

## 5. ASSURANCE REPORTS

## 5.1. \* Due Diligence Obligations (WHS) Report #22074

Council is asked to NOTE the Due  
Diligence Obligations (WHS) Report  
#22074

For Noting

Presented by Peter Creamer



<b>Authority</b>	COUNCIL OPEN	<b>Date</b>	31 March 2022
<b>Report Ref</b>	#22074	<b>Item No</b>	5.1
<b>Proposer</b>	Professor Peter Creamer, Chief Operating Officer		
<b>Developed with</b>	Ms Diana Chambers, Work Health and Safety Manager		
<b>Authorised by</b>	Mr James Harris, UNE Chancellor		

## #22074 – Due Diligence Obligations (WHS)

### Report Purpose & Origin

Purpose	To provide the Council with details on WHS Due Diligence Obligations.
Origin	Scheduled item
Governance focus	<p><a href="#">Council Policy</a>: Oversee and monitor risk management and risk assessment across the University. Approve and monitor systems of control and accountability for the University.</p> <p><a href="#">TEQSA Act 2011</a> Ref: 6. Governance and Accountability: 6.1.4 (Corporate Governance), 6.2.1a,e (Corporate Monitoring and Accountability).</p>
Accountability	UNE Council

### Resolution

Council is asked to NOTE the WHS Due Diligence Obligations, report #22074.

### Executive Summary

Due Diligence obligations require an Officer of a Person Conducting a Business or Undertaking (PCBU) – The University of New England - to take reasonable steps:

1. To acquire and keep up to date knowledge of work health and safety matters
2. Gain an understanding of the nature of the operations of the University and the hazards and risks associated with those operations
3. Ensure appropriate resources and processes are undertaken to eliminate and minimize risks to health and safety as a result of the University’s operations
4. Ensure there are appropriate processes for receiving and considering information regarding incidents, hazards, risks and responding in a timely way to that information
5. Ensure there are processes for complying with any WHS duty or obligation
6. To verify the provision and use of resources and processes related to in element three and five

UNE WHS priorities have supported a return to on-campus operations for Orientation week and Trimester 1 in a COVID safe way. The Omicron outbreak has necessitated a step change in approach due to transmission at scale with shift from centralised to distributed leadership in management of transmission.

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## Key Information

### Incident / Hazard Reporting & Investigation

During the period February 2022 the number of incidents & hazards reported are similar to 2021 levels albeit with a shift in distribution of hazards from reports of mouse infestation (2021) to COVID-19 related reports (2022).

The impact of public health orders directed at suppressing the Omicron outbreak are evident in COVID-19. Noting also there was a reduction on January 2022 to February in relation to reports of COVID-19.

	February 2021	February 2022
<b>Hazards</b>	36	36
<b>Incidents</b>	13	18

Hazard and Incident Trends:

	January 2022	February 2022
<b>COVID Hazards</b>	49	24
<b>COVID Incidents</b>	20	6
<b>Total</b>	69	30

Other notable hazards and incidents

#### *Hazard # 615*

Workload and Psychosocial Hazards reported in the Heritage Centre. Escalation of this hazard has been requested by the worker reporting:

- High workload and
- Psychosocial Hazards across a range of those listed in the Code of Practice

Informal steps had been taken to address workload in the first instance and engagement with the respective directorate to explore the hazards that are perceived to impact the worker.

#### *Hazard # 620*

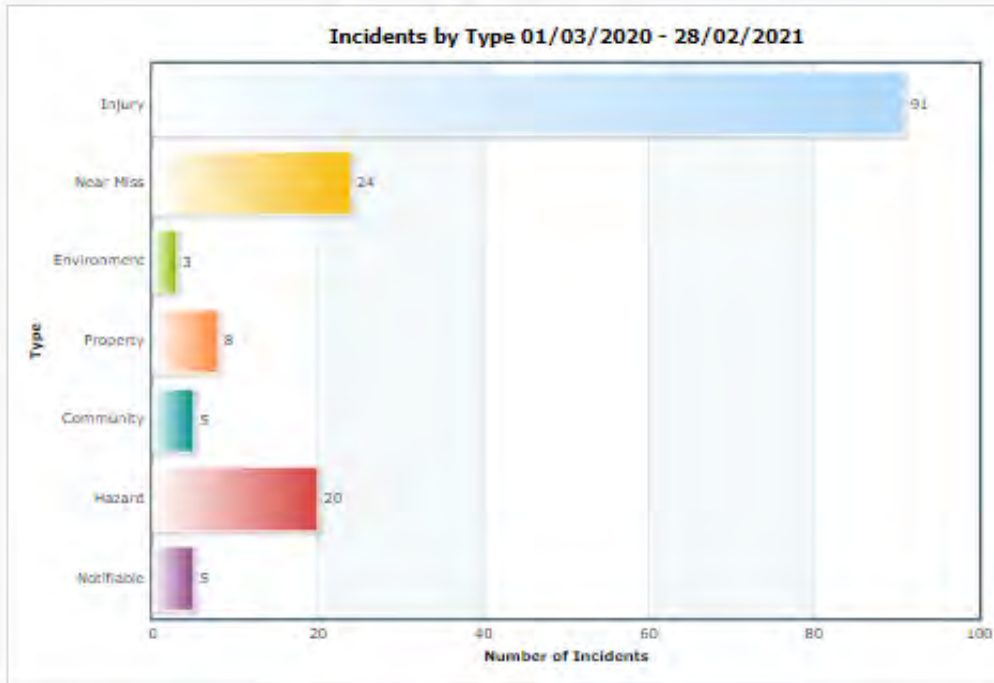
Powerboard failure – removed from service – was attached to oil heater with recommendation to replace oil heaters with lower wattage type.

