

HSW COMMUNICATION STANDARD

SCOPE

This Standard 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 standard, references to 'the University' include activity at Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou, the Monash University Prato Centre, Monash College Pty Ltd and World Mosquito Program Ltd (and its subsidiaries), unless indicated otherwise.

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

1. Abbreviations

HSR	Health & Safety Representative
HS&W	Monash Health, Wellbeing team, led by the Director, Health Safety & Wellbeing
MUM	Monash University Malaysia
MUOHSC	Monash University Occupational Health and Safety Committee
OHSWC	MUM Occupational Health, Safety and Wellbeing Committee
OHS&E	MUM Occupational Health, Safety & Environment Unit
HSW	Health, Safety and Wellbeing
HSWMS	Health Safety & Wellbeing Management System

2. HSW Communication Standard

2.1 Accessing the Health, Safety & Wellbeing Management System (OHSMS)

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

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

2.2 HSW Noticeboards

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

All HSW notice boards must display current information relating to:

- A contact list (template is provided in Section 6) that includes details of the
 - Elected Health & Safety Representatives (HSRs) for the area (in Australia);
 - Safety Officer/s;
 - Building and Floor Wardens;
 - First Aiders.
 - HSW 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 HSW information relevant to the local area (such as the contact details of the area's [HSW Consultant/Advisor](#) (Australia)/OHSWC member/School and Unit Safety Officer (Malaysia)).

In Malaysia, specific safety standing orders, etc. may be displayed on HSW 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 [HSW Consultation Standard](#). 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 [Information Governance and Recordkeeping Procedure](#)

2.4 Changes to HSW related services

- The Director Health, Safety and Wellbeing (Australia) / OHSE Manager (Malaysia) must ensure that any changes to HSW related services (e.g. counselling services, return to work, HSW training, HSW auditing) are communicated to stakeholders via any of the channels below:
 - HSW Consultants' Report
 - Email to relevant role holders;
 - Monash M Space posts; and
 - Periodic Safety Officer/HSR webinars.

2.5 Changes to OHS Legislation

The Director, Health, Safety and Wellbeing (Australia) / OHSE Manager (Malaysia) must ensure that all relevant changes to OHS legislation are communicated to stakeholders these changes via:

- HSW Consultants Report
- 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 MSpace posts; and
- Periodic Safety Officer/HSR webinars.

2.6 Changes to the OHSMS

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

Changes to the OHSMS, in accordance with the Management of HSW Actions Standard must be communicated to all stakeholders via:

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

The Director, Health, Safety and Wellbeing Manager (Australia)/OHSE Manager (Malaysia) may also choose to notify of any changes to the HSWMS via Monash MSpace posts.

2.7 HSW Induction and Training

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

2.8 Emergency Information

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

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 Local HSW Committee

Before each local Committee meeting, the 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 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. HSW committee meeting minutes must be:

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

3. HSW Reporting Tools

The Director, Health, Safety and Wellbeing must ensure that tools are made available that adequately provide information on trends and patterns that can be used to identify HSW performance. The primary HSW reporting tools are the Health, Safety and Wellbeing (HSW) Dashboard and Safety & Risk Analysis Hub, [SARAH](#)

4. Feedback to HSW/OHS&E

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

- Email to the hsw@monash.edu or mum.ohse.helpdesk@monash.edu
- Telephone 990 20222 (Australia);
- The Director, Health, Safety and Wellbeing or their delegate (e.g. HSW Consultant or Advisor) in Australia; or the OHSE Manager or their delegate in Malaysia.

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

5. Responsibility for Implementation

A comprehensive list of HSW responsibilities is provided in the document [HSW Roles, Responsibilities Standard](#).

6. Records

For HSW Records document retention please refer to the University's: [Information Governance and Recordkeeping Procedure](#)

DEFINITIONS

Definitions specific to this Standard 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.
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	Anyone whose operations may be affected as a result of a revision of an aspect of the OHSMS. Stakeholders include: <ol style="list-style-type: none">1. Internal stakeholders (e.g. HSW 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	HSW Policy
Supporting documents	Monash University HSW documents Emergency Management Standard Health and Safety Issue Resolution Standard HSW Consultation Standard HSW Induction and Training Standard HSW Roles, Responsibilities and Committees Standard
Supporting schedules	N/A
Associated documents	Australian and International Standards ISO 45001:2018 Occupational Health and Safety Management Systems
Related legislation	Occupational Health and Safety Act 2004 Occupational Health and Safety Regulations 2017 Occupational Safety and Health Act 1994 (Malaysia)
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DOCUMENT HISTORY

Version	Date Approved	Changes made to document
1.0	2026	Administrative changes due to: <ul style="list-style-type: none"> • Conversion of Procedure to a HSW Standard • Transition Procedure out of University Policy Bank on to HSW website