



CHANGE MANAGEMENT PROCEDURE

1. PURPOSE

This procedure describes the change management process.

2. SCOPE

This procedure applies across the organisation of Charles Sturt Campus Services and all workplaces under our control. This procedure is applicable to all "Change Items" that requires governance and tracking of changes.

3. DEFINITIONS

TERM	DEFINITION
Change Item	Any item that can be changed. Whether it is the introduction of a new equipment, a new maintenance procedure, recommendations for improvements. These include the changes that would have a noticeable impact on resources, materials, procedures, processes, training, management control, and above all our people.
Change	Any variation or change to approved/agreed outcomes

4. PROCEDURE

4.1 Changes in general

Changes here refers to Charles Sturt Campus Services operational items such as processes, registers, forms, templates, rosters, manuals, that are required to be managed and governed by management.

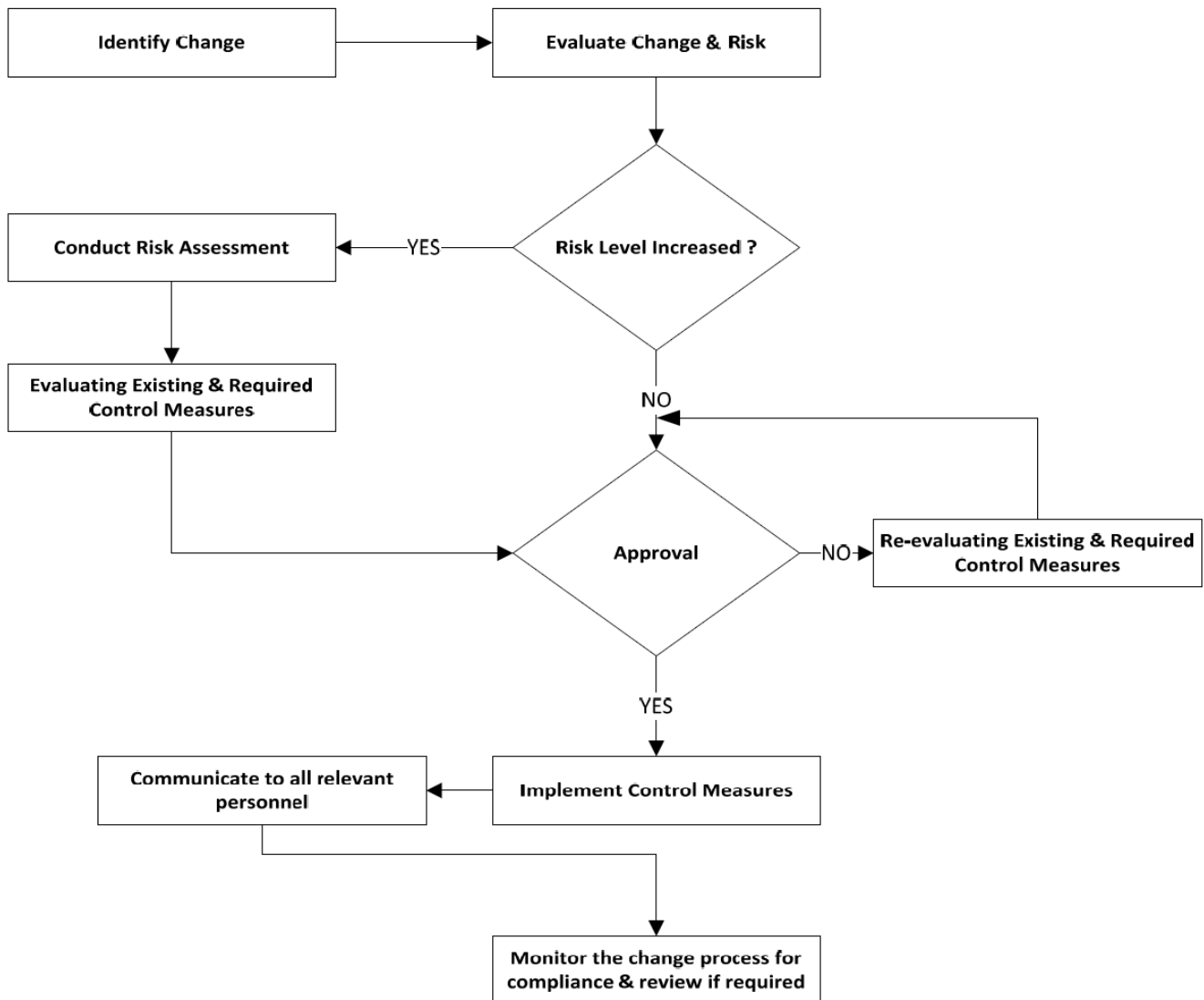
4.2 Responsibility

The HR & Safety Manager is responsible for ensuring that any Change Items within the scope of Charles Sturt Campus Services are governed & managed according to this change framework.