#### *Incident # 1015*

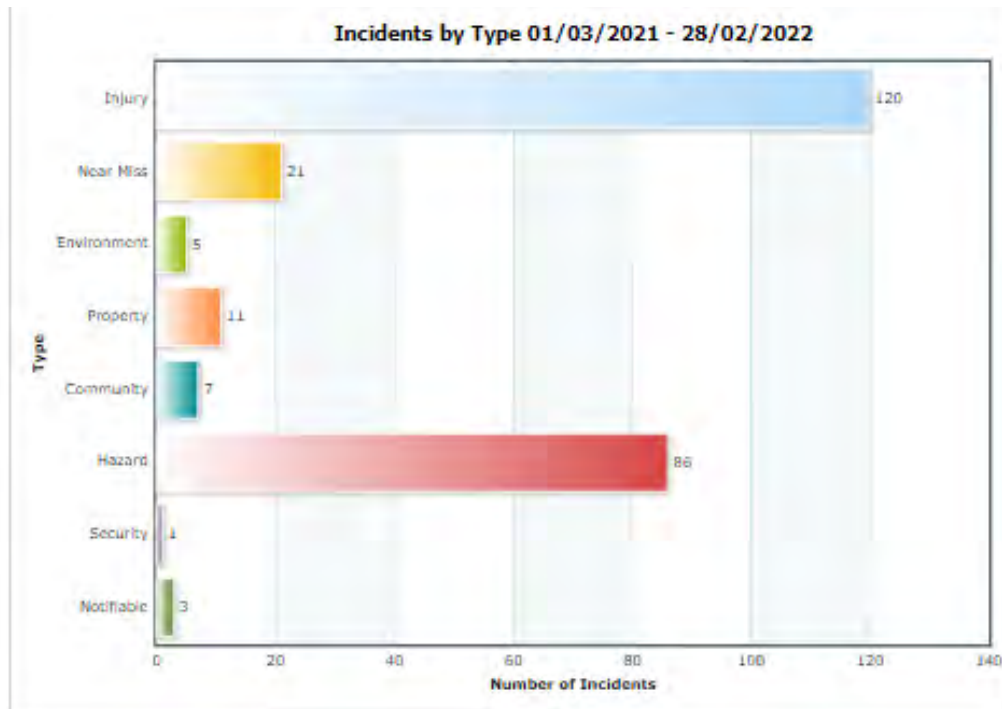
Injury from use of Hydraulic Soil Corer necessitating surgery to fingertip and overnight hospital stay. Modification of the device and revision of the SOP has been undertaken since the injury. This incident was notified to the regulator – Safework NSW and the worker is being support with treatment via a Workers Compensation claim.

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*Incidents (12 months rolling)*

