

UNIVERSITY – HEALTH, SAFETY AND WELLBEING (HSW) INDUCTION

Please read the following information which forms part of your corporate induction requirements.

(The estimated time to complete this induction is 15 - 20 minutes in total.)

Q1 Why do we need Health, Safety and Wellbeing (HSW) processes and information?

We are fortunate to be a part of a dynamic workplace which encourages our staff and students to be innovative in their research and provides opportunities for our staff and students to pursue their professional and/or academic careers.

The diversity of the activities conducted presents us with a mix of low, moderate and/or high risks every day, depending on our role.

- ☑ Understanding those risks and how we can safely approach our activities can make a difference.
- ☑ Understanding our own specific roles and responsibilities for safety and injury management can make a difference.
- ☑ Understanding how we interact with the University's Health, Safety and Wellbeing Management System can make a difference.

Our overall aim is to ensure we provide sufficient information and processes to protect our workers, students and others, against harm, to eliminate or minimise safety risks arising from University activities and to provide safe systems of work.

To achieve this requires a collaborative effort from all members of our University community (including our volunteers and contractors). We each have a role to play, as our activities may impact on our work colleagues and the University community.

Q2 What does this mean for you?

The beginning of this process is to inform you of your HSW responsibilities, the HSW systems in place, and where you can access information and assistance.

Your initial induction has a minimum of two phases:

- Local induction, which should commence from day one and is the responsibility of your Manager/Supervisor. This
 information will target specific health and safety measures which relate to your role, the hazards, the procedures and
 the specific environment in which you work; and
- 2. This introductory course, which will provide you with the core elements of the University's HSW management system.

Q3 Where does it start?

The Vice-Chancellor and President of the University, in the <u>University's Operational Plan</u> has made a commitment to ensuring a safe and healthy environment and maintaining a compliant health, safety and injury management system.

In order to manage this commitment the University has a HSW framework which provides a systematic approach to our HSW activities.

Q4 What is the HSW Framework?

In a nut-shell, the University's HSW framework is based on AS/NZS 4801 "Occupational Health and Safety Management Systems".

It is not new, and many organisations have adopted this model.

The stages are logical and provide all Schools and Branches with a pathway to follow. This model also enables the University to ensure our HSW systems are meeting the needs of the University, that they are effective and then to make changes to our systems where deficiencies have been identified.

As the University is "Self-Insured" under the Return to Work Act (2014) our framework and processes enable the University to demonstrate effective work health, safety and injury management systems and meet the requirements of the Code of Conduct for Self-Insured Employers.

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Q4 What is the HSW Framework? (Continued)



Policy/Commitment

The University's policy outlines the HSW framework, sets out objectives, what needs to be undertaken to achieve them, and who is responsible.

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Management review and improvement

From the findings of the internal/external audits and other monitoring systems the University will determine if the HSW systems are effective and will make changes to our policies, processes and plans where required.

Planning

Clearly defined plans are required to ensure we are all moving in the same direction.

The University, Schools/Branches have four planning documents which direct HSW activities.

- 1. Corporate HSW Action Plan: an overarching plan
- 2. Schedule of Programmable Events: a calendar of key activities
- 3. Training Plan(s): to ensure those with responsibilities are identified and instruction and training is provided .
- Corrective Action Plans: to capture corrective actions arising out of incidents, workplace inspections, risk assessments etc.

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Measurement and evaluation

The University has in place an internal audit program which will monitor the University's performance against planned activities, our policies and/or the legislation. Internal audits are completed in consultation with key stakeholders in each area.

The University also engages external auditors from time-to-time, to review the effectiveness of our processes. The advantage to the University is we obtain independent feedback and recommendations which keep us informed of external factors which may need to be considered.

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Implementation

Various staff outlined in the HSW Handbook are tasked with the responsibility of implementing the University's plans and processes.

The HSW Handbook is called up under the University's HSW Policy statement and must be followed.

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Q5 Where do I find information on specific HSW responsibilities?

Your HSW responsibilities are outlined in three locations:

• The University's HSW Handbook.

The <u>HSW Handbook</u> is made up of the HSW Policy and a number of chapters. It provides you with operational steps for a number of activities and links you to the relevant forms and templates you may require to complete these activities. The Handbook format follows the same HSW framework as outlined in Q4. It also clearly defines who is responsible for each activity.

