

OHS COMMUNICATION PROCEDURE

SCOPE

This Procedure relates to all activities under the management and control of Monash University and applies to affected workers; including staff, students, contractors and visitors.

For the purpose of this procedure, references to 'the University' includes activity at Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou, the Monash University Prato Centre and World Mosquito Program Ltd (and its subsidiaries), unless indicated otherwise.

PROCEDURE STATEMENT

The purpose of this Procedure is to define the Monash University process for communicating relevant OHS information to workers.

1. Abbreviations

HSR	Health & Safety Representative
HSW	Health, Safety and Wellbeing
MUM	Monash University Malaysia
MUOHSC	Monash University Occupational Health and Safety Committee
OHSWC	MUM Occupational Health, Safety and Wellbeing Committee
OH&S	Monash Occupational Health & Safety team, led by the Health, Safety and Wellbeing Manager
OHS&E	MUM Occupational Health, Safety & Environment Unit
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System

2. OHS Communication Procedure

2.1 Accessing the Occupational Health and Safety Management System (OHSMS)

The OHSMS is available via the [OHS website](#) or [MUM OHSE website](#); This includes:

- OHS policies;
- OHS procedures;

- Forms and checklists;
- OHS guidelines and guidance notes;
- Emergency information;
- On-line databases (e.g. S.A.R.A.H., ChemWatch);

2.2 OHS Noticeboards

The Head of Unit must ensure that OHS notice boards are allocated in each workplace and that important OHS related information is prominently displayed.

All OHS notice boards must display current information relating to:

- A contact list (template is provided in Section 6) that includes contact details of the
 - Elected Health & Safety Representatives (HSRs) for the area (in Australia);
 - Safety Officer/s;
 - Building and Floor Wardens;
 - First Aiders.
 - OHS Policy;
 - Health and Safety Issue Resolution flowchart; and
 - In Australia, the [“If you are injured at work” Poster](#) noting the contact details of the Monash University WorkSafe agent.

Additional OHS information relevant to the local area (such as the contact details of the area's [OHS Consultant/Advisor](#) (Australia)/OHSWC member/School and Unit Safety Officer (Malaysia).

In Malaysia, specific safety standing orders, etc. may be displayed on OHS notice boards. The information displayed should be checked for currency and updated on a periodic basis to ensure accuracy of information.

2.3 Changes in the workplace

Operational Managers/Supervisors must ensure that workers are alerted to any impending changes to their workplace that have the potential to impact upon their health and safety to allow adequate time for consultation in accordance with the [OHS Consultation Procedure](#). The nature of the change will dictate the most appropriate communication tool to be used (e.g. SMS, email, face-to-face meeting).

The changes may include new products, services and processes, or changes to existing products, services and processes, including:

- Workplace locations and surroundings;
- Work organisation;
- Working conditions;
- Equipment;
- Work force.

Affected workers must be provided with the:

- Rationale for the change;
- Details on the expected outcome of the change;
- Potential benefits and consequences of a change;
- The manner and extent to which consultation will be facilitated in relation to this matter.

Records of the communication must be kept in accordance with the [OHS Records Management Procedure](#).

2.4 Changes to OHS related services

The Health, Safety and Wellbeing Manager (Australia)/OHSE Manager (Malaysia) must ensure that any changes to OHS related services (e.g. counselling services, return to work, OHS training, OHS auditing) are communicated to stakeholders via the OHS Consultants' Report. They may also choose to communicate these changes via:

- Email to relevant role holders;
- Monash Workplace posts on either the OHS at Monash Group and/or the Safety Officer Group; and
- Monthly Safety Officer/HSR webinars.

2.5 Changes to OHS Legislation

The Health, Safety and Wellbeing Manager (Australia)/OHSE Manager (Malaysia) must ensure that all relevant changes to OHS legislation are communicated to stakeholders via the OHS Consultants' report. They may also choose to communicate these changes via:

- Monash University Occupational Health and Safety Committee (MUOHSC) in Australia;
- Occupational Health, Safety and Wellbeing Committee (OHSWC) in Malaysia;
- Email to relevant role holders;
- Monash Workplace posts on either the OHS at Monash Group and/or the Safety Officer Group; and
- Monthly Safety Officer/HSR webinars.

2.6 Changes to the OHSMS

The Health, Safety and Wellbeing Manager (Australia)/OHSE Manager (Malaysia) must ensure that:

2.6.1 Major changes to the OHSMS, in accordance with the Management of OHS Actions Procedure must be communicated to all stakeholders via:

- MUOHSC/OHSWC;
- An email to Safety Officers, HSRs and OHS Committee Chairs;
- Local OHS Committees via the Consultants' report;
- Monthly Safety Officer/HSR webinars; and
- Under 'New and Updated Documents' on the OHS website (Australia).

