



Health, Safety and Wellbeing (HSW) structure, roles and responsibilities

1. Contents

The intent of this document is to clarify the structure, roles and responsibilities in the University's Health, Safety and Wellbeing (HSW) function.

This document provides:

- An overview of the HSW structure within the University,
- A high-level view of the HSW responsibilities of Faculty/Divisional staff,
- A matrix to assist with understanding Faculty/Divisional service delivery,
- A high-level view of the responsibilities of the HSW Team located within the Human Resources Branch,
- An overview of the HSW service catalogue – appendix 1.

2. The HSW structure

The University of Adelaide has a centralised HSW Team that provides the University's HSW Framework, HSW advice and tools, training and other support to enable supervisors and managers to ensure that they are managing safety appropriately in their areas. Under the HSW Framework, supervisors and managers are responsible for ensuring the implementation of the required safety processes within their areas.

The HSW Team

The HSW Team provides a range of core and shared services designed to:

- ensure an overarching corporate safety management system (including [Policy and Procedures](#)) that complies with legal and regulatory requirements,
- ensure an injury management system that complies with self-insurance requirements,
- provide advice to Faculty/Divisional staff and to senior management,
- provide corporate training on common requirements of the University's HSW System to assist with understanding and compliance,
- ensure appropriate corporate reporting,
- manage a range of corporate licences and contracts,
- respond appropriately to regulators and other external investigators,
- respond to reports in the University's online safety reporting system and ensure appropriate investigation and documentation,
- create and monitor actions in the University's online safety reporting system,
- plan and undertake internal HSW audits,
- provide advice and support around both work and non-work related injuries,
- provide a wellbeing program including access to confidential counselling services and annual influenza vaccinations.

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The Manager HSW Advisory and/or the Senior HSW Advisor will meet with Senior Managers periodically to understand any emerging issues or concerns. The HSW Advisory Team will involve themselves, as time permits, in supporting safety projects where they believe their generalist HSW advice may assist the Faculty/Division.

The Senior HSW Advisor will author Faculty/Divisional reports on a quarterly basis to assist Faculties and Divisions to focus on key information.

The remaining HSW Team members are involved in a range of core and shared services that support and shape the University's HSW Management System, this includes specialist roles for both Injury Management and Wellbeing.

HSW Team contacts can be found [here](#).

3. HSW Responsibilities – Faculties/Divisions

The University's HSW Framework defines a range of HSW responsibilities for key staff and stakeholders outside of the HSW Team. Below is a general overview of the responsibilities of key staff and stakeholders noting that there are also further specific responsibilities called out within each of the various [HSW procedures](#) that sit under the HSW Policy.

Executive Dean/Divisional Head

The Executive Dean/Divisional Head provides leadership to the Heads of School/Branch, the Faculty/Divisional Executive and others within the Faculty/Division. It is important that the Executive Dean/Divisional Head sets and articulates their safety expectations, ensures that Heads of School/Branch are aware of their responsibilities, appropriately recognises and rewards good HSW initiatives, and when required holds individuals accountable for poor safety performance.

The Executive Dean/Divisional Head would be seen as an '**Officer**'¹ under the [Work Health and Safety Act \(2012\)](#) (hereafter referred to as the 'WHS Act') and therefore has a legal duty to undertake due diligence with respect to the management of safety within their Faculty/Division.

Due Diligence is defined within the WHS Act and includes:

- Acquiring and keeping up-to-date knowledge of work, health and safety matters,
- Gaining an understanding of the hazards and risks associated with the area's activities,
- Ensuring that appropriate resources and processes are used to eliminate or minimise safety risks within the Faculty/Division,
- Ensuring appropriate Faculty/Divisional processes to receive, consider and respond to HSW related information,
- Monitoring compliance by the Schools/Branches with HSW policy and procedural requirements as expressed in the HSW Handbook, and
- Taking appropriate action where non-compliance occurs.

¹ '**Officer**' – *under the Work Health and Safety Act 2012* an Officer in the operational context is a person with the authority to make decisions that affect the whole, or a substantial part, of the business of the University.

The term officer in a person's title does not make them an 'Officer' in the context of the WHS Act, for example an HSW Officer will not be an 'Officer' in the context of the WHS Act. (Note that there is also a governance context to the WHS Act term 'Officer' that applies to University Council members and other key governance roles with authority that participate in making key decisions.)

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Head of School/Branch (including Faculty Executive Directors)

The Head of School/Branch provides leadership to the staff (and others) within the School/Branch. It is important that the Head of School/Branch sets and articulates their safety expectations, ensures that staff (including academic staff) are aware of their responsibilities, appropriately recognises and rewards good HSW initiatives, and when required holds individuals accountable for poor safety performance.