• Legislation

The <u>legislation</u> outlines specific responsibilities for a person conducting a business or undertaking (the University), officers (those who make decisions which effect the whole, or substantial part, of the University), workers (staff, contractors, students (who are also employees or conducting work on behalf of the University), academic visitors, work experience students and volunteers) and also responsibilities for managing Work related injury/illness.

This Legislation includes:

- WHS Act 2012 (SA) and WHS Regulations 2012 (SA);
- Codes of Practice;
- Australian Standards (If included in WHS Regulations they become a regulatory requirement and must be followed)
- Return to Work Act and Regulations 2014 (SA)

Where specific legislation applies to your activities, your Manager/Supervisor will ensure you are provided with the necessary information, instruction and/or training on what is required. Where there is a HSW Chapter in the HSW Handbook for that activity, you will also be provided with links to the relevant legislation.

• Your position description

Every staff member's position description includes responsibilities to read, understand and comply with all University policies, procedures and reasonable direction, which includes HSW.

In general, HSW responsibilities are shared across the University and at all levels. If you are working or conducting any activity at the University you have responsibilities as summarised below:

Officers of the University

Officers hold the highest level of responsibility under the WHS Legislation. An officer is a senior executive who makes, or participates in making decisions that affect the whole, or a substantial part of the University's business or undertaking. Officers have an obligation under the Act to exercise "due diligence" to ensure the University (i.e. the Person Conducting a Business or Undertaking PCBU) is complying with the Legislation. In order to fulfil this obligation for due diligence they are responsible for taking reasonable steps to:

- acquire and maintain work health and safety knowledge relevant to their workplace;
- understand the workplace's operations and associated hazards and risks;
- ensure resources are available to eliminate or minimise those health and safety risks;
- ensure that there are appropriate processes for receiving and considering information about incidents, hazards and risks as well as respond to these in a timely way.
- Where an officer is responsible for a Controlled Entity, they must also:
 - monitor that the Controlled Entity is meeting legislative and <u>Return to Work SA</u> Self-insurance requirements; and
 - take corrective action where gaps are identified in consultation with the Board of the Controlled Entity.

Officers of the University are provided with an additional training session(s) to ensure they understand this obligation and the steps they need to take.

The Vice-Chancellor and President (VC&P)

In addition to the officer role as outlined above, the University's VC&P has the responsibility for endorsing the overarching HSW Strategies and Unviersity HSW Action plan and ensuring that plans are appropriately formulated, resourced, measured and monitored.

Executive Deans and Divisional Heads

In addition to the officer role as outlined above, the Executive Deans and Divisional Heads must ensure that adequate resources are available to implement the HSW Policy and Handbook, monitor HSW performance and ensure corrective actions are taken to rectify any deficiencies.

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Q5 Where do you fit in this process and what are your specific responsibilities? (Continued)

Head of School/Branch will:

 ensure that any HSW business processes undertaken by the School/Branch are appropriately resourced and implemented in accordance with the <u>HSW Handbook</u> in consultation with workers.

Managers and Supervisors will:

- carry out their roles and responsibilities in accordance with the HSW Handbook;
- (Noting that a supervisor is the line manager, but responsibilities for supervision could also include other staff members where they have been designated by the School/Branch as responsible (in control) of the activities in a workspace. For example in <u>control</u> of the activities in a laboratory, clinic, workshop, field activity in which the worker they are supervising is participating or working. <u>Control</u> means that these supervisors have the right to deny access to or stop any activity until they are satisfied that the activity can occur safely.)
- ensure risk assessments are completed and safety control measures are implemented for all hazardous tasks and in relation to hazardous items of plant/equipment (where required);
- ensure safety is designed into processes that are implemented in their areas of control (where required); and
- provide staff and students under their control with the necessary information, instruction, supervision and training to safely carry out their research, teaching and administrative activities.

Workers (including staff, Higher Degree Research students, contractors, volunteers, titleholders) and other visitors to the University will:

- protect their own health and safety and avoid adversely affecting the health and safety of any other person;
- report any incident or hazards at work to their manager/supervisor or designated University representative;
- carry out their roles and responsibilities as detailed in HSW policy and the University's processes;
- obey any reasonable instruction aimed at protecting their health and safety while at work e.g. the control measures outlined in a Risk Assessment, Safe Operating Procedures and wearing Personal Protective Equipment;
- use any equipment provided to protect their health and safety while at work; and
- assist in the identification of hazards, the assessment of risks and the implementation of risk control measures.

