UQ Health, Safety and Wellness Division

Description of Services (reviewed July-September 2020)
## Core Services

### 1. Support UQ health, safety and wellness governance and consultative mechanisms

<table>
<thead>
<tr>
<th>Health, Safety and Wellness Division</th>
<th>Health and Safety Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Establish overall organisational approach for HSW across UQ</td>
<td>• Support local management through the provision of HSW advice and participation in operational planning and decision making</td>
</tr>
<tr>
<td>• Ongoing review of UQ’s HSW Strategy</td>
<td>• Operationalise the UQ HSW Strategy at the local level</td>
</tr>
<tr>
<td>• Provide HSW advice and input into enterprise level management committees e.g. UQSET, USMG, VCRCC and SRAC</td>
<td>• Support/advise/coach local HSW committees and provide support and advice to the Chair of the HSW committee, and facilitate the effective functioning of the HSW committee/s</td>
</tr>
<tr>
<td>• Establish and foster the HSW consultative committee framework across UQ</td>
<td>• Engage in any other relevant consultative process to enhance HSW outcomes</td>
</tr>
<tr>
<td>• Support and advise University HSW Committees</td>
<td>• Support health and safety representatives as required</td>
</tr>
</tbody>
</table>

### 2. Develop, manage and maintain UQ’s – Health and Safety Management System (HSMS)

<table>
<thead>
<tr>
<th>Health, Safety and Wellness Division</th>
<th>Health and Safety Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Establish, continuously develop, and enhance the corporate HSMS</td>
<td>• Implement the corporate HSMS within local areas</td>
</tr>
<tr>
<td>• Develop, implement and review HSW related policies, procedures, guidelines and programs</td>
<td>• Participate in and contribute to the development and review of corporate policies, procedures, guidelines and programs</td>
</tr>
<tr>
<td>• Consult with stakeholders on policies, procedures, guidelines and programs</td>
<td>• Develop, implement and review annual HSW Management Plans</td>
</tr>
</tbody>
</table>

