

OHS MONITORING AND PERFORMANCE EVALUATION 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

This Procedure sets out the requirements for monitoring and evaluating the performance of workplace health and safety processes, and the health and safety of workers, at Monash in order to provide oversight of workplace conditions and identify improvements for the OHS management system.

1. Abbreviations

BPD	Buildings and Property Division
HSR	Health and Safety Representative
HSW	Monash Health Safety & Wellbeing team
MUOHSC	Monash University Occupational Health & Safety Committee
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System

2. Monitoring workplace health and safety

2.1 Monitoring the health of workers

- 2.1.1 The health of workers is actively monitored by Heads of Units, [OHS Consultants/Advisors](#) and the [Occupational Health team](#) via hazard and incident reports. These include reports about workplace incidents, exposure to occupational hazards, and any impacts of non-work-related injuries or ill health. Hazard and incident reporting is governed by the [Managing OHS Hazards and Incidents Procedure](#).
- 2.1.2 WorkCover claims arising from workplace incidents are monitored by the Monash University OHS Committee (MUOHSC) via de-identified data. Claims are managed by Monash HR according to the WorkCover Procedure.

- 2.1.3 Where hazardous activities are reasonably likely to lead to ill health, the health of workers performing these activities is proactively monitored through the health surveillance program. This program is governed by the [Health Surveillance Procedure](#), and participation is determined via consultation with the [Occupational Health team](#).
- 2.2 **Monitoring safety in work areas**
- 2.2.1 Workplace health and safety risks are monitored via regular review of the [OHS Risk Register](#), local area risk registers, and centrally and locally managed risk assessments. These documents detail workplace risks, risk levels and required risk controls, to enable Heads of Units and Managers/Supervisors to understand and manage OHS risks in the work areas under their control. These processes are governed by the [OHS Risk Management Procedure](#).
- 2.2.2 In Australia, the provision of emergency management and safety systems is monitored by Buildings and Property Division (BPD) according to the Essential Services and Life Safety Measures section of the [OHS Management of Work Areas Procedure](#). Monitoring of first aid equipment is outlined in the [First Aid Procedure](#).
- 2.2.3 Workplace conditions are monitored via regular workplace inspections, which provide a visual check that hazards and risks are being managed appropriately in the workplace, as per the [OHS Management of Work Areas Procedure](#). Inspections should include checks of fire equipment and first aid kits.
- 2.2.4 For work being undertaken by contractors, a monitoring program is developed by the Contractor Responsible Person, and is tailored to the type of work being conducted, as outlined in the [OHS Contractor Management Procedure](#).
- 2.2.5 Workplace safety is also monitored via hazard and incident reporting, to understand how workplace conditions may be impacting on workers, and where workplaces can be improved to eliminate or reduce risks to workers. This is managed according to the [Managing OHS Hazards and Incidents Procedure](#).
- 2.3 **Monitoring the implementing and effectiveness of OHS risk controls**
- 2.3.1 OHS risk controls are implemented to manage specific workplace health and safety risks. Requirements for OHS risk controls are documented in the [OHS Management System procedures](#) and guidance material, risk registers, risk assessments, local safe work instructions, and OHS action plans (arising from hazard and incident reports, evacuation reports, workplace inspection reports, self-assessments, audits and OHS plans).
- 2.3.2 Where work activities or work areas require specific OHS risk controls, the implementation and effectiveness of these controls is monitored by Managers/Supervisors and workers. Controls are monitored through consultation with workers or by direct observation during an inspection or a spot check. These observations, together with any OHS actions (if required), are recorded in the Workplace Inspection Checklist. Monitoring the effectiveness of OHS risk controls is overseen by the local OHS committee as part of the local OHS performance reporting.
- 2.4 **Monitoring OHS induction, training, competency and worker OHS performance**
- 2.4.1 To ensure workers have sufficient information and training to perform their work safely, Managers/Supervisors monitor completion of required OHS inductions and training (and refresher training) by workers in their business unit, including for staff, students, visitors and contractors from other units or organisations. The development and implementation of local OHS inductions and training, and competency in local procedures, is also monitored. The requirements for these processes are outlined in the [OHS Induction and Training Procedure](#).
- 2.4.2 OHS induction and training records, including local records and records held in PowerBI, are checked regularly. Periodic checks of worker competency and safe work practices can be performed via an on-the-job observation, with reference to the local OHS training procedure and relevant safe work instructions.
- 2.4.3 Performance of appointed health and safety roles is monitored by Heads of Units, including ensuring that local OHS committee meetings are held regularly, sufficient numbers of safety and emergency personnel are appointed, and OHS performance and progress with the OHS plan is monitored. These requirements are outlined in the [OHS Roles, Responsibilities and Committee Procedure](#) and [OHS Performance and Development Procedure](#).
- 2.5 **Monitoring OHS actions**
- 2.5.1 OHS actions arise when an OHS issue is identified and cannot be resolved immediately. They may arise from OHS plans, OHS audits and OHSMS self-assessments, hazard and incident reports, workplace inspections, building evacuations, risk assessments, local OHS committee meetings, changes to legislation or other external requirements, and feedback during consultation about workplace changes.