Health and Safety Representatives (where elected by a workgroup):

The HSR has specific powers and functions outlined in the WHS Act 2012 which include:

- representing the workers in the work group in matters relating to work health and safety;
- investigating health and safety-related complaints prior to representations to management;

• making representations to management and reporting back to staff on any matter relating to health and safety, and to be consulted/invited to be involved:

- in the identification of hazards, the assessment of risk and implementation of risk control measures;
- in the development of policy and processes;
- in the promotion of health, safety and wellbeing policy and processes; and
- in the investigation of incidents, injuries and hazard reports.

Q6 What internal HSW services, support and advice is available to those with specific responsibilities under the legislation to meet their WHS responsibilities?

The University has appointed additional staff to provide services, advice and support to managers/supervisors (at all levels) to meet their WHS legislative responsibilities.

Faculty based HSW structure

- HSW Teams provide services and advice to all the various Schools/areas within the Faculty.
- The Faculty Team is the first point of contact for all Faculty based staff should they have a HSW issue.

The Faculty based arrangements and the names of key contacts for further information can be accessed on the <u>HSW</u> <u>Website.</u> They include the Faculty Technical Operations Manager or the Faculty HR Manager and Health, Safety and Wellbeing Officers.

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Q6 What internal HSW services, support and advice is available to those with specific responsibilities under the legislation to meet their WHS responsibilities? Continued

Division based HSW structure

- The primary point of contact for Branch staff is the Local HSW Officer.
- The Local HSW Officers should contact their Branch Director for assistance/advice where required;
- and if necessary, the Branch Directors are able to seek advice from the HR Senior HSW Advisor for Divisions.

Faculty/Division based Health, Safety and Wellbeing Officers (HSWO) The primary role of the HSWO is to:

- Undertake "quality" investigations of HSW related incidents;
- Monitor safety implementation (higher risk areas/activities);
- Provide HSW advice; and

To co-ordinate local processes to ensure:

- HSW records, evidence and related documents can be retrived as required;
- participation in the HSW Community of Practice (a University HSW forum);
- HSW reports reflect the true state of HSW matters; and
- Supporting and consulting with others within the local HSW Team.

A register of Health, Safety and Wellbeing Officers can be accessed on the HSW Website.

Human Resources – Senior HSW Advisors

The Senior HSW Advisors are split between two portfolios. One being the Faculty portfolio and the other being the Divisional portfolio.

The Faculty Senior HSW Advisor will:

- provide advice to the Technical Operations Manager (or equivalent) across the five Faculties in addition to
 ensuring incidents are appropriately investigated and documented.
- meet regularly with the Faculty Technical Services Managers/Faculty HR Mangers to discuss the implementation of HSW systems and processes within the Faculty and any emerging issues;
- meet with Executive Deans and Heads of School periodically or where requested to understand any emerging issues from the perspective of these key stakeholders; and
- will be involved (where appropriate) in projects across the Faculties where they believe that need senior HSW
 advice may assist the Faculty.

The Divisional Senior HSW Advisor will:

- provide advice to the Branch Directors (or equivalent) across the Divisions in addition to ensuring incidents are
 appropriate investigated and documented;
- meet periodically with Branch Directors (or equivalent) to discuss the implementation of HSW systems and processes within the Branches and any emerging issues;
- meet periodically with Divisional Senior Executives and key line managers (where applicable/required); and
- will be involved (where appropriate) in projects across the Divisions where they believe that senior HSW advice
 may assist the Division.

Human Resources (HR) - HSW Team

The remaining HR, HSW Team members will be involved in a range of core and shared service activities designed to monitor and maintain the University's HSW Management System. The core activities are outlined in the table below.

Corporate HSW Strategy	Corporate HSW Planning	HSW Handbook (Policy/Procedures)
Injury Management	Corporate Licences	Wellbeing
Workers Compensation	Corporate reporting	Internal Audit (HSW)
Corporate Information	Incident QA	Online training
Corporate Radiation Plan/Stores	Support for	Division HSW Support
	Faculty HSW Team Mgrs	(where no HSWO)
Regulator Liaison	Advice	Critical Incident Support
HR Compliance support	Corporate System support	Bullying/Fair treatment support

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Q7 What if you are unsure of what you are required to do to meet your responsibilities?

Speak to your Manager/Supervisor who should ensure you receive the appropriate information, instruction and training to assist you to understand your role and responsibilities.

This information may be provided in a staged process depending on the level of risk and your role. Your training needs will be identified by your Manager/Supervisor and your training mapped accordingly. The frequency of your training will depend on the activities you are required to perform and legislative requirements.