2.6.2 Moderate changes must be communicated via:

- Local OHS Committees via the Consultants' report;
- Monthly Safety Officer/HSR webinars; and
- Under 'New and Updated Documents' on the OHS website (Australia).

The Health, Safety and Wellbeing Manager (Australia)/OHSE Manager (Malaysia) may also choose to notify of any changes to the OHSMS via Monash Workplace posts on either the OHS at Monash Group and/or the Safety Officer Group.

2.7 OHS Induction and Training

Communication through the online OHS induction, the local area induction program, centrally managed OHS training and any locally delivered OHS training must be in accordance with the [OHS Induction and Training Procedure](#).

2.8 Emergency Information

Communication during emergencies on-campus must be in accordance with the [Provision of Emergency Communication Systems Procedure](#).

The responsible person/s for responding to emergencies during off-campus activities must be identified prior to activities commencing and must be provided with communications systems that enable timely and clear information. Options may include:

- Mobile phone or landline;
- Warden Intercommunication "red" Phones (WIP) or via the emergency speaker;
- 2-way radio or UHF communication devices;
- Audible and visual alarms (fire alarm, gas detector alarms); or
- Remote area communication devices such as Emergency Position Indicating Radio Beacon (EPIRB).

2.9 OHS Committee

Before each local OHS Committee meeting, the OHS Committee Chair must ensure that notice of the meeting is circulated to their stakeholders and that this provides a means of requesting agenda items.

The OHS Committee chair must ensure that relevant items are included on the agenda for the meeting and that the requester is invited to the meeting.

Minutes of meetings must be kept and made accessible to all relevant stakeholders. OHS committee meeting minutes must be:

- Only accessible to relevant stakeholders when posted on websites;
- Sent to the area's [OHS Consultant/Advisor](#) as soon as possible after the meeting.

3. OHS Reporting Tools

The Health, Safety and Wellbeing Manager must ensure that tools are made available that adequately provide information on trends and patterns that can be used to identify OHS performance. The primary OHS reporting tool is the Health, Safety and Wellbeing (HSW) Dashboard.

4. Feedback to OH&S/OHS&E

Feedback on the OHSMS and related services is used to continually improve the OHSMS. Feedback can be provided via:

- The [HSW Help and Feedback form](#);
- Email to the ohshelpline@monash.edu or mum.ohse.helpdesk@monash.edu (if you do not have access to the above form);
- Telephone 990 20222 (Australia);
- The Health, Safety and Wellbeing Manager or their delegate (e.g. OHS Consultant or Advisor) in Australia; or the OHSE Manager or their delegate in Malaysia.

It is the responsibility of the Health, Safety and Wellbeing Manager (Australia)/OHSE Manager (Malaysia) to acknowledge any feedback received within one week.

5. Responsibility for Implementation

A comprehensive list of OHS responsibilities is provided in the document [OHS Roles, Responsibilities and Committees Procedure](#).

6. Tools

The following tools are associated with this procedure:

[OHS Contact List Template](#)

7. Records

For OHS Records document retention please refer to:

[OHS Records Management Procedure](#)

DEFINITIONS

A comprehensive list of definitions is provided in the [Definitions tool](#). Definitions specific to this procedure are provided below.

Key word	Definition
Audience	People or a group or people at whom a communication is aimed. This may include workers, visitors, contractors, external organisations and the general community.
Communication	Communication is the process by which information is transmitted and understood between two or more people.
OHSMS Change Impact Level	The impact that a change to the OHSMS can have on stakeholders consists of: <ul style="list-style-type: none">• Minor change - Changes to guidance materials and/or changes to improve upon the look and feel of the OHSMS including:<ul style="list-style-type: none">○ Changes to formatting;○ Clarifications of wording; and○ Correcting webpage links.• Moderate change – Changes to information provided to support mandatory requirements including:<ul style="list-style-type: none">○ Guidelines and standalone reference material;○ OHS Reporting tools;○ Optional processes and the way optional systems operate.• Major change - Changes to the Policy or any mandatory requirements established as part of the OHSMS including:

	<ul style="list-style-type: none"> ○ OHS procedures; ○ Changes to the mandatory processes and the way mandatory systems operate.
Safety Personnel	Individuals in the University who have been elected or appointed to specific safety roles. These include health and safety representatives, safety officers, (biosafety, radiation and laser), first aid personnel and emergency wardens.
Stakeholders	<p>Anyone whose operations may be affected as a result of a revision of an aspect of the OHSMS. Stakeholders include:</p> <ol style="list-style-type: none"> 1. Internal stakeholders (e.g. OH&S team, safety roles, eSolutions, HR, Faculties/Divisions); 2. Organisations delivering outsourced activities (e.g. trainers, auditors, software vendors); 3. Affiliated organisations (e.g. Monash Student Organisations, Monash College); 4. External stakeholders (e.g. associated research institutes (Hudson), CSIRO, DHHS).

