

HSW MONITORING AND PERFORMANCE EVALUATION STANDARD

SCOPE

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

For the purpose of this standard, references to 'the University' includes 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.

This standard 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 Health, Safety & Wellbeing management system.

1. Abbreviations

B&P	Buildings and Property
HSR	Health and Safety Representative
HS&W	Monash Health, Wellbeing team, led by the Director, Health Safety & Wellbeing
MUHSWC	Monash Occupational Health & Safety Committee
HSW	Health, Safety and Wellbeing
HSWE	Occupational Health, Safety & Environment Unit (MUM)
MUM	Monash University Malaysia
HSWMS	Health, Safety & Wellbeing 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 Schools/Units, Schools/Units Safety Officers and the [Health, Safety and Wellbeing team](#). These include reports about workplace incidents, near misses, exposure to occupational hazards, and any impacts of non-work-related injuries or ill health. Hazard and incident reporting is governed by the [Managing HSW Hazards and Incidents Standard](#).
- 2.1.2 WorkCover claims arising from workplace incidents are monitored by the Monash University HSW Committee (MUHSWC) via de-identified data. Claims are managed by HR according to the WorkCover Procedure. In Malaysia, Social Security Organisation (SOC SO) claims are monitored by HR (Malaysia).
- 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 Standard](#), and participation is determined via consultation with the [HSW team](#) or Occupational Health, Safety and Environment (HSWE) (Malaysia).

2.2 Monitoring safety in work areas

- 2.2.1 Workplace health and safety risks are monitored via regular review of the [HSW Risk Register](#) or MUM HSW Risk Register (Malaysia), local area risk registers, and centrally and locally managed risk assessments. These documents detail workplaces risks, risk levels and required risk controls, to enable Heads of Schools/Units and Managers/Supervisors to understand and manage HSW risks in the work areas under their control. These processes are governed by the [HSW Risk Management Standard](#).
- 2.2.2 In Australia, the provision of emergency management and safety systems is monitored by the Buildings and Property according to the Essential Services and Life Safety Measures section of the [HSW Management of Work Areas Standard](#). Monitoring of first aid equipment is outlined in the [First Aid Standard](#). In Malaysia, emergency and fire service systems are managed and monitored by Facilities Management.
- 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 HSW Management of Work Areas Standard. 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 [HSW Contractor Management Standard](#).
- 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 HSW Hazards and Incidents Standard](#).

2.3 Monitoring the implementing and effectiveness of HSW risk controls

- 2.3.1 HSW risk controls are implemented to manage specific workplace health and safety risks. Requirements for HSW risk controls are documented in the HSW Management System standards and guidance material, risk registers, risk assessments, local safe work instructions, and HSW action plans (arising from hazard and incident reports, evacuation reports, workplace inspection reports, self-assessments, audits and HSW plans).
- 2.3.2 Where work activities or work areas require specific HSW 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 HSW actions (if required), are recorded in the Workplace Inspection Checklist. Monitoring the effectiveness of HSW risk controls is overseen by the local HSW committee as part of the local HSW performance reporting.

2.4 Monitoring HSW induction, training, competency and worker HSW performance

- 2.4.1 To ensure workers have sufficient information and training to perform their work safely, Managers/Supervisors monitor completion of required HSW 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 HSW inductions and training, and competency in local standards, is also monitored. The requirements for these processes are outlined in the [HSW Induction and Training Standard](#).
- 2.4.2 HSW 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 HSW training standard and relevant safe work instructions.
- 2.4.3 Performance of appointed health and safety roles is monitored by Heads of Schools/Units, including ensuring that local HSW committee meetings are held regularly, sufficient numbers of safety and emergency personnel are appointed, and HSW performance and progress with the HSW plan is monitored. These requirements are outlined in the [HSW Roles, Responsibilities standard](#) and [HSW Performance and Development standard](#).

2.5 Monitoring HSW actions

- 2.5.1 HSW actions arise when an HSW issue is identified and cannot be resolved immediately. They may arise from HSW plans, HSW audits and HSWMS self-assessments, hazard and incident reports, workplace inspections, building evacuations, risk assessments, local HSW committee meetings, changes to legislation or other external requirements, and feedback during consultation about workplace changes.

- 2.5.2 HSW actions are assigned to an individual to be completed by a due date, as per the [Management of HSW Actions Standard](#). Safety Officers monitor completion of HSW actions via PowerBI, HSW Plans and local records, and report this information to local HSW 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, Health, Safety and Wellbeing Leaders and Director, HS&W for implementation. Group Health, Safety & Wellbeing Leaders determine if any other external requirements should be incorporated into the Health, Safety & Wellbeing Management System (HSWMS). This is governed by the [HSW legal and other external requirements standard](#).

- 2.6.2 OHS Legislation updates are communicated at local HSW Committee Meetings by [HSW Consultants/Advisors](#).

2.7 Maintaining equipment for safety monitoring and measurement

- 2.7.1 Equipment used to monitor or measure levels of HSW hazards (e.g. levels of radiation, gases or noise) must be calibrated and maintained according to the manufacturer's/supplier's or authorities 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.

3. Monitoring the HSW Management System (HSWMS)

3.1 Auditing the HSWMS

- 3.1.1 To monitor implementation of the HSW Management System in the work areas under their control, Heads of Schools/Units must ensure that the [HSWMS Self-Assessment](#) is completed at least annually.