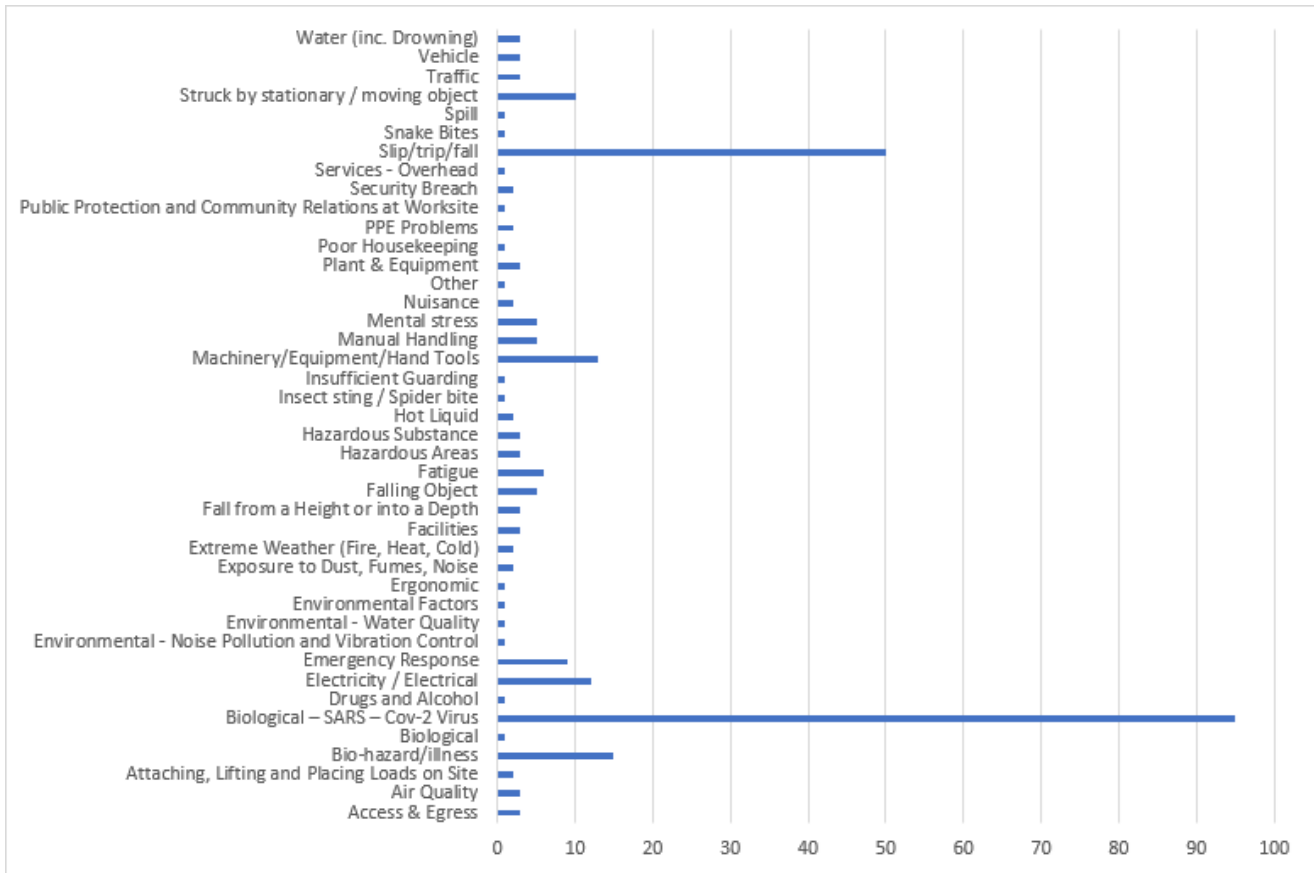


WHS Reporting is increasing commensurate with increasing campus activity and COVID-19 related reports



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### Hazard Profile (Rolling 12 months)



The following hazards also reflect an increase in sporting activity

- slips/trips and falls
- struck by stationary/moving object.

### Health and Wellbeing

#### Injuries and Premiums

UNE presently has four open claims. One new workers compensation claim has been lodged and accepted this reporting period for a finger-tip injury sustained during operation of a hydraulic soil corer.

Premiums for relevant jurisdictions with annual renewal periods are undergoing evaluation of actual costs for the 2021 calendar year to ensure accurate premium calculations moving forward.

#### Initiatives

##### Health and Wellbeing Strategy and Framework

Work has commenced on a UNE Staff Wellbeing Strategy and Framework to support our staff achieve their health potential. Contributions to the People and Culture Newsletter have commenced with regular content on health and wellbeing.



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### *Employee Assistance Program*

The wellbeing dashboard for the month of February is included in the attachment – WHS Dashboard. We had 6 new cases for MyCoach Individuals, no new cases for People Leaders service. The Health and Wellbeing Portal now has 62 subscriptions.

### **Child Protection**

The Child Protection portfolio has transitioned to the WHS Team this month to achieve synergies in delivery within the scope of the WHS Management System that has pathways to achieve relevant policy, governance and compliance, training and communications objectives.

Following substantial research and analysis – a Child Protection Framework and Change Plan is proposed (attached) to achieve functional organisational requirements. The project plan will align with the framework with milestones reported also in CORE program activities.

Initial focus will explore the policy framework and respective content development; identification of impacted stakeholders including those requiring varying levels of compliance checks/competency.

### **Respectful and Safe Communities**

The Australian Human Rights Commission (AHRC) compiled a National Report in 2017 which highlighted a significant prevalence of sexual assault and sexual harassment at Australian universities with a subsequent independent review at UNE supporting the issues identified. Work has been done to address the prevalence of sexual assault and sexual harassment under the Respectful Communities Program.

The University is seeking to operationally and culturally embed our commitment to students and staff by appointment of a Program Manager Respectful and Safe Communities. The position will be appointed for a fixed term of 12 months leveraging the available mechanisms of the WHS operational framework.

Once the work has been completed it is likely that the responsibility of the ongoing management and governance will be transition to the Risk and Governance area of the UNE.

### **Hazardous Substances**

Final preparative work has been undertaken for campus wide legacy chemical waste collection (logistics, finance and area consolidation to optimise contractor presence).

Ongoing liaison and research is progressing to find a compliant solution to remove and dispose of 85 legacy gas bottles of various sizes and contents.

WHS is working with the relevant technical staff and EBE to develop an electronic request process plus relevant risk assessments and JSA's for chemical waste collection and transfer.

### **Emergency Management**

#### *Fire Drills*

A full fire drill schedule for 2022 has been built within teaching periods throughout the year, avoiding intensives, exam & holiday periods. This is to enable a higher participation in the practical warden training component. Each building & the building wardens throughout the University are given a training date & time where a fire panel demonstration & a live fire drill occurs.

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Over the last few months, warden training & fire drills have occurred in the Public facing areas at UNE, such as Booloominbah, SportUNE, Yarm Gwanga child care centre and all the Residential Colleges on campus. Emergency warden training & fire drills on the Academic campus, as per the scheduled, will commence in March.

**Emergency Evacuation Plans**

Planning is underway for the update of the emergency evacuation plans throughout University buildings. Initial consultation with SMEs and stakeholders has commenced relating to content, as per the Australian Standard AS 3745-2010 to be included on the plans.

**First Aid Training**

First Aid training for 2022 resumed in February with 15 staff undertaking the First Aid and CPR courses. An additional 20 Residential College Leaders completed First Aid training on 17-18 February.