GOVERNANCE

Parent policy	OHS&W Policy
Supporting procedures	<p>Monash University OHS documents</p> <p>Emergency Management Procedure</p> <p>Health and Safety Issue Resolution Procedure</p> <p>OHS Consultation Procedure</p> <p>OHS Induction and Training Procedure</p> <p>OHS Records Management Procedure</p> <p>OHS Roles, Responsibilities and Committees Procedure</p>
Supporting schedules	N/A
Associated procedures	<p>Australian and International Standards</p> <p>ISO 45001:2018 Occupational Health and Safety Management Systems</p>
Related legislation	<p>Occupational Health and Safety Act 2004</p> <p>Occupational Health and Safety Regulations 2017</p> <p>Occupational Safety and Health Act 1994 (Malaysia)</p>
Category	Operational
Approval	<p>Chief Operating Officer & Senior Vice-President</p> <p>1 December 2020</p>
Endorsement	<p>Monash University OHS Committee</p> <p>17 November 2020</p>
Procedure owner	Health, Safety and Wellbeing Manager
Date effective	December 2020
Review date	2023
Version	4.5 (<i>Minor amendment effective 1 April 2023</i>)
Content enquiries	<p>ohshelpline@monash.edu (Australia)</p> <p>mum.ohse.helpdesk@monash.edu (Malaysia)</p>

DOCUMENT HISTORY

Version	Date Approved	Changes made to document
1	June 2014	OHS Communication Procedure, v1.0
1.1	July 2015	Updated hyperlinks throughout to new OH&S website.
2	May 2017	<ol style="list-style-type: none"> Updated Scope to align with OHS procedure documents Added 'Monash OH&S Unit' to 'Section 3 – Abbreviations'; Included additional definitions for audience, communication and safety personnel under 'Section 4 – Definitions'; Modified and included additional information in the responsibilities for stakeholders listed in 'Section 5 – Specific Responsibilities'; Modified and included additional information reflecting the mechanisms employed by Monash University when communicating safety, noted in 'Section 6 – OHS Communications Procedure'; Added 'Section 7 – Other Methods of OHS Communication'; Added 'Section 8 – Feedback to OH&S'; Revised 'Section 9 – Tools', including the reference to the OHS Contacts list template; Included additional references in 'Section 11 – Compliance'; <p>Updated and checked all hyperlinks throughout the document;</p>
2.1	August 2017	<p>Updated logos in header</p> <p>Updated OHS Regulations to 2017</p>
2.2	April 2018	Added Definitions for Major and Minor Change.
3	June 2020	<p>Added reference to Workplace as a communication medium replacing Newsletter</p> <p>Added reference to the OHS Dashboard as a source of reference for current information and statistics</p>
4	December 2020	<p>Added details on how changes to the OHSMS are communicated, and the additional requirement to maintain an OHSMS Change register.</p> <p>Clarified that the controlled current version of any documented aspect of the OHSMS is the version available through the OHS Website.</p> <p>Added responsibilities relating to the allocation of OHS noticeboards and further details on what should be available on each noticeboard.</p> <p>To better align with ISO 45001 the following sections were added:</p> <ul style="list-style-type: none"> Changes to the workplace – to highlight communication requirements for change management Changes to OHS related services – to highlight communications requirements if OHS related services are added or removed. Changes to OHS legislation – to ensure effective communication on changes relating to legislation. <p>Added a section articulating what OHS Reporting Tools must be provided.</p> <p>Provided further clarification of how to provide feedback and added the OH&S Feedback Form.</p>
4.1	July 2021	<ol style="list-style-type: none"> Updated certification logo in footer to ISO 45001 Updated the Standard to ISO 45001 under "Associated procedures" in the Governance table Updated OHS Policy under 'Parent Policy' to OHS&W Policy
4.2	October 2021	<ol style="list-style-type: none"> Updated Scope statement to include Monash University Malaysia, Monash University Indonesia, Monash Suzhou and the Monash University Prato Centre
4.3	December 2021	<ol style="list-style-type: none"> Updated Scope statement to include World Mosquito Program Ltd (and its

		subsidiaries). 2. Changed "Manager, OH&S" to "Health, Safety and Wellbeing Manager" throughout. 3. Updated 'If you are injured' poster hyperlink. 4. Added 'HSW Feedback form' hyperlink in section 4. 5. Updated title of Procedure owner in Governance table.
4.4	January 2023	1. Added reference to 'Safety Officer/HSR webinars (2.4, 2.5, 2.6) 2. Removed reference to 'OHSMS Change Register' (2.6.1, 2.6.2) 3. Added reference to 'New and Updated Documents webpage' (2.6.1, 2.6.2) 4. Added HSR and HSW to Abbreviations table 5. Minor wording updates throughout
4.5	April 2023	1. Added Malaysian specific requirements throughout.