It is possible that a Head of School/Branch may be seen as an '**Officer**'¹ under the WHS Act especially in larger Schools or Branches or areas such as HR or Infrastructure that have considerable input into matters that impact safety generally, and therefore should undertake due diligence with respect to the management of safety within their School/Branch.

Due Diligence is defined within the WHS Act and includes:

- Acquiring and keeping up-to-date knowledge of work, health and safety matters,
- Gaining an understanding of the hazards and risks associated with School/Branch activities,
- Ensuring that appropriate resources and processes are used to eliminate or minimise safety risks,
- Ensuring appropriate School/Branch processes to receive, consider and respond to HSW related information,
- Monitoring compliance by the Schools/Branches with HSW policy and procedural requirements as expressed in the HSW Handbook, and
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Supervisor

(Defined as an academic or professional staff member that supervise others, or that is in control of a facility such as a laboratory or workshop, or that is in control of an activity or portable/mobile plant/equipment)

Supervisors play a very important role in ensuring that staff and students are aware of any safety requirements related to any activity that will be undertaken. The supervisor either has line management control of their staff and students, or has control of the facility/resource, and is responsible for addressing any inappropriate or unsafe behaviours. A supervisor's HSW responsibilities within the HSW Handbook include:

- Determining the level of information, instruction, training and supervision your staff or students need, to protect them from risks to their health and safety in the workplace, and ensuring its provision,
- Ensuring that access to any hazardous work area, equipment or task is not permitted until the required information, instruction and/or training has been completed,
- Ensuring that hazard management is undertaken prior to any hazardous work or process being commenced under your control,
- Considering safety issues associated with hazardous plant, equipment or chemicals prior to purchase and use,
- Monitoring and ensuring staff and students comply with any local safety rules and/or hazard controls in areas under your control,
- Reporting HSW issues (issues, concerns, incidents, hazards or near misses) in accordance with University procedures,
- Addressing any inappropriate behaviours or failure to follow safety work instructions by staff and students under your control,

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- Seeking advice from the HSW Team if uncertain or unclear in relation to any safety matters,
- Responding in a timely fashion to requests for information or for participation in an investigation conducted by HSW Advisory team members.

Technical specialists (Research and/or teaching)

Technical specialists have an important role in ensuring that the technical activities they undertake or facilitate are undertaken with the safety issues in mind, and carried out in a manner that is compliant with the HSW procedures within the HSW Handbook. Staff and students will often turn to technical staff for advice regarding specific technical matters, so it is important that technical staff are aware of the current University procedures that relate to their areas of expertise whether that be related to chemicals, plant and equipment, radiation, contractor management, etc. Where a technical specialist needs guidance as to what HSW procedures they need to read or what general HSW training they might undertake they can seek advice from the HSW Team.

Infrastructure Compliance Team (2 FTE in Infrastructure Branch)

Through the Organisational Sustainability Program (OSP) it was agreed that all of the functions performed by the two safety positions (pre-OSP) within Infrastructure would remain the responsibility of the Infrastructure Branch post-OSP under a building compliance function, with the exception for the following items that were agreed to transfer to the HSW Team:

- Use of the University's online safety reporting system (UniSafe) to document investigation, review of controls and actions arising from reported safety issues,
- Notifiable incident reporting to SafeWork SA,
- Safety Reviews – in the context stipulated in the HSW Handbook chapter Workplace Monitoring,
- Assisting the Branch to undertake its Annual Hazard Reviews,
- Management of first aid and warden information in the context of what a Branch or School might have done prior to OSP.

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Some key safety activities by stakeholder – FACULTY/DIVISION

Key: ✓ Normally undertaken by this role ✗ Not normally undertaken by this role

Noting that Exec Dean/Divisional Head/Head of School/Head of Branch may be the supervisor in some cases

