

HSW ENGAGEMENT STANDARD: CONNECTING & CONSULTING

1.0 PURPOSE & SCOPE

This Standard defines Monash University's process for communicating relevant Health, Safety, and Wellbeing (HSW) information and facilitating consultation on matters affecting the health, safety, and wellbeing of our community.

This Standard applies to all activities under the management and control of the Monash Group and impacts all affected persons, including staff, students, contractors, and visitors. Unless indicated otherwise, references to "the Monash Group" encompass activities at:

- Monash University Australia
- Monash University Malaysia
- Monash University Indonesia
- Monash Suzhou
- The Monash University Prato Centre
- Monash College Pty Ltd
- World Mosquito Program Ltd (and its subsidiaries)

2.0 ROLES & RESPONSIBILITIES

Everyone acts as a guardian of safety at Monash University:

Leaders: Responsible for operationalising this Standard, proactively facilitating consultation, and maintaining accurate consultation records.

Staff, Students, Contractors, Visitors: Must be proactive—suggesting safety ideas during decision-making processes and providing constructive feedback on the effectiveness of local consultation arrangements.

Health & Safety Representatives (HSRs - Australia only): Responsible for communicating HSW matters to their designated workgroups (DWGs), gathering collective input, and bringing feedback to management discussions.

Local Safety Network: Nominated local safety role holders (including Safety Officers, Wardens, and First Aiders) who facilitate two-way communication, display mandatory safety information, and assist with local safety engagement within their work areas.

HSW Team: Responsible for implementing, reviewing, and maintaining the broader institutional consultation mechanisms and acknowledging incoming feedback.

3.0 ACCESSING THE HSWMS & LOCAL DISPLAYS

3.1. Central Repository

The Health, Safety and Wellbeing Management System (HSWMS) is our central repository for safety knowledge and is accessible via the HSW website or the Monash University Malaysia (MUM) Occupational Health Safety & Environment (MUM) (OHSE) website. It comprises:

Core Documentation: HSW Policy, procedures, standards, and guidelines.

Operational Tools: Forms, checklists, and emergency information.

Online Databases: S.A.R.A.H. (Safety & Risk Analysis Hub) for incident reporting/trend analysis, and ChemWatch for chemical management.

3.2. Local HSW Noticeboards

To maintain local visibility, Heads of Units must allocate either physical or electronic HSW noticeboards within each workplace and ensure they are periodically reviewed and updated for accuracy.

Mandatory Noticeboard Displays

- The HSW Policy
- HSW Issue Resolution Procedure and/or flowchart
- Contact details for the area's HSW Consultant/Advisor or School/Unit Safety Officer.
- Local Safety Contacts: Elected Health & Safety Representatives, Safety Officers, Building/Floor Wardens, and First Aiders.
- The WorkSafe Victoria 'If you are injured at work' poster containing WorkSafe agent details, and specific HSR/Deputy HSR details for local Designated Work Groups (DWGs).
- Specific safety standing orders and local OHSWC member details (Malaysia).

4.0 THE CONSULTATIVE LIFE CYCLE

Effective engagement requires a balance of "Top-Down" information sharing and "Bottom-Up" participation. The lifecycle flows as follows:

[1. Trigger Event] → [2. Consultative Process] → [3. Record Keeping] → [4. Issue Resolution]

4.1. Step 1: Identify Triggers for Engagement

Leaders must engage with affected persons, School/Unit Safety Officers (MUM), and local HSRs/Deputy HSRs (where elected) whenever changes occur that have the potential to impact health and safety. These triggers include but are not limited to:

Workplace & Environment: New buildings, alterations, renovations, repairs, service maintenance or changes to workplace layout (e.g. moving from individual offices to an open-plan workspace)

Tools & Materials: Introduction of new equipment, materials, chemical products, or modified systems/processes.

Work Design: Changes to work organisation, working conditions, workforce composition, or operational processes.

System Knowledge: New information regarding hazards, risks, or updates to OHS legislation.

4.2. Step 2: The Consultative Process

Leaders must scale the extent of consultation based on the level of risk, the number of persons impacted, and the degree of change required. They should seek the advice of subject matter experts where appropriate. The process must follow three core tenets:

1. Provide Rationale: Share why the change is happening, the expected outcomes, and potential benefits or consequences.

Seek advice from the [HS&W team](#) if a Psychosocial Health Change Management Risk Assessment is required during periods of workplace change.

(This assessment should be undertaken proactively as part of normal change and risk management processes to support employee wellbeing and to meet Occupational Health and Safety (OH&S) and Enterprise Bargaining Agreement (EBA) obligations.)

2. Invite Expression of Views: Provide a reasonable opportunity for affected persons to express their views via face-to-face meetings, digital platforms, or other suitable forums.

3. Take Views into Account: Ensure worker feedback is genuinely considered before a final decision is determined.

4.3. Step 3: Recordkeeping

Leaders must ensure that formal records of consultation are created and retained in accordance with the [Information Governance and Recordkeeping Procedure](#). Records must include:

- The date of consultation and a list of people in attendance.
- A summary of the feedback received.
- The final outcome or decision resulting from the consultation.