- 2.5.2 OHS actions are assigned to an individual to be completed by a due date, as per the [Management of OHS Actions Procedure](#). Safety Officers monitor completion of OHS actions via PowerBI and local records, and report this information to local OHS committees for review.

2.6 Monitoring legal and other requirements

- 2.6.1 Legal and other external requirements are monitored by Monash University Group Risk, Compliance and Governance areas, Legal Compliance Officers and Health and Safety Leaders for implementation. Group Occupational Health Safety & Wellbeing Leaders determine if any other external requirements should be incorporated into the Occupational Health and Safety Management System (OHSMS). This is governed by the [OHS legal and other external requirements procedure](#).
- 2.6.2 OHS Legislation updates are communicated at local OHS Committee Meetings by [OHS Consultants/Advisors](#).

2.7 Maintaining equipment for safety monitoring and measurement

- 2.7.1 Equipment used to monitor or measure levels of OHS hazards (e.g. levels of radiation, gases or noise) must be calibrated and maintained according to the manufacturer's/supplier's instructions and any applicable legislation, to accurately monitor workplace safety.
- 2.7.2 Records of maintenance and calibration are kept locally, and reviewed regularly by the Managers/Supervisors responsible for the area or workers, as per the [OHS Records Management Procedure](#).

3. Monitoring the OHS Management System (OHSMS)

3.1 Auditing the OHSMS

- 3.1.1 To monitor implementation of the OHS Management System in the work areas under their control, Heads of Units must ensure that the [OHSMS Self-Assessment](#) is completed at least annually.
- 3.1.2 Regular audits of work areas are conducted according to the [OHS Management System Audit Procedure](#), and findings and actions recorded in audit reports and in SARAH.

3.2 Review of OHS documents

- 3.2.1 Regular review of OHS plans, OHS risk register, OHS policies, procedures, guidelines and associated tools is monitored by the Monash Health Safety & Wellbeing (HSW) team.
- 3.2.2 Local OHS committees monitor the regular review of risk registers and OHS plans for their unit.
- 3.2.3 Review of local OHS documents, OHS procedures, local risk assessments, safe work instructions and safety posters is undertaken by Managers/Supervisors and workers to ensure these documents are kept up to date.
- 3.2.4 Requirements for monitoring the review of OHS documents are outlined in the [OHS Document Control and Retention Procedure](#).

3.3 OHSMS management review

- 3.3.1 The suitability, adequacy and effectiveness of the OHS Management System (OHSMS) is monitored via a regular management review, as per the [OHSMS Management Review Procedure](#). The OHSMS management review is carried out by top-level health, safety and wellbeing units, OHS committees and senior management and includes monitoring performance of the OHSMS.

4. Evaluation of OHS performance

- 4.1 Indicators of OHS performance are monitored to look for opportunities to continuously improve how OHS is being managed. A combination of lagging and leading indicators of OHS performance are regularly evaluated by local OHS Committees. Organisation-wide opportunities for improvement are documented in the OHSMS Management Review for action.

4.1.1 Reduce the frequency and severity of injuries and ill health

Performance indicators	Tools	Evaluation
Review incident reports, particularly lost-time injuries (LTI), to look at numbers of incidents, severity, agency and mechanisms of injury	HSW Dashboard	What was the cause of recent OHS incidents, and are there any trends? Are there opportunities to eliminate or reduce risk?

4.1.2 Fix it before someone gets hurt

Performance indicators	Tools	Evaluation
Review hazard reports to look at the numbers, potential severity agency and mechanisms of injury	HSW Dashboard	Has there been an increase in specific types of hazards? Are there opportunities to eliminate or reduce risk?

4.1.3 Respond quickly and effectively to incidents and hazards

Performance indicators	Tools	Evaluation
Action plans for hazard and incident reports are entered in SARA within 1 week of the report	HSW Dashboard	Did any reports have action plans entered more than one week after the report was submitted? Are there barriers for Managers/ Supervisors to respond to hazard and incident reports quickly? For example, are reports assigned to the most appropriate person? Do Managers/Supervisors understand what they need to do?
Action plans are completed within the agreed timeframe	HSW Dashboard	Do any hazard or incident reports have overdue action plans? Should the action plans be extended, and if so, do Managers/Supervisors know how to do this? What are the barriers to completing action plans on time?
OHS actions are effective in eliminating or reducing risk	HSW Dashboard	Are risk levels decreasing after hazard and incident reports are closed? Are action plans addressing the root cause of the issue?