4.3 Proposing Items Changes

Use the Change-Improvement-Corrective Action Request Form

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STEPS

IDENTIFY CHANGE

Change Requestor

1. Change requirements may be identified as part of WiWalks, Risk Assessments or from general observations.
2. A requestor can be anyone within Charles Sturt Campus Services operations, and they need to be functionally involved.
3. The requestor will propose a Change Item via the Change-Improvement-Corrective Action Request Form.
4. The HR & Safety Manager will then proceed to evaluate the change request.

EVALUATE CHANGE & RISK

HR & Safety Manager

5. The HR Safety Manager will evaluate the change and the risk levels using the Risk Assessment Form. The HR & Safety Manager will ensure all areas of compliance and consultation are acceptable before proceeding to recommend the change.
6. If the change is approved to proceed, the HR & Safety Manager will discuss the proposed change to the required stakeholders. This is generally done at the appropriate management meeting. The HR & Safety Manager is responsible to gain approval or rejection of the change.
If the change is approved proceed to Step 8.

If the change is not approved, the process will then have to start back again at Step 2 where the requestor has to re-propose an amended change with the stakeholder's feedback given from the rejection. The HR & Safety Manager will communicate this result.

8. The HR & Safety Manager is responsible for the Communication Plan - communicating progress of the change request to all affected parties of the change. Communication can be via email, focus packs, memos or meetings minutes.

IMPLEMENT CONTROL MEASURES

9. The HR & Safety Manager will identify if there is a need for training on the new changes. If yes, proceed to Step 10, else skip to step 11.
10. The HR & Safety Manager is required to prepare a training plan for the change. This can be in the form of training sessions, Inductions, briefing, toolboxes, or even meetings. However, acceptance of training should be recorded, i.e, participants are required to sign and accept the new change thereafter.
11. Change is implemented at this step. Ensure that the below are all ready and available, and updated for the implementation.
 - a) Actual Change Package (Change-Improvement-Corrective Action Request Form, Related/Effectuated Documents, Risk Assessments etc)
 - b) Communications Plan (shown in Step 9)
 - c) Training plan if applicable (shown in Step 11)



12. All items should be saved/archived in the shared drive folder for reference purposes.

COMMUNICATION

13. Communications plan and training plans are to be actualized and completed within the stipulated timeframe of the change. Archive related documents accordingly. At a minimum are progress of change requests are to be discussed at the Management Meetings and documented in minutes.

MONITOR & REVIEW

14. Check if the change was successfully implemented. If no proceed to Step 15. If yes go to Step 16.
15. In a failed change, there is always a need to initiate a Post Implementation Review (PIR) of what went wrong. The HR & Safety Manager is responsible to initiate this review, to learn from the failed change, and to put actions in place to prevent a re-occurrence of the failure. The Change process will end here.
16. In all successful Change Implementation, it would be recommended to post-audit that the change is in place. This can be done a few weeks to a few months after the implementation. The goal of the audit, is to assess the effectiveness of the change, and if the change had truly taken effect and to document the wins and lessons learned. The results of this audit should be presented at the next Management Meeting by the HR & Safety Manager.
17. If the Change was not effective at the post audit, then the HR & Safety Manager will require re-accessing a new training plan required to facilitate this change. I.e, go back to Step 11, where the HR & Safety Manager will re-access and amend the training plan to a more effective plan.

If the Change post audit proves to be successful, then update the findings into the CSCS safety system and the change process will end here.

5. RELATED DOCUMENTATION

CSCS OHS Policy WHS005

CSCS WHS Management System Summary WHS084

Change-Improvement-Corrective Action Request Form

Risk Assessment Control Form WHS039