- 3.1.2 Regular audits of work areas are conducted according to the [HSW Management System Audit standard](#), and findings and actions recorded in audit reports and in SARAH.

3.2 Review of HSW documents

- 3.2.1 Regular review of HSW plans, HSW risk register, HSW policies, procedures, guidelines and associated tools is monitored by the Monash Health Safety & Wellbeing (HSW) team or HSWE team (Malaysia).

- 3.2.2 Local HSW committees monitor the regular review of risk registers and HSW plans for their unit.

- 3.2.3 Review of local HSW documents, HSW 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 HSW documents are outlined in the [HSW Document Control and Retention standard](#).

3.3 HSWMS management review

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

4. Evaluation of HSW performance

- 4.1 Indicators of HSW performance are monitored to look for opportunities to continuously improve how HSW is being managed. A combination of lagging and leading indicators of HSW performance are regularly evaluated by local HSW Committees. Organisation-wide opportunities for improvement are documented in the HSWMS 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, SARAH Dashboard	What was the cause of recent HSW 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, SARAH 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 SARAH within 1 week of the report	HSW Dashboard, SARAH Dashboard	<ul style="list-style-type: none"> 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, SARAH Dashboard	<ul style="list-style-type: none"> 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?
HSW actions are effective in eliminating or reducing risk	HSW Dashboard, SARAH Dashboard	<ul style="list-style-type: none"> 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 HSW Management System

Performance indicators	Tools	Evaluation
<ul style="list-style-type: none"> Regular checks of the work area and work practices identify improvements in how HSW is managed Appropriate HSW actions are assigned to responsible persons with a due date HSW actions are closed out in a timely manner 	<ul style="list-style-type: none"> HSW plans Risk registers and risk assessments Workplace inspections & spot checks Evacuation drills Audits Self-assessments HSW committee meetings 	<ul style="list-style-type: none"> What opportunities are there in your work area to improve how HSW is managed? Are HSW actions implemented in a timely manner, and are they effective? Can you share your work area's best practice with other areas?
<ul style="list-style-type: none"> Local HSW documents are regularly reviewed and updated to include current HSW requirements 	<ul style="list-style-type: none"> Local HSW document register SWI template 	Are there any new HSW documents needed in your work area, or are any obsolete?
<ul style="list-style-type: none"> Local HSW committees are in place and meet at least quarterly, and any changes to HSW requirements are discussed Terms of reference (ToR) is up to date 	<ul style="list-style-type: none"> HSW Committee ToR, agenda and minutes templates HSW Consultant's report 	Are there any ways for the HSW committee to improve how it oversees local HSW management?

4.1.5 Ensure HSW compliance

Performance indicators	Tools	Evaluation
All central and local HSW induction and training requirements are completed in the work area	<ul style="list-style-type: none"> ● HSW Dashboard ● Local HSW induction checklist/s ● HSW Training Matrix ● HSWE Training Matrix ● SINE Dashboard ● Training Needs Analysis Checklist ● Local HSW training records 	<ul style="list-style-type: none"> ● Are staff, students, visitors and contractors completing HSW 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
<ul style="list-style-type: none"> ● A range of wellbeing and social cohesion programs are provided ● At least 30% of staff are participating in central wellbeing programs 	<ul style="list-style-type: none"> ● HSW Dashboard ● MyDevelopment 	<ul style="list-style-type: none"> ● 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 HSW responsibilities is provided in the [HSW Roles, Responsibilities Standard](#). A summary of responsibilities with respect to this standard is provided below.
- 5.2 **Monash Health Safety & Wellbeing (HSW) and HSWE (Malaysia):**
- Oversee the HSW monitoring and performance processes; and
 - Assist with identifying trends in HSW issues and opportunities for improvement.
- 5.3 **Heads of Schools/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 HSW performance indicators described in this standard, and through feedback from workers.
- 5.4 **HSW Committee Chairs and local HSW committees:**
- Undertake regular review of HSW performance indicators and feedback from workers about health and safety in their unit/s; and
 - Ensure that HSW 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 HSW requirements laid out in this standard are implemented.

6. Tools

- 6.1 The following tools are associated with this procedure:
- [HSWMS Self-Assessment](#)
 - [HSW Cyclic Events Checklist](#)
 - HSW Committee [Agenda](#) and [Minutes](#) templates
 - [SARAH Dashboard](#)

- [PowerBI Dashboard](#)
- Workplace Inspection Form
- HSW Dashboard

7. 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
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.
HSW Monitoring	A systematic process of observing how activities are being performed and assessing whether this is consistent with documented HSW risk management practices, standards and legislative requirements.
HSW Performance	Measurement and evaluation of the effectiveness of the HSW Management System, to identify areas for improvement.

GOVERNANCE

Parent policy	HS&W Policy
Supporting documents	Emergency Management Standard Health Surveillance Standard Management of HSW Actions Standard Managing HSW Hazards and Incidents Standard HSW Communication Standard HSW Induction and Training Standard HSW Legal and Other External Requirements Standard HSW Management System Audit Standard HSWMS Management Review Standard HSW Records Management 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 (Vic) Occupational Health and Safety Regulations 2017 (Vic) Occupational Safety and Health Act 1994 (Malaysia)
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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