4.4. Step 4: Resolving Issues Arising from Consultation

Where there is a disagreement regarding the manner, depth, or execution of planned or ongoing consultation, stakeholders must escalate the matter via the [Health and Safety Issue Resolution Procedure](#).

5.0 COMMUNICATION CHANNELS & PROTOCOLS

5.1. Routine and System Communications

Monash utilises diverse channels to maintain a continuous flow of HSW information:

Routine Updates: HSW Consultants' Reports, targeted emails to role holders, Monash M-Space posts, and periodic Safety Network webinars.

HSW Committees: Structured forums comprising 50% management and employee representation, where HSRs, staff, students, and management discuss HSW issues regularly. Committee Chairs must circulate

agendas in advance to allow for stakeholder input, and meeting minutes must be kept and made accessible to all stakeholders.

5.2. Managing HSWMS Documentation Changes

Change Level	Definition	Consultation Requirement
Major	Changes to HSW Policy, Procedures, or Standards.	Minimum 2 weeks formal consultation with stakeholders; formal endorsement by the top-level HSW Committee.
Moderate	Changes to supporting information (guidelines, reference material) or optional reporting tools.	Performed at the discretion of the HSW Team.
Minor	Formatting fixes, clarification of wording, or correcting broken webpage links.	Performed at the discretion of the central HSW Team.

5.3. Legislative and Regulatory Changes

All relevant changes to OHS legislation are communicated to stakeholders via the appropriate central governance committees, in addition to standard communication channels:

Australia: Monash University Occupational Health and Safety Committee (MUOHSC).

Malaysia: Occupational Health, Safety and Wellbeing Committee (OHSWC).

5.4. Emergency Communications

On-Campus Emergencies: Communication must be managed strictly in accordance with the [Provision of Emergency Communication Systems Standard](#).

Off-Campus Emergencies: The responsible person(s) leading off-campus activities must be identified prior to departure. They must be provided with communication systems enabling timely and clear information transmission, which may include:

- Mobile phones or landlines.
- Warden Intercommunication "red" Phones (WIP) or emergency speaker systems.
- Two-way radios or UHF communication devices.
- Audible and visual alarms (e.g., fire alarms, gas detector alerts).
- Remote area communication tools, such as Emergency Position Indicating Radio Beacons (EPIRB).

6.0 FEEDBACK LOOPS

Continuous improvement of the HSWMS relies on stakeholder feedback. Direct inquiries to:

Australia: hsw@monash.edu

7.0 DEFINITIONS

7.1. Definitions

Consultation and Communication: A process of sharing information about occupational health, safety, and wellbeing, giving affected persons a reasonable opportunity to express their views, taking those views into account, and maintaining open discussion where appropriate.

Leaders: Staff who have a managerial or supervisory role (e.g., Operational Managers, Performance Managers, Heads of Unit, Heads of School, School/Unit Senior Managers, Deans, Divisional Directors).

Health, Safety, and Wellbeing Team (MUA)/ Occupational Health, Safety & Environment (MUM): The group responsible for HSW at the highest level within each area of the Monash Group (e.g., Director of HSW; OHSE Manager - MUM).

Affected persons: Any person performing work or work-related activities under the control of Monash University, categorised as follows:

- Staff: Employed under a contract of employment (fixed-term, tenured, casual) actively participating in University activities.
- Student: Engaged through a student contract (undergraduate, postgraduate) actively participating in University activities.
- Contractor: Engaged through a service contract from another organisation where Monash is not their sole employer (e.g., tradespeople, temporary staff).
- Visitors: A person from another organisation participating in University activities at no cost or on mutually agreed terms.

8.0 GOVERNANCE & RECORDS

8.1. Governance Framework

Governance	Details
Parent Policy	HSW Policy
ISO 45001 Alignment	Clause 5.4 (Consultation and participation of workers) and Clause 7.4 (Communication)
Supporting Documents	• Monash University HSW documents • Health and Safety Issue Resolution Standard • HSW Risk Management Standard • HSW Roles, Responsibilities and Committees Standard

Governance	Details
Supporting Schedules	N/A
Associated Documents	• ISO 45001:2018 Occupational Health and Safety Management Systems • WorkSafe Victoria: Your health and safety guide to consultation (Edition 3, June 2017)
Related Legislation	• Occupational Health and Safety Act (2004) (Vic) • Occupational Health and Safety Regulations (2017) (Vic) • Occupational Safety and Health Act 1994 (Malaysia)
Endorsement	Monash University HSW Committee 1 September 2026
Document Owner	Director, Health Safety & Wellbeing
Date Effective	September 2026
Status	Current and in effect
Version	1.0

8.2. Document History

Version	Date Approved	Changes Made to Document
1.0	September 2026	New document following consolidation of the previous HSW Communication and HSW Consultation Standards.