**Unimutual/ AXA insurance audit**

Provided support and consultative assistance to the EBE and Finance, Strategy and Business Intelligence teams on specific WHS topics including:

- Hazardous substance storage and use
- Emergency management and response
- Current and proposed engineering solutions to mitigate residual risk

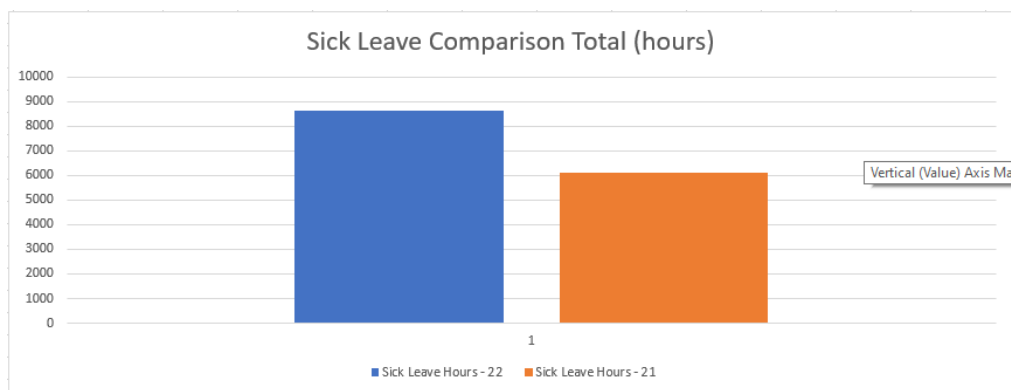
**COVID-19 Management**

In January and February 2022 – the Omicron variant has transitioned to become the dominant variant of COVID-19 in NSW and globally. This outbreak has observed a prevalence of breakthrough infection despite high vaccination rates. Public Health Orders have evolved to support minimal down time and isolation, and an expanded definition of critical workers to ensure continuity of essential services which now includes education.

This period – there has been very active management of the COVID-19 Governance Framework to ensure support and preparedness for delivery of Orientation Week and Trimester 1 (Attachment - green items Table1.)

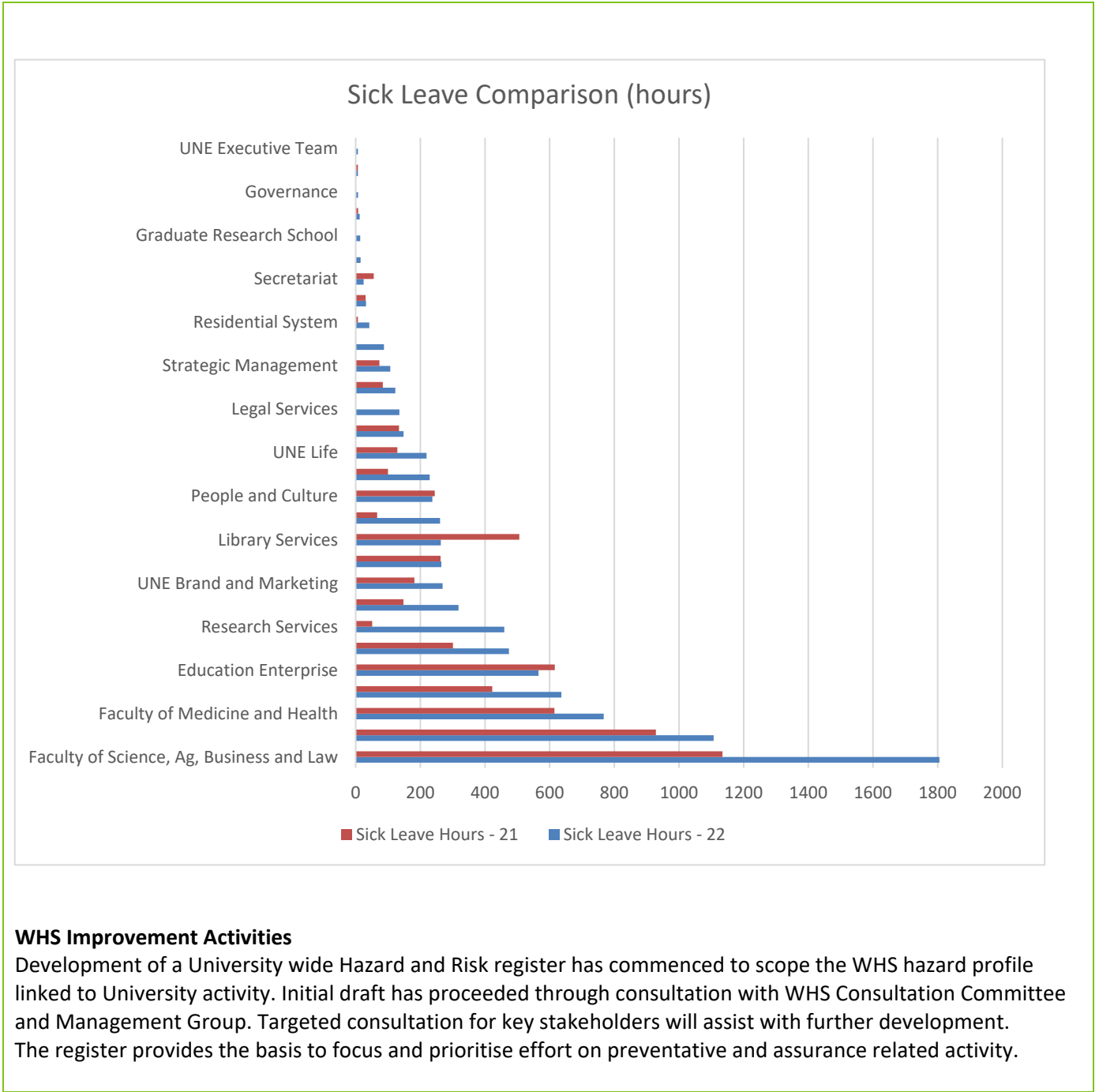
Consultation is ongoing along with continual monitoring of available data and statistics to ensure appropriate COVID Safe Campus settings optimize the participation of staff and students in their work, research and study.