	Exec Dean / Divisional Head	Head of School / Head of Branch	Supervisors	Staff
Lead a safety culture	✓	✓	✓	✗
Due diligence (as per WHS Act)	✓	✓	✗	✗
Schedule of Programmable Events				
- Maintain SPE (if not done elsewhere)	✗	✓	✗	✗
- Monitor SPE	✓	✓	✗	✗
Chemical, Biological, Radiological, Plant/Equipment				
- Consider safety pre-purchase	✗	✗	✓	✓
- Store appropriately	✗	✗	✓	✓
- Label appropriately	✗	✗	✓	✓
- Risk assess / Implement controls	✗	✗	✓ ²	✓ ²
- Monitor compliance	✗	✗	✓	✗
- Provide advice as required	✗	✗	✓ ¹	✗
- Hold staff accountable	✓	✓	✓	✗
Contractor				
- Check Contractor vs employee	✗	✗	✓ ²	✗
- Consultancy Services Agreement in place	✗	✗	✓ ²	✗
- Risk assess or review safe work method	✗	✗	✓ ²	✗
- Provide advice as required	✗	✗	✓ ¹	✗
- Monitor safety compliance	✗	✗	✓	✗
- Hold contractor accountable	✗	✓	✓	✗
Off campus, Events, Noise				
- Consider safety issues	✗	✗	✓	✓
- Risk assess / Implement controls	✗	✗	✓ ²	✓ ²
- Provide advice as needed	✗	✗	✓ ¹	✗
First Aid / Emergency Management				
- Seek volunteers/nominate	✗	✓	✓	✗
- Attend training	✗	✗	✗	✓ ²
- Follow up/debrief events/drills	✗	✓	✓	✓
Wellbeing				
- Promote EAP service	✓	✓	✓	✗
Training				
- Provide local safety information	✗	✗	✓	✗
- Determine training needs and restrict access until complete	✗	✗	✓	✗
- Undertake training	✗	✗	✗	✓ ²
- Keep training record ²	✗	✗	✓ ²	✓ ²
- Put in SSO <i>where included</i>	✗	✗	✗	✓ ²
- Provide advice as required	✗	✗	✓ ¹	✗

¹ If unsure contact the HSW Team at hswteam@adelaide.edu.au

² Where required

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	Exec Dean / Divisional Head	Head of School / Head of Branch	Supervisors	Staff
Incident/Hazard Reporting				
- Report safety issues in UniSafe	✓	✓	✓	✓
- Participate and assist in the investigation or review controls	✗	✗	✓	✓ ²
- Consider recommendations to determine actions	✗	✓ ²	✓	✗
- Undertake corrective actions	✓ ²	✓ ²	✓ ²	✓ ²
Workplace Monitoring				
- Identifying hazards	✓	✓	✓	✓
- Day to day monitoring of controls	✗	✗	✓	✗
- Assist with Safety Reviews and controls	✗	✗	✓ ²	✓ ²
- Inspection of new workspaces	✗	✗	✓ ²	✗
Hazard Management				
- Undertake risk assessments	✗	✗	✓	✓
- Provide advice on hazard management	✗	✗	✓ ¹	✗
- Implement controls	✗	✗	✓	✓
- Sign off on risk assessment	✗	✗	✓	✗
- Authorisation of High Risk activities	✗	✓	✗	✗
- Authorisation of Very High Risk activities	✓	✗	✗	✗
- For High or Very High raise risk on register	✗	✓	✗	✗
- Review controls after incident	✗	✗	✓	✗
Collaboration				
- Complete agreement template	✗	✗	✓	✗
- File collaboration agreement	✗	✗	✓	✗
Audit Corrective actions				
- Ensure corrective actions attended to within timeframes	✓	✓	✓	✓ ²

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4. HSW Responsibilities – Human Resources

Director HSW

This position oversees the University's HSW Framework and has direct line management of the HSW function.

Responsibilities include:

- Establishing a safety and injury management system (HSW System) that meets the University of Adelaide's needs, assists with maintaining self-insurance under Return to Work SA (RTWSA) and is legally compliant,
- Monitoring the University HSW System to ensure it is effective and efficient,
- Overseeing the performance of the HSW Team to deliver desired service outcomes in a timely fashion,
- Providing organisational thought leadership on HSW Strategy,
- Ensuring the maintenance of appropriate external relationships with regulators, key service providers, and controlled entities,
- Ensuring the effectiveness of the HSW Team,
- Liaising with University Senior Managers regarding high level HSW matters.

Manager HSW Advisory

This position manages the provision of services and advice to the University, including advice to Heads of School/Branch, Executive Deans, Divisional Heads and convenors of Faculty/Divisional HSW Committees.

The responsibilities include:

- Monitoring the provision of HSW services, including sound and timely advice,
- Managing the performance of Faculty/Divisional HSW support teams,
- Ensuring effective use of UniSafe and the quality of incident investigations,
- Ensuring appropriate reporting to Faculties/Divisions,
- Overseeing the liaison with the regulators as required,
- Undertaking projects for the Director HSW.

Senior HSW Advisor

This position supports the Manager HSW Advisory in ensuring sound and timely advice and services to the Faculties/Divisions.