During your local induction

As a minimum you should be provided with the following training/information as part of your local induction:

- information on your specific work environment;
- the nature and location of hazards in the area of work, including a brief summary of any activities/items listed on the local Hazard Listing(s) and the control measures in place if applicable;
- the location of health and safety information (if relevant/applicable) e.g. risk assessments, safe operating procedures, safety data sheets, chemical registers, how to access ChemWatch;
- ☑ the names of key health and safety personnel (as applicable) e.g. HSW Team and points of contact, First Aid Officer(s), Floor Wardens;
- that additional instruction (Induction and/or Proficient) or Training (Competencies/licences/qualifications) may also be required before you undertake some tasks; and
- bow to raise a HSW issue in your area of work or report a workplace injury/incident.

Your School/Branch/Area will also provide other HSW training specific to your needs and your role if you work in a higher risk area or required to conduct higher risk activities.

If you have any requirements due to a disability, or require any other assistance, it is important that you inform your Manager/Supervisor during your local induction if this has not previously been discussed. This will ensure that provision can be made for your safety (e.g. if an evacuation of the building is required, or what to do if you are in another area of the University and the Fire Alarm activates).

For noting - HSW Training

The HSW team also offers a range of free on-line <u>information sessions</u> to University staff and postgraduate students to increase understanding. These sessions are not mandatory. They aim to supplement your local HSW training if required.

Q8 How do you provide input into HSW policy and processes which may affect your health and safety?

The University has a number of arrangements to ensure our staff and those affected by the HSW policy and processes are consulted. This will ensure that relevant staff expertise is taken into account and our staff are able to contribute their ideas or provide feedback. You are encouraged to take part in any appropriate consultation process which may affect your health and safety.

The consultation may occur:

- at an individual level (i.e. one-on-one);
- through elected Health and Safety Representatives (HSR);

There are a number of HSRs in various work groups of the University. They have been elected by the staff in the work group to facilitate communication and provide input and feedback on any health, safety, and wellbeing issues. A register of current HSRs for each Division/Faculty is available on the HSW Website.

• through Health and Safety Committees

The University has a number of Health and Safety Committees:

- The University Health and Safety Committee (UHSC); and
- Health and Safety Committees associated with various Divisions and Faculties.

Each committee has representation from management and staff. The <u>terms of reference</u> for each committee are available on the HSW Website.

(Note - Schools/Branches/areas will also have a Health and Safety Committee or forum where HSW issues can be raised.)

through Staff News (a University wide e-newsletter).

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Q9 What if you have an incident/injury at work?

If you are involved in an incident or are injured at work, there is a requirement for you to advise your Manager/Supervisor as soon as possible (Before you leave the workplace is the best option).

Alternatively you may notify the School/Branch <u>Health, Safety and Wellbeing Officer or First Aid Officer</u> who will provide you with assistance.

Your notification will enable the University to provide you with appropriate first aid treatment (if required) and your Manager/Supervisor to commence the investigation process. Your prompt reporting also enables your Manager/Supervisor to take immediate steps to make the area safe and prevent a recurrence. At this time you will need to provide details of the incident including:

- what activity you were doing;
- exactly where the incident occurred;
- what factors may have contributed to the incident/injury; and
- what time the incident/injury happened.

You may choose to provide this information verbally or via email.

Additional information is provided in the Incident/Near Miss reporting and investigation HSW Handbook Chapter.

If you are a staff member and your workplace injury/illness results in time off work and/or if medical treatment is required, then you may be entitled to workers compensation to cover loss of pay, reasonable medical and related expenses. Please refer to the University HSW website for information on Injury Management and how to make a claim. If your injury/illness is work related and you decide to lodge a claim, then you are required to provide the University with a Work Capacity Certificate which is completed by your treating doctor. All forms are to be forwarded to the Injury Management and Wellbeing Advisor in HR Branch via internal mail or email.

Should you require rehabilitation the University has systems in place to assist you. The arrangements are outlined on the injury management website.

Please note that the University also undertakes to provide rehabilitation to staff who have a short term disability that affects their capacity to perform their normal work duties or suffer non work-related injury or illness (where practicable). All rehabilitation programs are coordinated by the <u>Injury Management and Wellbeing Advisor</u>.

Q10 What if you witness a serious injury or dangerous occurrence?