Staff sick leave is presented below for January and February. Not all people who were ill with COVID-19 access the campus in this period however the increase on previous years sick leave indicate a continued impact on the UNE community.





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**WHS Improvement Activities**

Development of a University wide Hazard and Risk register has commenced to scope the WHS hazard profile linked to University activity. Initial draft has proceeded through consultation with WHS Consultation Committee and Management Group. Targeted consultation for key stakeholders will assist with further development. The register provides the basis to focus and prioritise effort on preventative and assurance related activity.

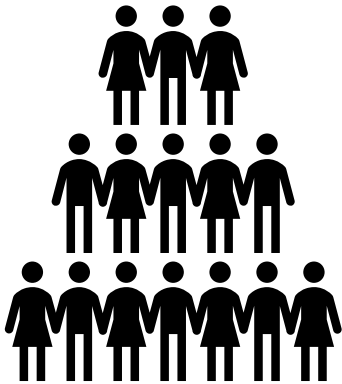
**Appendices / Supporting Documentation**

- Attachment 1: WHS Dashboard February 2022
- Attachment 2: Child Protection Framework and Change Plan
- Attachment 3: Academic Campus Drill Schedule 2022
- Attachment 4: COVID Safe Governance Update February 2022

# WORK HEALTH & SAFETY DASHBOARD FEBRUARY 2022



## WH&S Stakeholders



**Workers**  
 Employees 2369  
 Adjuncts 445  
 Contractors 324

**Others – Students**  
 Residential 773  
 All on campus 3588  
 On-line 21101

## Lead WH&S Indicators



**Inductions 2022**  
 Contractors 225  
 Employees 192



**Emergency**  
 First Aid 35  
 Emergency Drills 9



**Consultation**  
 Work Group Meetings 30%  
 WHS Committee 80%

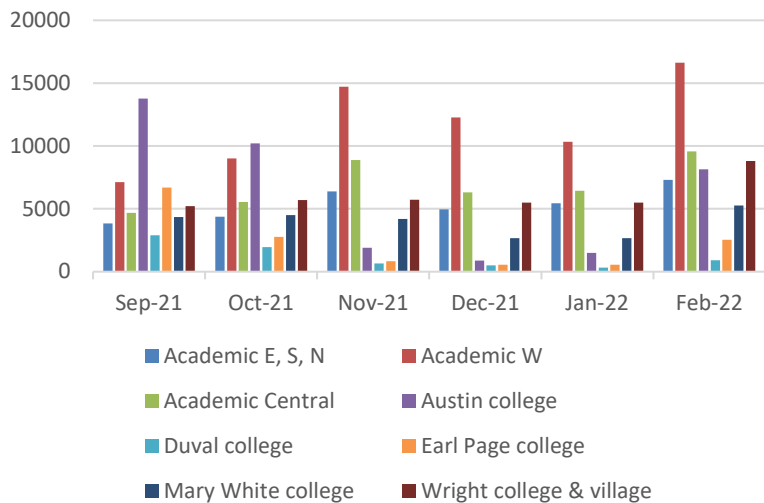
## Lag WH&S Indicators

Indicators	2020	2021	2022
Notifiable Incidents	2	4	1
Number Incidents YTD	82	137	46
New Claims	5	0	1
Paid days lost	0	0	0
Claims Costs (wages)	\$0	\$0	\$0
Sick leave / FTE	6.7	5.3	4.7

## CONTINUOUS IMPROVEMENT



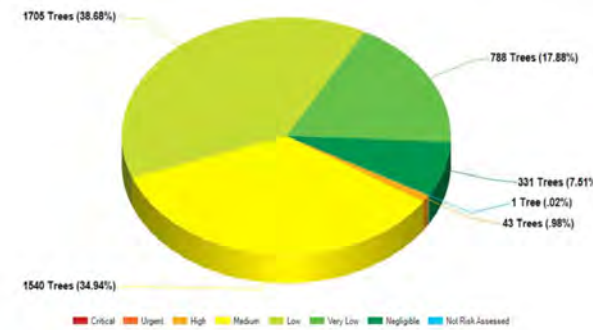
Campus Cardax Usage



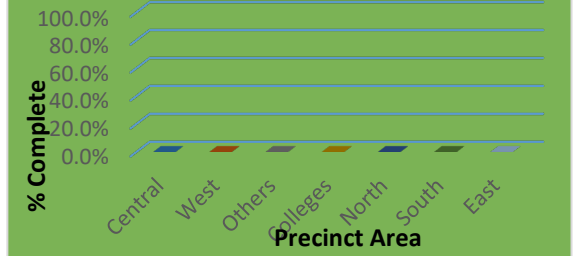
## Arbor Plan 43 trees high risk



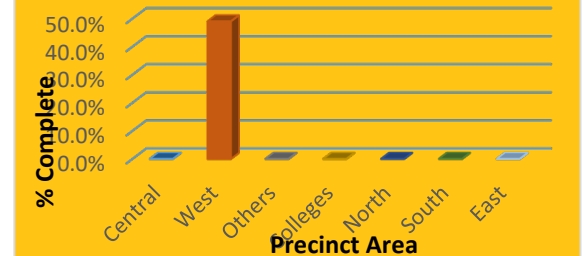
University of New England, UNE Main Campus - Total Tree Inventory by Risk (4408 Trees)