### 3. Facilitate health and safety risk management processes at UQ

<table>
<thead>
<tr>
<th>Health, Safety and Wellness Division</th>
<th>Health and Safety Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Establish, implement, and review UQ health and safety risk management framework</td>
<td>• Develop and regularly review local safety risk registers</td>
</tr>
<tr>
<td>• Establish and oversee risk management systems and tools i.e. UQ Safe-risk</td>
<td>• Facilitate the implementation of corporate risk management systems and tools i.e. UQ Safe-Risk, including providing users with assistance with risk assessment creation</td>
</tr>
<tr>
<td>• Develop and regularly review the corporate health and safety risk register</td>
<td>• Audit quality of risk assessments, including monitoring effectiveness of controls that are in place to mitigate/eliminate risk in the workplace</td>
</tr>
<tr>
<td>• Report on corporate risk priorities utilizing tools such as corporate risk register</td>
<td></td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>Core Services</th>
<th>Health, Safety and Wellness Division</th>
<th>Health and Safety Network</th>
</tr>
</thead>
</table>
| 4. Develop and deliver health, safety and wellness programs | • Consult and engage with relevant stakeholders to determine organisation-wide HSW needs  
• Utilise specialists where required  
• Project manage and implement, monitor and evaluate organisation wide programs | • Implement and review local HSW programs in response to identified needs and to improve performance across the local area  
• Deliver and participate in organisation-wide projects and programs |
| 5. Provide advice, information and services | • Maintain and enhance HSW Communication Plan that includes information needs, modes of communication, and relevant audience  
• Ensure senior management is aware of current and emerging issues and provide specialist, evidence-based advice  
• Develop relevant, evidence-based information, HSW products and advisory services  
• Represent UQ on HSW matters in professional forums, government bodies and other relevant forums | • Determine information needs at faculty, institute and local level  
• Provide both specialist and general advice, information and services to relevant parties as appropriate  
• Develop and provide effective HSW, regulatory compliance and risk specific training at a local level and capability development initiatives at local level (e.g. responsibilities and duties, safety training on specialised equipment hazardous areas, local induction)  
• Inform local managers and local HSW committees of relevant HSW and incident information  
• Provide relevant services as appropriate (e.g. ergonomics assessments) |
| 6. Monitor health, safety and wellness performance | • Review UQ HSW goals and report outcomes to management  
• Implement the internal HSW audit program and follow-up and review internal audit CAP’s  
• Develop and disseminate management reports on HSW performance and trends to senior management committees (VCRCC, COO, USMG, SRAC) | • Undertake workplace inspections/assessments and compile reports  
• Develop and follow-up workplace inspections and internal CAPs from internal audits (both at 1st and 2nd line of defence)  
• Audit local HSW systems to ensure compliance with corporate systems, PPL, and risks identified on local safety risk register etc.  
• Review and analyse local injury and incident reports and data  
• Report on local area HSW performance (against set KPIs, UQ HSW goals and HSW Strategy) to local management and HSW Division |
<table>
<thead>
<tr>
<th>Core Services</th>
<th>Health, Safety and Wellness Division</th>
<th>Health and Safety Network</th>
</tr>
</thead>
</table>
| 7. Enhance health, safety and wellness capability | - Develop broad HSW capability strategy through organisational needs analysis  
- Develop, maintain and facilitate networks to assist with the provision of advice and services across UQ  
- Develop the capability of the UQ HSW network staff  
- Implement the HSW manager’s induction framework for new starters | - Deliver development programs as required  
- Coach local staff and managers on how to demonstrate safety leadership  
- Participate in and actively contribute to networks that assist with the provision of health, safety and wellness advice and services across the organisation  
- Train, assist, and support users on HSW systems (e.g. UQ Safe, Chemwatch)  
- Develop annual plan for local capability development |
| 8. Incident investigation | - Policy and systems development and determine corporate approach to incident investigation.  
- Proactively review the quality of corporate incident reporting  
- Undertake quality assurance of investigations  
- Involvement and support in significant incident investigations e.g. participate in investigation tea.  
- Provide capability development for incident investigation. Notify regulator of notifiable incidents  
- Follow-up and on-going contact with regulators during investigation of notifiable incidents  
- Develop corrective action plans where relevant  
- Report conclusions and recommendations to enterprise level committees  
- Disseminate learnings from incidents to relevant parties | - Ensure incidents are thoroughly investigated, seek advice from internal and external parties, identify causative factors, develop and monitor remedial action plans, with a view to preventing recurrence  
- Ensure incidents are reported and timeframes are met  
- Notify HSW Division and local management of notifiable incidents  
- Involvement in relevant cases and lead incident investigations  
- Develop and implement local corrective action plan  
- Report conclusions and recommendations to relevant local HSW committees and management  
- Monitor quality of local investigations  
- Support and assist users in UQ Safe-Incident  
- Communicate investigation recommendations to relevant stakeholders |
<table>
<thead>
<tr>
<th>Core Services</th>
<th>Health, Safety and Wellness Division</th>
<th>Health and Safety Network</th>
</tr>
</thead>
</table>
| 9. Engagement with regulators and stakeholders | • Engage and build relationships with external and internal stakeholders (including the UQ HSW network) to facilitate better HSW outcomes for UQ  
• Engage with regulators to enhance their awareness of UQ organisation systems  
• Work with regulators to streamline compliance requirements  
• Assist and participate in regulatory policy development  
• Accompany the regulator on-site, provide audit, inspection and investigation support (to both UQ business unit and regulator)  
• Notify the regulator of notifiable events as necessary  
• Facilitate necessary authorities, permissions, certifications, approvals with regulators  
• Facilitate any work required subsequent to regulator investigations, inspections and audits in collaboration with relevant internal stakeholders  
• Seek legal advice as necessary during investigations | • Engage and build relationships with central HSW Division and other relevant stakeholders to facilitate better HSW outcomes for UQ  
• Accompany and co-operate with regulators during inspections, audits, investigations  
• Provide access and information to regulators as required  
• Ensure all information is available to assist in the establishment of authorities, permissions, certifications and approvals with regulators, and facilitate the acquisition of same where necessary  
• Respond to outcomes subsequent to regulator investigations, inspections and audit |
| 10. Workers’ compensation self-insurance, return to work | • Ensure the on-going organisational capacity to maintain self-insurance status such as providing to the regulator all ongoing licence requirements.  
• Co-operate and fully engage with external auditors regarding licence requirements.  
• Determine liability on claims  
• Manage claims/cases, including referrals to appropriate medical and rehabilitation services.  
• Liaise with investigators, medical service providers, legal practitioners, regulator, rehabilitation providers, insurance broker and actuary.  
• Liaise with local organisational units for suitability of duties on return to work provisions  
• Performance reporting to senior management.  
• Provide advice and relevant information to workers and business units, including supervisors and HSW managers if appropriate | • Assist in the implementation of RTW plans including the modification of work systems, purchasing and installation of equipment  
• Assist any specialists in determining alternative duties  
• Assist and prepare selected sites for inspection and provide documentation for external audit of workers compensation licence renewal |