4.1.4 Continuously improve our OHS Management System

Performance indicators	Tools	Evaluation
Regular checks of the work area and work practices identify improvements in how OHS is managed Appropriate OHS actions are assigned to responsible persons with a due date OHS actions are closed out in a timely manner	OHS plans Risk registers and risk assessments Workplace inspections & spot checks Evacuation drills Audits Self-assessments OHS committee meetings	What opportunities are there in your work area to improve how OHS is managed? Are OHS actions implemented in a timely manner, and are they effective? Can you share your work area's best practice with other areas?

Local OHS documents are regularly reviewed and updated to include current OHS requirements	Local OHS document register SWI template	Are there any new OHS documents needed in your work area, or are any obsolete?
Local OHS committees are in place and meet at least quarterly, and any changes to OHS requirements are discussed Terms of reference (ToR) are up to date	OHS Committee ToR, agenda and minutes templates OHS Consultant's report	Are there any ways for the OHS committee to improve how it oversees local OHS management?

4.1.5 Ensure OHS compliance

Performance indicators	Tools	Evaluation
All central and local OHS induction and training requirements are completed in the work area	HSW Dashboard Local OHS induction checklist/s HSW Training Matrix Training Needs Analysis Checklist Local OHS training records	Are staff, students, visitors and contractors completing OHS induction and training requirements? Are Managers/Supervisors and safety personnel completing their required training? Are there any barriers to inductions and training being completed, and any opportunities for improvement?

4.1.6 Enhance our community's health and wellbeing

Performance indicators	Tools	Evaluation
A range of wellbeing and social cohesion programs are provided At least 30% of staff are participating in central wellbeing programs	HSW Dashboard	Are work areas providing wellbeing and social events? Can you share your successes with other work areas? Are there any trends in who isn't attending wellbeing programs? What are their barriers and are there opportunities to include them?

5. Responsibility for Implementation

- 5.1 A comprehensive list of OHS responsibilities is provided in the [OHS Roles, Responsibilities and Committees Procedure](#). A summary of responsibilities with respect to this procedure is provided below.
- 5.2 **Monash Health Safety & Wellbeing (HSW):**
- Oversee the OHS monitoring and performance processes; and
 - Assist with identifying trends in OHS issues and opportunities for improvement.
- 5.3 **Heads of Units and Safety Officers:**
- Monitor the health, safety and wellbeing of workers in their unit and in the work areas they control, using the tools and OHS performance indicators described in this procedure, and through feedback from workers.
- 5.4 **OHS Committee Chairs and local OHS committees:**
- Undertake regular review of OHS performance indicators and feedback from workers about health and safety in their unit/s; and
 - Ensure that OHS actions are closed out in a timely manner.
- 5.5 **Managers/Supervisors:**
- Monitor the health and safety of their workers and work areas to ensure that the OHS requirements laid out in this procedure are implemented.

6. Tools

6.1 The following tools are associated with this procedure:

- [OHSMS Self-Assessment](#)
- [OHS Cyclic Events Checklist](#)
- OHS Committee [Agenda](#) and [Minutes](#) templates
- Workplace Inspection Form
- HSW Dashboard

7. Records

7.1 Records of OHS monitoring should be kept as per the [Records Management Procedure](#) and as specified by relevant procedures listed above.

DEFINITIONS

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

Key word	Definition
Essential Services	Services as described by a qualified building surveyor, by whomsoever rendered, that the interruption of which would endanger the life, health or personal safety of any person. Examples include fire and smoke doors, sprinkler systems and exit signs.
Life Safety Measures	Services as determined by the Group Manager, Health Safety & Wellbeing, by whomsoever rendered, that the interruption of which would endanger the life, health or personal safety of any person. Examples include safety showers, duress alarms and power isolation devices.
Workers	Person performing work or work-related activities that are under the control of Monash University.
OHS Monitoring	A systematic process of observing how activities are being performed and assessing whether this is consistent with documented OHS risk management practices, standards and legislative requirements.
OHS Performance	Measurement and evaluation of the effectiveness of the OHS Management System, to identify areas for improvement.