## Test & Tag Progress - 2022



## RCD Testing Progress - 2022



**WH&S Stakeholders**

Relationships within scope of UNE WHS Management System

Contractor records are current for 1 year; breakdown supplied (annual manual classification)

**Lead WHS Indicators**

WHS Management

System Inputs

Training

Emergency Drills  
Consultation

Monthly induction record no. vs Cardax/Ascender record

First Aid training records

Fire Drill schedule (by panel)

Committee occurrence against schedule; % attendance at most recent committee

**Lag WHS Indicators**

WHS Management

System Outputs

Notifiable Incidents

Incidents

Workers compensation claims

Paid days lost

Claims cost

Sick leave

Adherence to Regulatory Criteria

Year to date accruing

Year to date accruing – does not include notification only

Days requiring any remuneration of wages

Wages – accrue against year recorded (NB. 2019 is an outlier year for UNE with several claims leading to one/more surgeries and mental health claims; wages component is the most significant claims cost and indicative of severity)

Rolling average days/FTE (NB impact of leave management and working from home policy is understood to impact 2021 figures)

**Continuous Improvement**

Hazards reported on in the context of significant WHS events in the preceding 12-month period. These indicators provide a level of due diligence and assurance.

# Best You Dashboard Report



CUSTOMER  
University of New England

BUSINESS UNIT  
All

SUB LEVEL  
All

INDUSTRY  
Education

START DATE  
1 February 2022

END DATE  
28 February 2022

## ANNUALISED UTILISATION



## ANNUALISED UTILISATION

Category	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022
Customer	12.6%	6.0%	4.0%	2.5%	3.0%	3.0%
Industry	3.3%	2.8%	2.7%	1.8%	1.8%	2.5%
All Customers	3.9%	3.8%	4.0%	2.8%	2.6%	3.5%

## TOP 5 PRESENTING ISSUES

### THIS PERIOD

Mental Health	33.3%
Workload	33.3%
Personal Trauma	16.7%
Work Satisfaction	16.7%

### SAME PERIOD LAST YEAR

WORK IMPACT - 33.33% of cases had a Work Impact in this period

### Personal

### Work Related



## NEW CASES - MyCoach for Individuals



## NEW CASES - MyCoach for People Leaders



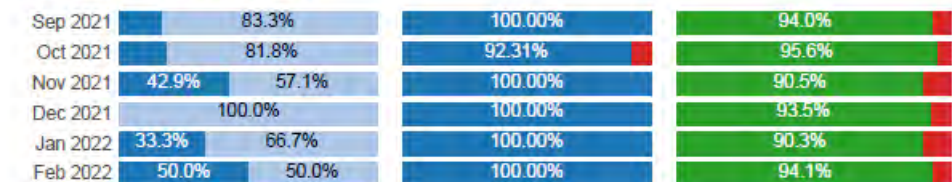
## NEW CASES - Critical Incident



## MODALITY (1st SESSION)

	Face to Face	Telephone	Digital
Customer	0.0%	66.7%	33.3%
Industry	0.8%	74.3%	24.9%
All Customers	1.3%	81.9%	16.8%

## PRESENTATION OVERVIEW



## PRESENTING ISSUE

Work-Related Personal

## STANDARD vs CRISIS

Standard Crisis

## ATTENDANCE

Show No Show

## PERSONAL PRESENTING ISSUES

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022
Family or Relationship	1	1	2			
Legal, Financial, Medical or Addiction	4	2				
Psychological	15	6	2	4	4	3

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022
<b>Family or Relationship</b>						
* Marital / Relationship Discord	1	1				
* Separation / Divorce						
Child / Adolescent			1			
Domestic Violence						
Extended / Blended Family						
Family Relationship Discord			1			
<b>Legal, Financial, Medical or Addiction</b>						
Alcohol / Drug Problem						
Covid-19 / Coronavirus	2					
Financial / Legal						
Gambling Problem						
Medical / Health	2	2				
Medical Issue						
Nutrition						
^ Anxiety	4	2			2	1
^ Depression	1		1			
^ Personal Stress	5	1		2	2	1
<b>Psychological</b>						
Anger		1				
Bushfires						
Grief & Loss	3	1	1			
Personal Trauma	2	1		1		1
Psychotic Disorder						
Self Esteem				1		

\* Partner Relationships  
^ Mental Health

The heat map above provides a graphical representation of the Presenting Issue Categories. The darker the colour the more cases were recorded in the corresponding period.