The responsibilities include:

- Establishing and maintaining relationships with key managers across the organisation,
- Providing high level HSW advice,
- Providing appropriate reports to each Faculty/Division,
- Acting as liaison with the regulators as required,
- Monitoring and ensuring quality around the use of UniSafe,
- Assisting with monitoring HSW Advisory service delivery,
- Supporting the upskilling and development of members of the HSW Advisory Team,
- Undertaking projects for the Manager HSW Advisory.

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HSW Advisor

This position leads the HSW Advisory function within their portfolio area to deliver the agreed services.

The responsibilities include:

- Establishing and maintaining key relationships, including with senior managers,
- Monitoring local satisfaction with HSW service delivery,
- Undertaking key tasks required to deliver the agreed HSW services within the portfolio area,
- Assist where required to deliver HSW services outside of the portfolio area,
- Mentoring and coaching HSW Officers.

HSW Officer

This position delivers (along with the HSW Advisor) the agreed services to their portfolio area.

The responsibilities include:

- Establishing and maintaining relationships,
- Undertaking key tasks required to deliver the agreed HSW services within the portfolio area, including but not limited to:
 - Provision of HSW advice,
 - Triage and investigation of HSW issues,
 - Assignment and monitoring of actions,
 - Undertaking safety reviews or other monitoring activities as required,
 - Assisting academics, supervisors and others to understand their responsibilities and how to access and use the tools available.
- Assist where required to deliver HSW services outside of the portfolio area.

Manager HSW Policy, Communications and Injury Management

This position leads the development of HSW policy, procedures and online information that is crucial in assisting staff to understand the requirements of the HSW System. This position also manages the workers compensation and injury management processes of the University, and the Wellbeing Framework. Responsibilities include:

- Ensuring that HSW policy and procedure are fit for purpose and compliant with the University Policy Framework,
- Ensuring that the HSW website provides information in a manner that is customer centric and compliant with the University Web Framework,
- Ensuring the compliance, effectiveness, equity and fairness of return to work processes,
- Maintaining effective external relationships with regulators and key service providers,
- Overseeing the delivery of injury management services,
- Overseeing the University Wellbeing programs including but not limited to EAP services and influenza vaccination programs,
- Support the procurement of key contracted wellbeing and injury management services.

Injury Management and Wellbeing Advisor

This position delivers advice and support to staff and managers regarding injury management, rehabilitation and return to work, and assists with ensuring that the University's Workers Compensation processes are fair, equitable and compliant. This position also assists staff and their managers with return to work after a non-work related injury or illness. The responsibilities include:

- Ensuring that staff injured at work understand how the University's workers compensation processes work, including how to make a claim,

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- Advising and keeping supervisors/managers informed,
- Ensuring staff feel appropriately supported through any return to work process,
- Undertake meetings with injured staff, their supervisors, medical practitioners and other providers,
- Formulating return to work plans,
- Managing transactions related to provider payments and income maintenance,
- Effectively and securely managing records and information related to return to work processes,
- Providing assistance and support to staff and supervisors regarding non-work related injuries/illness and related return to work plans.

Workplace Wellbeing Specialist

This position manages the Wellbeing framework and the associated programs to deliver a range of proactive and reactive wellbeing services to staff. The responsibilities include:

- Keeping the University of Adelaide Wellbeing Framework up to date,
- Establishing and maintaining key relationships to inform the components of the University's Wellbeing Program,
- Managing interactions with external agencies to ensure timely and effective delivery of components of the University Wellbeing Program,
- Organising and staging a range of wellbeing activities,
- Ensuring clear communications and web-based information regarding wellbeing for staff including information to assist self-directed activities, promotion of organised activities, and general wellbeing promotion,
- Liaise with the student wellbeing team to ensure the two programs are working in harmony,
- Reporting on the Wellbeing program outcomes.

Manager Audit & Compliance

This position leads the delivery of the HSW Internal Audit Program, the management of reporting systems, and HSW online training. This position also leads the management of corporate HSW licences and the management of radiation and chemical compliance. The responsibilities include:

- Planning and executing effective HSW internal audit programs,
- Providing key technical advice to the HSW Team on chemical, radiological and biological matters,
- Managing radiation compliance processes, including formal reporting to the EPA and oversight of the University Radiation Safety Officer,
- Maintaining a useful suite of online HSW courses that assist staff and students to understand components of the HSW System,
- Management of the University radiation waste stores,
- Acting as the HSW Team liaison on the BioSafety Committee,
- Manage SA Health notifiable disease matters and assist with pandemic planning and execution,
- Effective and efficient management of corporate licences,
- Oversight of HSW online systems.