GOVERNANCE

Parent policy	OHS&W Policy
Supporting procedures	Emergency Management Procedure Health Surveillance Procedure Management of OHS Actions Procedure Managing OHS Hazards and Incidents Procedure OHS Communication Procedure OHS Induction and Training Procedure OHS Legal and Other External Requirements Procedure OHS Management System Audit Procedure OHSMS Management Review Procedure OHS Prescribed Activities and Permit to Work Procedure OHS Records Management Procedure
Supporting schedules	N/A
Associated procedures	Australian and International Standards

	ISO 45001:2018 Occupational Health and Safety Management Systems
Related legislation	Occupational Health and Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2017 (Vic)
Category	Operational
Approval	Chief Operating Officer & Senior Vice-President 12 December 2023
Endorsement	Monash University OHS Committee 22 November 2023
Procedure owner	Group Manager, Health Safety & Wellbeing
Date effective	19 December 2023
Review date	19 December 2026
Version	7.0
Content enquiries	ohshelpline@monash.edu

DOCUMENT HISTORY

Version	Date Approved	Changes made to document
2.1	June 2006	OHS Monitoring, Measurement & Registration Procedure
3	November 2013	<ol style="list-style-type: none"> 1. Purpose – further detail provided for clarification. 2. Scope – Removed reference to AS/NZS 4801 and OHSAS18001. 3. Abbreviations – replaced OHSPC with MUOHSC 4. Definitions – Added audits definition 5. Section 5 updated, merged responsibilities of Occupational Hygienists into the OH&S Unit as part of the same division. 6. Section 6 – Removed Section 6.3 reference to internal and external reviews as incorporated into section 6.1. Added new sections 6.3 – Plant and 6.4 – Self Audit. 7. Section 7 – Removed Table and created updated register that is accessible via the tools section on the OHS website. 8. Previous Section 8 – Workplace inspection documentation removed as this information is in the OHS Audit procedure. 9. Records - list removed & replaced with OHS Monitoring, Measurement and Registration Register. 10. Section 10 - Reference section was updated. 11. Section 11 -Document history added.
3.1	June 2015	<ol style="list-style-type: none"> 1. Updated hyperlinks throughout procedure to new OH&S website.
4	September 2017	<ol style="list-style-type: none"> 1. Updated Facilities & Services to Buildings & Properties Division 2. Updated OHS Regulations to reference the updated 2017 Regulations 3. Updated Definitions to include OHS Monitoring 4. Updated Audit and Risk Management office to Risk and Compliance Office 5. Added link to the Compliance Register 6. Added the Compliance Section as Section 10 7. Updated references to various Regulations

		8. Removed section 4.5 (Plant)
5	March 2020	<ol style="list-style-type: none"> 1. Incorporated Spot checks and Workplace inspections into the procedure. 2. Self-audit questionnaire tool renamed to OHSMS Self-assessment tool. 3. Removed the associated monitoring register tool.
6.0	December 2020	<ol style="list-style-type: none"> 1. Moved workplace inspections/spot checks and essential services and life safety measures requirements into the OHS Management of Work Areas Procedure 2. Moved OHSMS Self-assessment into the OHSMS Management Review Procedure
6.1	July 2021	<ol style="list-style-type: none"> 1. Updated certification logo in footer to ISO 45001 2. Added the Standard ISO 45001 under “Associated procedures” in the Governance table 3. Updated OHS Policy under ‘Parent Policy’ to OHS&W Policy
6.2	October 2021	<ol style="list-style-type: none"> 1. Updated Scope statement to include Monash University Malaysia, Monash University Indonesia, Monash Suzhou and the Monash University Prato Centre.
6.3	December 2021	<ol style="list-style-type: none"> 1. 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 title of Procedure owner in Governance table.
6.4	June 2023	<ol style="list-style-type: none"> 1. Removed OHSMS Management Review from Section 3, as this is a high-level review outlined in the OHSMS Management Review Procedure. 2. Clarified the requirement for Heads of Units to ensure that an OHSMS Self-Assessment is completed annually as part of monitoring (Section 3). 3. Added OHSMS Self-Assessment Tool and Vacation of Laboratory/Studio/Workshop Checklist under Section 5: Tools. 4. Clarified the requirements for monitoring that Laboratory, Studio or Workshop spaces are left in a safe, decontaminated state (Section 3.2). 5. Removed reference to OHS Prescribed Activities and Permit-to-work Procedure (section 3.5), as this procedure is being rescinded. 6. Updated title of Procedure owner in Governance table. 7. Updated ‘Health, Safety and Wellbeing Manager’ to ‘Group Manager, Health Safety & Wellbeing’ throughout the procedure.
7.0	December 2023	<ol style="list-style-type: none"> 1. Updated title to include “performance evaluation” 2. Updated OHS monitoring requirements to summarise the purpose, processes and responsibility. 3. Added Evaluation of Performance section 4. Added definition of OHS performance and performance measures. 5. Updated title of procedure owner in Governance table. 6. Changed Monash Occupational Health & Safety (OH&S) team to Monash Health Safety & Wellbeing (HSW) team in the Abbreviations table and throughout procedure.