## WORK PRESENTING ISSUES

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022
Interpersonal	2	1	2		2	
Occupational Health						
Vocational	2	1	1			3

	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022
<b>Interpersonal</b>						
Co-workers		1	1			
Discrimination, Harassment, or Bullying						
Public / Clients						
Staff	1		1			
Supervisor / Manager	1				2	
<b>Occupational Health</b>						
Accident / Injury						
Shiftwork						
Work Trauma						
Career Planning						
Organisational Change						
Redundancy						
<b>Vocational</b>						
Retirement						
Work Role Change						
Work Satisfaction			1			1
Worklife Balance						
Workload	2	1				2

**Objective: Policy and Procedures**

- Architecture/Design confirmed
- Content developed compliant with
  - Regulatory requirements
  - UNE definition of borderline and unacceptable behaviours
- Consultation
- Implementation

**Objective: Organisational Culture and Competency**

- Training and Compliance Needs Analysis
- Communications Plan and Products
- Policy awareness
- Foundational Training Package
- Specialist Training Package
- Managers Toolkit
- Training Records Management

**Objective: Compliance and Resourcing**

- Employer registration maintained
- Workforce strategy (ATIS) alignment
- Working With Children Checks
  - Worker application
  - Employer verification
  - Records/renewals maintained

**Objective: System Requirements**

- Ascender WWCC capability
- Training records
- Incident/Case Management and Records
- Compliance
- Education / Information / Guidelines

**Objective: Incident Management**

- Process Design
- Risk Matrix
- Reporting (internal, external)
- Investigations
- Case Management

**Objective: Governance**

- Reporting/Dashboard
- Compliance reviews
- Risk/Hazard Register Reviews
- Audit and Assurance Framework and Plan

## Academic Drill Schedule for 2022

Proposed date	Time	Drill name	Buildings
Tuesday 15 <sup>th</sup> March 2022	9.00am-1.30pm	Central Part 1	C002, C012, C013, C034, C027, C026, C024, C028 & C023
Tuesday 29 <sup>th</sup> March 2022	9.00am-11.45am	Central Part 2	C017, C030, C031 & C033
Tuesday 3 <sup>rd</sup> May 2022	9.00am-1.00pm	Western Part 1	W077, W055, W021, W034, W037, W038, W039, W040, W042
Tuesday 10 <sup>th</sup> May 2022	9.00am-1.45pm	Western Part 2	W002 & W070, W071, W073 & W074, W065, W066, W067, W068 & W069, W022 & W023, W011, W048, W049, W046 & W047
Tuesday 17 <sup>th</sup> May 2022	9.00am-1.15pm	East	E006, E008, E011, E012, E021, E022
Tuesday 13 <sup>th</sup> September 2022	9.00am-11.15am	South	S002, S003, S004, S005, S006, S007, S008, S009, S011 & S037
Tuesday 20 <sup>th</sup> September 2022	9.00am-	North & SportUNE	N002, N003, N003A, N004, N005, N006, N007, N008, N008A, N009, N014, N15, N016, N017, N018, N019, S029, S031, 032, S032A, S033



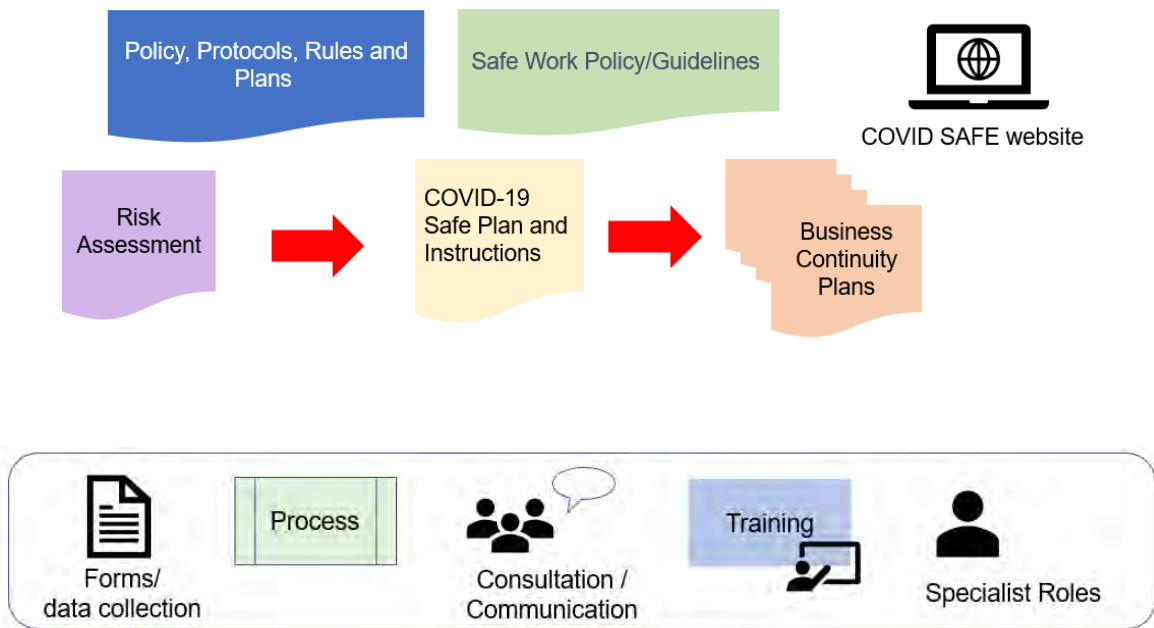
## Attachment – Covid Safe Governance Framework Update February 2022

### Summary

Since the beginning of COVID-19 Pandemic UNE has managed its COVID-19 response by:

- Developing a ‘risk-based approach’ to decision making;
- Following new NSW Public Health Orders (NSW PHO’s) and encouraging staff and students to do the same;
- Managing decision making and communication with key stakeholders throughout the process;
- Maintaining a risk analysis as NSW PHO’s change, regularly adjusting UNE’s COVID safe plan and updating business continuity plans.

