UQ Health, Safety and Wellness Division

Description of Services

Enhancing Wellness and Community

Empowering Culture and Capability

Proactive Risk Management

Integrated Systems and Decision Making

Innovating Beyond Compliance

Last review date March/2022
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<th>Core Services</th>
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<th>Health and Safety Network</th>
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| 1. Support UQ health, safety and wellness governance and consultative mechanisms | • Establish overall organisational approach for HSW across UQ  
• Ongoing review of UQ’s HSW Strategy  
• Provide HSW advice and input into enterprise level management committees e.g. UQSET, USMG, VCRCC and SRAC  
• Establish and foster the HSW consultative committee framework across UQ  
• Support and advise University HSW Committees | • Support local management through the provision of HSW advice and participation in operational planning and decision making  
• Operationalise the UQ HSW Strategy at the local level  
• 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  
• Engage in any other relevant consultative process to enhance HSW outcomes  
• Support health and safety representatives as required  
• Mentor, encourage and reinforce the development of a positive safety culture  
• Lead and direct HSW support functions within the local area |
| 2. Develop, manage and maintain UQ’s – Health and Safety Management System (HSMS) | • Establish, continuously develop, and enhance the corporate HSMS  
• Develop, implement and review HSW related policies, procedures, guidelines and programs  
• Consult with stakeholders on policies, procedures, guidelines and programs | • Implement the corporate HSMS within local areas  
• Participate in and contribute to the development and review of corporate policies, procedures, guidelines and programs  
• Develop, implement and review annual HSW Management Plans |
| 3. Facilitate health and safety risk management processes at UQ | • Establish, implement, and review UQ health and safety risk management framework  
• Establish and oversee risk management systems and tools i.e. UQ Safe-risk  
• Develop and regularly review the corporate health and safety risk register  
• Report on corporate risk priorities utilizing tools such as corporate risk register | • Develop and regularly review local safety risk registers  
• Facilitate the implementation of corporate risk management systems and tools i.e. UQ Safe-Risk, including providing users with assistance with risk assessment creation  
• Audit quality of risk assessments, including monitoring effectiveness of controls that are in place to mitigate/eliminate risk in the workplace |
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| 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 |
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| 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. UQSafe, 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 |
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<td>9. Engagement with regulators and stakeholders</td>
<td>• Engage and build relationships with external and internal stakeholders (including the UQ HSW network) to facilitate better HSW outcomes for UQ</td>
<td>• Engage and build relationships with central HSW Division and other relevant stakeholders to facilitate better HSW outcomes for UQ</td>
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<td>• Engage with regulators to enhance their awareness of UQ organisation systems</td>
<td>• Accompany and co-operate with regulators during inspections, audits, investigations</td>
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<td>• Work with regulators to streamline compliance requirements</td>
<td>• Provide access and information to regulators as required</td>
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<td>• Assist and participate in regulatory policy development</td>
<td>• 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</td>
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<td>• Accompany the regulator on-site, provide audit, inspection and investigation support (to both UQ business unit and regulator)</td>
<td>• Respond to outcomes subsequent to regulator investigations, inspections and audit</td>
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<td>• Notify the regulator of notifiable events as necessary</td>
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<td>• Facilitate necessary authorities, permissions, certifications, approvals with regulators</td>
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<td>• Facilitate any work required subsequent to regulator investigations, inspections and audits in collaboration with relevant internal stakeholders</td>
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<td>• Seek legal advice as necessary during investigations</td>
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<td>• Determine liability on claims</td>
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<td>• Liaise with investigators, medical service providers, legal practitioners, regulator, rehabilitation providers, insurance broker and actuary</td>
<td>• Respond to outcomes subsequent to regulator investigations, inspections and audit</td>
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<td>• Liaise with local organisational units for suitability of duties on return-to-work provisions</td>
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<td>• Performance reporting to senior management</td>
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<td>• Provide advice and relevant information to workers and business units, including supervisors and HSW managers if appropriate</td>
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<td>10. Workers’ compensation self-insurance, return to work</td>
<td>• Ensure the on-going organisational capacity to maintain self-insurance status such as providing to the regulator all ongoing licence requirements</td>
<td>• Assist in the implementation of RTW plans including the modification of work systems, purchasing and installation of equipment</td>
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<td>• Co-operate and fully engage with external auditors regarding licence requirements</td>
<td>• Assist any specialists in determining alternative duties</td>
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<td>• Determine liability on claims</td>
<td>• Assist and prepare selected sites for inspection and provide documentation for external audit of workers compensation licence renewal</td>
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<td>• Manage claims/cases, including referrals to appropriate medical and rehabilitation services.</td>
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