It is important that you contact your Manager/Supervisor/Health and Safety Officer/Security immediately if you witness a <u>life-threatening incident</u> or something that has the potential to place someone in <u>immediate/imminent danger</u>. Examples include an uncontrolled spill/leak of a hazardous chemical, a fire or explosion, a gas leak, electric shock or the collapse or partial collapse of a structure; or if someone has suffered a serious injury e.g. amputation, burn, spinal injury, deep laceration, head/eye injury or an injury/illness requiring treatment at a hospital.

Serious incidents of this nature require immediate follow-up investigation as the University is required under the Work Health and Safety Legislation to report to SafeWork SA as soon as possible.

All reports to SafeWork SA are made by the Associate Director, HSW (or delegate) following consultation with the School/Branch and any other people involved.

If you are involved as a witness or taking part in the investigation process:

- it is important that you take any necessary steps to ensure the safety of the person(s) involved;
- prevent access to the danger area; and
- ensure that the workplace is not altered until approval has been authorised by SafeWork SA.

It will also be beneficial as part of the investigation if you have taken some notes which include:

- what work was being performed at the time of the incident;
- what you saw i.e. what happened; and
- any other factors which might assist the investigation team to understand what caused the incident/injury.

The investigation team will consult with you and any other workers who were directly involved when collating the report to send to SafeWork SA and Senior Management.

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Q11 What do you do if you identify something that has the potential to cause a injury/illness?

If you have not suffered an injury, but have identified a hazard which may result in an injury to another person, please report the hazard to your Manager/Supervisor, local Health, Safety and Wellbeing Officer or Health and Safety Representative.

Q12 Does the University have an employee assistance program (EAP)?

Yes. The University has in place an EAP to support staff and their families. The EAP provides free short-term counselling of up to three counselling sessions per year. The EAP will assist you (or your family member) to deal with any work or non-work related issue such as:

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- Depression
- Dealing with difficult people
- Work-related stress
- Dealing with change
- Marital and family problems

- Trauma counselling
- Bereavements
- Alcohol and drug abuse
- Interpersonal conflict
- Assistance to quit smoking

EAP is confidential and anonymous. No-one at the University need be aware that you have used the service. Telephone counselling is also available if preferred. Additional FAQs can be accessed from the <u>HSW Website</u>.

"Manager and colleague Assist" (a component of the EAP program)

The University also has in place a "Manager and colleague Assist" program. With just a simple phone call, Managers/Supervisors and staff can access help and advice to deal proactively with the stress or frustration sometimes associated with the role of managing others or when you suspect or know that a work colleague is struggling with an issue and you are unsure how/if to provide support.

Some examples of where "Manager Assist" can help are:

- A particular student or staff member is very difficult to deal with and this is starting to cause much frustration and stress;
- The thought of presenting to a "tough" audience makes you feel queasy. You need some practical guidance on how to de-stress in preparation for your next presentation;
- You are having trouble getting on with a staff member. You want some strategies on how you can work through some of the interpersonal issues;
- You have had a hard day dealing with everyone else's problems and you really need to debrief with someone so you
 can build up some more reserves; or
- You are scheduled to have a "difficult" conversation with someone, and you want to prepare yourself to deal with the strong response the conversation may trigger.

Some examples of where "Colleague Assist" can help are:

- You are aware or suspect that a colleague is suffering from a illness (e.g. depression, anxiety);
- How to start a conversation and what you might say; and
- Finding the right balance of support and assistance when you consider that a colleague is becoming reliant on you and you wish to set up some boundaries at work.

Critical incidents (a component of the EAP program)

If you are involved in a single traumatic event (e.g. a violent episode or life-threatening emergency) or have witnessed enduring or repeated events, which have become overwhelming over time, in the first instance report the incident to your Manager/Supervisor.

Critical incident debriefing, counselling and support can be arranged by your Manager/Supervisor and EAP service provider (on site) in consultation with the HSW Team.

Please note that when this service is offered to staff it is not compulsory. Further information is available on the <u>HSW Website</u>.

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Q13 Smoke - Free University

The University is a smoke-free environment. Information on responsibilities is available on the <u>HSW website</u>.

Smoking is prohibited on or in any University owned, controlled, managed or leased premises or grounds and in or on any vehicle owned, hired or leased by the University unless an exemption has been authorised by the Deputy Vice-Chancellor (Academic).

The University offers a number of programs to staff who want to stop smoking. Please visit the University's <u>Healthy University Wellbeing program</u>

Q14 What fire and emergency arrangements are in place at the University?