### Covid Safe Governance Framework



In January and February 2022 – the Omicron variant has transitioned to become the dominant variant of COVID-19 in NSW and globally. This outbreak has observed a prevalence of breakthrough infection despite high vaccination rates. Public Health Orders have evolved to support minimal down time and isolation, and an expanded definition of critical workers to ensure continuity of essential services which now includes education.

This period – there has been very active management of the COVID-19 Governance Framework to ensure support and preparedness for delivery of Orientation Week and Trimester 1 (green items Table1.)



## Status of the COVID Safe Governance Framework

Element	Action	Status
COVID Safe Campus Risk Assessment	Continuous Monitoring and Evaluation <ul style="list-style-type: none"> <li>Community transmission rates</li> <li>COVID-19 infection reports (Skytrust)</li> <li>Sick leave data</li> <li>College isolation data</li> <li>Vaccination and Infection Status</li> <li>Active consultation with WHS Committee</li> </ul>	<ul style="list-style-type: none"> <li>COVID Safe Risk Assessment Finalized and Published</li> </ul>
COVID Safe Plan		<ul style="list-style-type: none"> <li>Version 9 Finalized and Published</li> </ul>
Residential Colleges COVID Safe Plan		<ul style="list-style-type: none"> <li>Residential Colleges Risk Assessment and COVID Event Safety Principles Finalized and Published</li> </ul>
Business Continuity Plans	Business Impact Analysis launched in October 2021 and are currently being implemented.	Schools and Directorates - TRIM container <b>TRIM</b> container: A21/3419 STRATEGIC MANAGEMENT - IMPLEMENTATION - COVID-19 (COVID 19 CORONAVIRUS) 50 records (includes revisions)  Detailed Revision of BCP has occurred to ensure continuity provisions for Teaching.
	Review of Critical Worker Exemption business applications	The Critical Worker Isolation Exemption is now incorporated into the COVIDSafe Plan and approved by the Executive Team for implementation where required with appropriate risk-based decision making.
	Continuous Monitoring and Evaluation of business continuity/disruption	Unit Postponement Decision Flow and Unit Coordinator Communications Plan finalized
Policy, Protocols, Rules and Plans	Review of Existing Policy, Protocols and Rules	Draft Guideline remains in Draft subject to review of requirement
Forms	<b>Vaccination Status Registration</b> Service Now Form Version 2 Complete Launch for staff and student channels Reporting and analysis to feed into COVIDSafe Campus Risk Assessment and COVID Safe measures	<ul style="list-style-type: none"> <li>Version 2 of the Vaccination Registration Form built, tested and communications scheduled for early March.</li> <li>Privacy Collection notice updated and embedded</li> <li>Content also requests recent infection status</li> <li>Dashboard built to support analysis and reporting.</li> </ul>
	<b>COVID-19 Test registration Form</b>	Service Now Form built and available however may not be required - registration of COVID-19 positive testing where site is accessed is reported to Skytrust as an incident/hazard.



<p>Consultation and Communication</p>	<p>Ongoing "source of truth" maintained</p>	<ul style="list-style-type: none"> <li>• <a href="#">COVID Safe Campus pages</a></li> <li>• <a href="#">UNE SAFE Covid Safe Resources</a></li> <li>• Content Revised for Trimester 1 Commencement and communicated through</li> <li>• Updated signage for campus locations drafted, printed and distributed prior to Trimester 1</li> <li>• SIG Pack prepared and disseminated</li> <li>• Communications channel content and distribution</li> <li>• Youtube clip developed</li> </ul>
<p>COVID - 19 Incident/Hazard Management</p>	<p>Scalable response framework to suit increased community transmission</p>	<ul style="list-style-type: none"> <li>• Centralized management shifted to localized process</li> <li>• COVID-19 and Close Contact Processes for Staff and Students developed and published</li> <li>• Skytrust incident/hazard management process published for COVID-19</li> </ul>
<p>Training</p>	<p>Induction packages continuously updated</p>	<ul style="list-style-type: none"> <li>• <a href="#">Inductions</a> updated for staff, students, contractors, visitors, regional study centres to support College arrivals and Trimester 1</li> </ul>
<p>Processes</p>	<p>Rapid Antigen Testing</p>	<ul style="list-style-type: none"> <li>• Risk based framework established to support College Arrivals and Trimester 1 return to face to face teaching for ongoing monitoring and assessment.</li> <li>• College distribution implemented.</li> <li>• Frontline staff and day student ordering and collection implemented.</li> </ul>
	<p>Event Management Guidance for students and visitors</p> <p>COVIDSafe Conditions of Hire require revision</p>	<ul style="list-style-type: none"> <li>• COVID-19 UNE Residential Events Safety Principles established and published.</li> <li>• Draft amendments of Conditions of Hire</li> </ul>
	<p>Travel</p> <p>International Travel requiring additional guidance and decision matrixes</p>	<ul style="list-style-type: none"> <li>• Domestic Travel re-instated with Head of School / Directorate approval</li> <li>• International Travel risk assessment revised</li> <li>• Insurance investigated</li> </ul>