HSW Compliance Officers

This position supports the activities of the HSW Team through a range of important activities. The responsibilities include:

- Maintenance of systems and administrative processes,
- Drafting communications and managing web-based information,
- Researching legislation, codes and standards,
- Drafting components of the HSW Handbook,

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- Creating tools and templates,
- Conducting audits,
- Writing training modules,
- Undertaking projects, and preparing papers and documents,
- Providing general support to the HSW Team.

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HSW SERVICE CATALOGUE

The services available from the HSW Team are described in the [Service Catalogue](#).

Note that the Service Catalogue only lists the services available upon request and not the many business as usual tasks undertaken to ensure that the University has current policies and procedures and is meeting its regulatory obligations.

Excerpt from Service Catalogue

Health, safety and wellbeing				
Service	Service description	Channel contact	Escalation point	Service hours
HSW action management	Recording completed safety actions.	HSW Team	Manager, HSW Advisory	Standard business hours
HSW advice	Advice on any health and safety matters.	HSW Team	Manager, HSW Advisory	Standard business hours
HSW general training	General training on HSW procedures.	HSW training induction	Manager, HSW Policy and Injury Management	Standard business hours
Non-work related injury advice or support	Non-work related injury advice or support.	<ul style="list-style-type: none"> Injury management Injury Management and Wellbeing Advisor 	Manager, HSW Policy and Injury Management	Standard business hours
Safety issue reporting and investigation	Reporting a safety issue or concern.	<ul style="list-style-type: none"> Unisafe Unisafe App 	Manager, HSW Advisory	Standard business hours
Staff counselling service	Employee assistance program.	Employee Assistance Program	Manager, HSW Policy and Injury Management	24 - 7
Workers compensation claims	Assistance with injury management and claims.	<ul style="list-style-type: none"> Injury management Injury Management and Wellbeing Advisor 	Manager, HSW Policy and Injury Management	Standard business hours

Further explanation of the available services

HSW Action Management: Includes providing advice on the formulation of effective actions, entering actions into UniSafe, recording action completions in UniSafe with the appropriate evidence, monitoring and reporting of overdue actions to management.

HSW Action management does not include undertaking the actions on behalf of the person assigned to complete the action or taking over management responsibility for the action.

HSW Advice: Includes providing generalist HSW advice on health and safety matters, and providing expert advice on the University's HSW systems and processes.

HSW Advice does not include specialist technical advice which needs a subject matter expert, however the HSW Advisory Team can provide advice on whom might be engaged by an area for specialist technical advice.

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HSW General Training: Includes providing a range of training on general topics related to the HSW policies and procedures. The training provided is generic and focused on enabling staff and students to engage with the University's HSW systems and processes.

HSW General Training does not include training related the specific local hazards, controls and processes; these need to be provided by each local area (lab, workshop, etc) to the specific staff and students accessing those areas. HSW General Training does not include specific technical training that would make an individual competent to operate specific equipment or undertake specific processes.

Non-work related injury advice and support: Includes providing advice to staff or supervisors regarding how they might best manage personal illness or injury issues that may be impacting on a staff members ability to perform their role, to return to work or to remain at work.

Non-work related injury advice and support does not include providing or paying for medical treatment, income support or equipment. Privacy considerations mean that information can only be gathered, assessed or shared where the individual with the injury/illness agrees to disclose information to their supervisor.

Safety issue reporting and investigation: Includes receiving, triaging, and responding to safety issue reports, conducting investigations in conjunction with local supervisors, gathering documentation, photos and other evidence, assisting in the formulation of corrective actions, reporting to regulators where required, and reporting to management as appropriate.

Safety issue reporting and investigation does not include investigating matters that are investigated by another part of the University such as the Integrity Unit, Student Affairs or other parts of Human Resources.

Staff counselling service: Includes ensuring staff and their immediate families have access to confidential counselling services. The services are provided at a number of locations for the convenience of staff. The [Employee Assistance Program](#) service is available to staff exiting the University for a period of 3 months after they cease to be a staff member. The service is also extended to volunteers.

Staff counselling service does not include access for titleholders or students (except where the student is also a staff member).

Workers compensation claims: Includes assisting staff and supervisors to understand the workers compensation claims process, assessing the compensability of claims, compensating staff with accepted claims for lost time, medical and other expenses, and the management of disputes.

Workers compensation claims does not include paying for lost time, medical or other costs where a workers compensation claim has not been filed or accepted. Only staff are included in the workers compensation process (other claims related to insurance are managed by the Risk Branch)

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