The University's emergency arrangements are outlined on the University's Security website <u>Infrastructure Emergency</u> <u>Management</u> website.

Procedures are outlined for the following emergencies:

Fire/Smoke (Code Red)	What to do if you discover fire/smoke, or need to use an extinguisher
Medical Emergency (Code Blue)	What to do if you require medical assistance and basic steps
Bomb Threat (Code Purple)	What to do if you receive a bomb threat
Personal Threat (Code Black)	What do to if you are threatened and/or the situation is out of control (eg physical or verbal abuse)
Internal Emergency (Code Yellow)	What to do if you have a power failure, flood, gas leak or chemical spill
External Emergency (Code Brown)	What to do if an emergency outside of your building/University could impact on you and/or your activities
Evacuation (Code Orange)	What to do if you are required to evacuate

Your specific procedures for your building will be provided during your local induction.

The most important thing you can remember in an emergency is to follow "RACE" (the order is not prescriptive)

Remove people from immediate danger Alert others in the area and Security Contain the emergency e.g. by closing the door if possible Evacuate or Extinguish if trained and safe to do so

Should you require assistance

In a life-threatening emergency: Always ring (0) 000 (or Mobile 112) and then Security office ext 35444

In all other emergencies: Contact Security who will provide you with assistance.

North Terrace (831) 35990 Waite Campus (831) 37200 Roseworthy Campus (831) 37999

They are staffed 24 hours per day, 7 days per week.

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Q14 What fire and emergency arrangements are in place at the University? Continued

First aid and Emergency Personnel

A register of <u>Emergency contacts</u> is maintained on the HSW website. Further details will have been provided during your local induction.

Contractors

If you are aware that contractors are working in your area and possibly working in a remote location (e.g. ceiling space, confined space) ensure that they are aware of the emergency situation and the requirement to evacuate.

If you are unable to make contact ensure you inform the Warden who will in turn inform the Chief Warden/Emergency Services.

Use of Lifts

Please note that lifts are not to be used during a fire evacuation. They are only to be used with the authority of the attending emergency service.

Where there are people with disabilities in your area of work

(e.g. persons with a physical, visual or auditory disability - temporary or permanent)

If you are aware of someone with a disability please provide them with assistance.

If you are in a multi-storey building, please report with them to the floor warden (i.e. be their buddy).

If you are working after hours and/or the warden network is not available, please contact Security and advise them of your location. They will inform the Emergency Services.

Throughout your employment, if you have a temporary or permanent disability which may affect your ability to evacuate or hear the emergency warning signal please advise your manager/supervisor. Arrangements can then be put in place to ensure your safety and also to inform you of the University's arrangements should you be in another building at the time of an emergency alarm

Q15 Preventing and responding to workplace bullying or harassment

The University of Adelaide treats any report/allegation of workplace bullying or harassment seriously. Information on what to do if you believe that you or a group of workers has been subject to workplace bullying or harassing behaviours or have concerns about behaviour in general is available in the <u>HSW Handbook</u>. This also includes the names of the University's Fair Treatment Contact Officers.

Q16 Where to from here?

You have now completed this introductory course, which has provided you with the core elements of the HSW management system, your responsibilities and where to access HSW information. **Remember:**

- If you feel that a situation is hazardous then stop and think about the task before you commence.
- Ensure you know how to do the task safely and have checked that you have the appropriate safety measures in place. (e.g. the Risk Assessment and the Safe Operating Procedures if applicable)
- Seek additional information if required.
- Always ask your Manager/Supervisor if you require assistance in the first instance. If they are unavailable and/or additional information/support is required, your HSW Contacts are as follows

SCHOOL/FACULTY	
School/Faculty	Allocated Faculty HSW Officer
Faculty HSW Officer	Technical Services Mgr/HR Mgr (or Faculty Exec Mgr where neither is appointed)
Technical Services Mgr/HR Mgr	Senior HSW Advisor (see below)
BRANCH/DIVISION	
Branch Staff	Local HSW Officer
Local HSW Officer	Branch Directors
Branch Directors	Senior HSW Advisor (see below)
Senior HR Advisors	
Provide advice to Technical Services	Divisions - Paul Roberts
Managers, HR Managers, Faculty Executive	Faculties - Anne Richards
Manager, Heads of School/Branch, Directors,	
Executive Deans, DVC&VPs and COO.	

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Authorised by	Associate Director, Health Safety and Wellbeing	Review Date:	24 March 2020	Page 10 of 10
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