
Reduce the frequency and severity of risks to staff health and safety	<ul style="list-style-type: none"> Conduct risk assessments across all areas of Campus Services. Conduct routine site safety inspections. 	<ul style="list-style-type: none"> Identified risks in the workplace mitigated by controls. EDCS regularly conducts safety site inspections. 	Reduction in the number of preventable workplace incidents.	Zero level time injuries
Staff are appropriately trained and skilled to identify and manage hazards	<ul style="list-style-type: none"> Identify and implement training relevant to high risk activities. Ensure high risk equipment is only operated by qualified staff. Staff qualifications up to date in the Online WHS system. 	All WHS compulsory training completed.	All staff engaging in high risk activities trained appropriately.	Refresher Training

